

Sustainable Banking Presentation

FY 2023



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In relation to 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), this presentation 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 the International Financial Reporting Standards (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. Please refer to the Glossary section of the relevant CaixaBank's Business Activity and Results Report for a list of the APMs used along with the relevant reconciliation between certain indicators. Since 1 January 2023, the Group applies IFRS 17 "Insurance Contracts" and IFRS 9 "Financial Instruments" to the assets and liabilities assigned to the insurance business, based each of the income statement for the year 2022 and the balance sheet as of 31 December 2022 have been restated for comparative purposes. The Group has also taken into consideration the requirements of IFRS 9, an accounting standard that has already been applied to the banking business for the registration and measurement of its financial assets and liabilities.

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NOTE on the restatement of historical financial information under IFRS 17/9: FY22 financial information was restated in accordance with IFRS 17/9. Trailing twelve-month ratios prior to 4Q22 correspond to those reported under IFRS 4, as historical information was not available for restatement. Refer to the Appendix for the restated historical P&L figures.

Presentation prepared with Group data at closing of 31 December 2023. Financial information as presented in 4Q23 Results presentation and Quarterly Report.

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

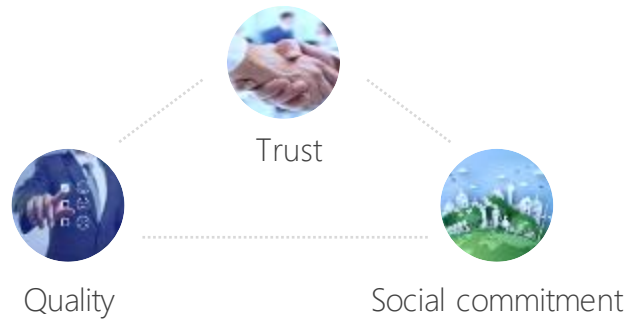
It allows everyone to embrace the purpose, according to their needs and specific situation. It lets CaixaBank talk about both micro and macro aspects, thus also encompassing the organisation's social commitment.

OUR MISSION

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



OUR VALUES



OUR CULTURE



People first



An agile attitude



Partnership is our strength

CaixaBank Group at a glance



Leading bancassurance franchise in Spain + Portugal

20.1 M Clients	€607 Bn Total assets	€354 Bn Client loans (gross)	€630 Bn Client funds
23% 25% Market share in loans deposits ⁽¹⁾	29% Market share in long-term savings ⁽¹⁾⁽²⁾	26% Market share in life-risk insurance ⁽¹⁾	42% Penetration in digital clients ⁽¹⁾



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

4,191 Branches	12,594 ATMs	44,863 Employees	11.5 M 0.9 M Digital clients Spain Portugal
#1 Life-insurance Group in Spain	#1 In Mutual funds in Spain	#1 By credit card turnover in Spain	#1 Private micro-finance entity in Europe



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

€27 Bn Market cap ⁽³⁾	€4.8 Bn FY23 Net income	15.6% FY23 RoTE	40.9% FY23 C/I
10.5% Dividend yield ⁽⁴⁾	2.7% 73% % NPL % NPL coverage	215% % LCR eop	12.4% % CET1 ex IFRS9 TA



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

>140K Microcredits granted in 2023 ⁽¹⁾	783 Towns ⁽¹⁾ served by mobile branches	360K Clients with social or basic accounts ⁽¹⁾	2 A 16.1 Sustainable Fitch I CDP Sustainability
Net zero Carbon emissions by 2050	#1 By green financing in EMEA (2023) ⁽⁵⁾	#1 In Europe by SDG bond issues in 2019-23 ⁽⁶⁾	~€64 Bn Mobilisation of sust. finance 2022-24e ⁽⁷⁾

(1) In Spain. (2) Includes mutual funds, pension plans and savings insurance. (3) As of YE23 and excluding treasury shares. (4) FY23 dividend divided by the share price at 31 December 2023. (5) Source: LSEG-Refinitiv. (6) Source: Dealogic. (7) 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⁽¹⁾

23.5% Loans ⁽²⁾	23.5% Loans to businesses	24.8% Mortgages	24.7% Deposits ⁽²⁾	23.6% Mutual funds
34.0% Pension plans	36.5% Saving insurance ⁽³⁾	29.3% Long-term savings ⁽⁴⁾	25.7% Life-risk insurance	31.1% Credit card ⁽⁵⁾ turnover



Market share in key products: BPI, % in Portugal⁽⁶⁾

11.7% Loans ⁽²⁾	11.3% Loans to businesses	14.4% Mortgages
10.5% Deposits ⁽²⁾	15.6% Mutual funds	12.9% Life-risk insurance

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 December 2023 are internal estimates. (4) 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 Dec. 2023 are internal estimates. (5) Including credit and debit cards. (6) Source: BPI and Bank of Portugal, latest available data (as of Dec. 2023).

Best-in-class omni-channel distribution platform with multi-product capabilities

PHYSICAL FOOTPRINT



of retail branches



3,618
Spain

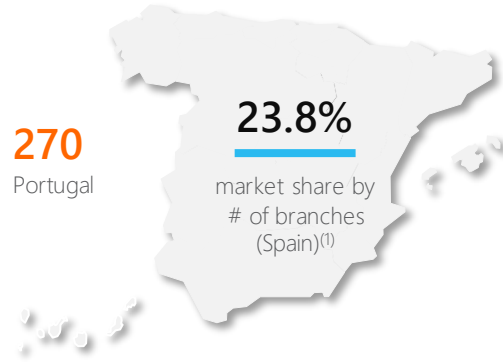
270
Portugal

of ATMs



11,335
Spain

1,259
Portugal



NO WITHDRAWAL FROM TOWNS

Presence in towns with >5K inhabitants

99%
Spain

61%
Portugal

SPAIN

- **483** towns where CABK is the only bank
- **783** towns with mobile branches (Jan. 2024)
- Agreement with post office (coverage of towns with <500 inhabitants)

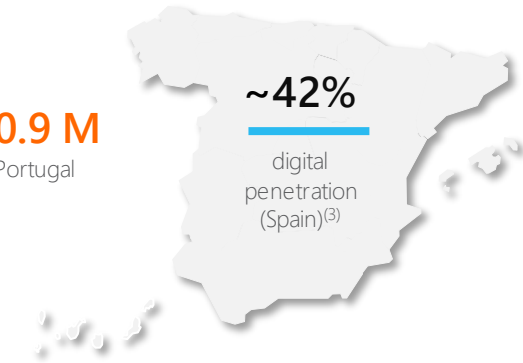
LEADER IN DIGITAL CHANNELS

of digital clients⁽²⁾



11.5 M
Spain

0.9 M
Portugal



Digital and remote relationship models

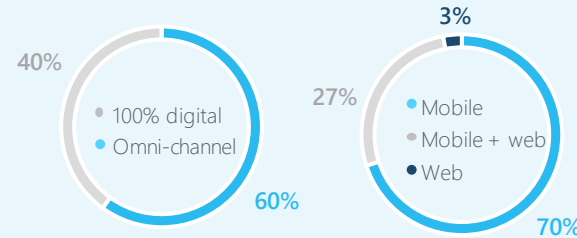
CaixaBankNow inTouch



3.3 M clients⁽⁴⁾ **3.3 M** clients⁽⁵⁾

USE OF MOBILE CHANNEL IS GROWING RAPIDLY

Breakdown of digital clients⁽²⁾, (Spain)



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. (3) 12-month average, latest available data as of 31 December 2023. Total digital banking penetration (desktop + mobile). Including exclusive clients and shared clients with other entities. Source: ComScore MP and Home and Work (Spain) eBanking portals audiences. (4) In Spain. InTouch was launched in mid-2018. (5) Imagin was launched in 2016 and re-launched in 2020.

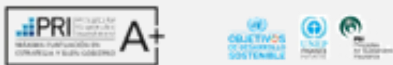
Captive product factories facilitate innovation and agility while offering the best value proposition to our clients



INSURANCE: LIFE AND NON-LIFE



- **100%** ownership
- **#1** life-insurance (Spain)⁽¹⁾



- **49.9%** ownership
- **#1** Health insurance (Spain)⁽¹⁾



ASSET MANAGEMENT



- **100%** ownership
- **#1** in mutual funds (Spain)⁽¹⁾
- Market share in mutual funds in Spain: **23.6%**
- 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)⁽¹⁾



- **20%** ownership⁽²⁾



MICRO-CREDIT



- Largest private microfinance institution in Europe
- **100%** ownership
- **~€1.4 Bn** granted in FY23 in micro-credits and other loans with social impact
- **28.5K jobs created** in FY23 through entrepreneurship support
- Support from:



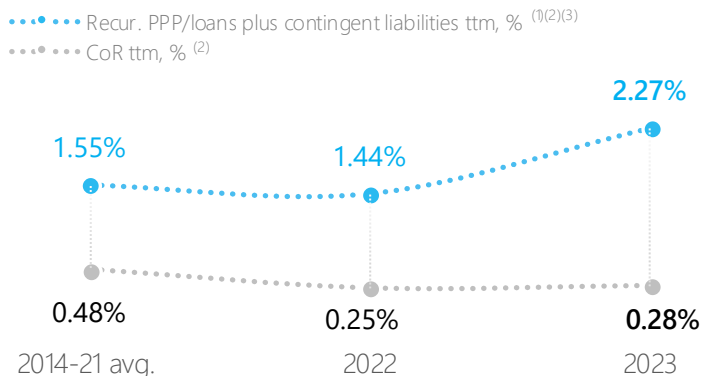
(1) Based on latest available data, from Bank of Spain, ICEA, INVERCO, Cards and Payments System.

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

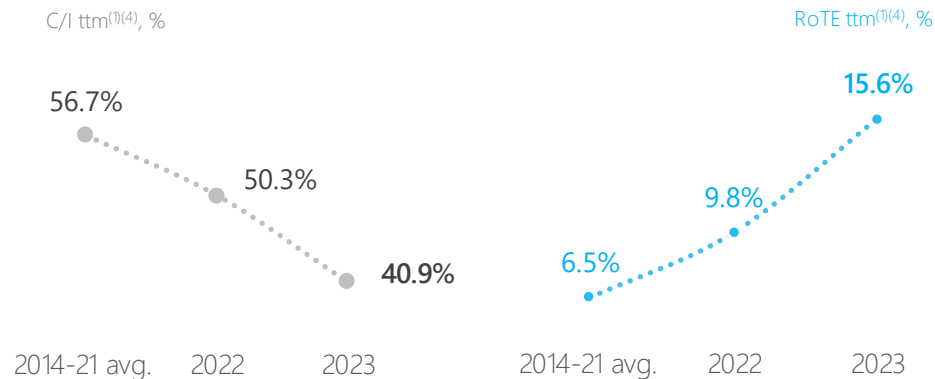


Facing the future from the strongest financial position in 10+ years

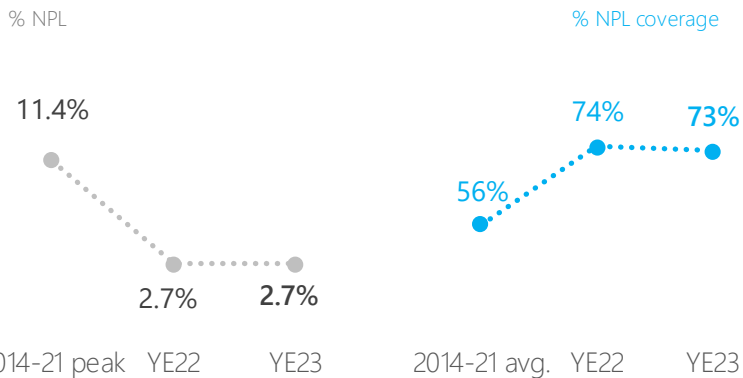
HIGHER ABILITY TO ABSORB CoR



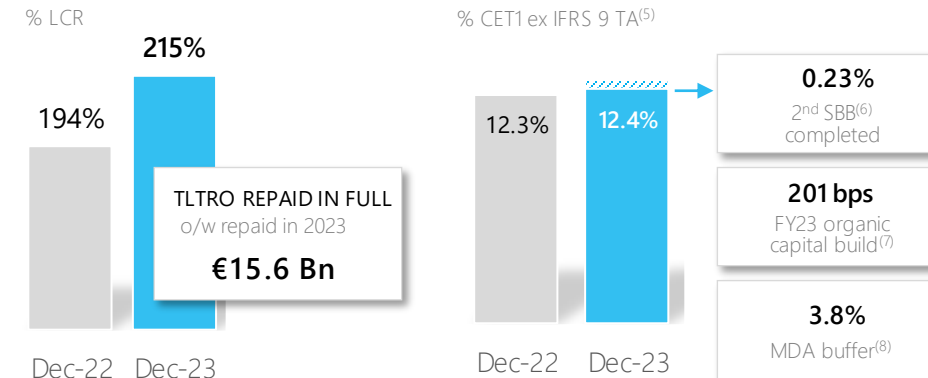
STEEP IMPROVEMENT IN EFFICIENCY AND PROFITABILITY



LOW %NPL WITH HIGH COVERAGE



AMPLE LIQUIDITY AND HIGHER CAPITAL BUILD

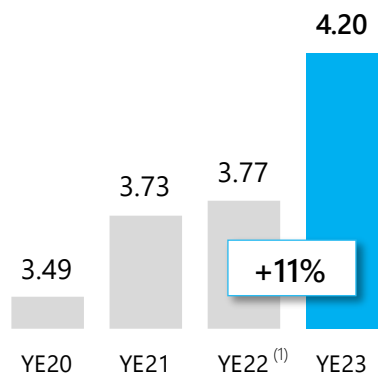


(1) 2022-23 under new accounting standards; 2014-21 based on previously reported figures (IFRS 4). (2) 2020-21 PF including Bankia for 12 months. (3) 2023 adjusted excluding the extraordinary banking tax. (4) 2021 RoTE and %C/I adjusted excluding M&A one-offs. (5) Dec-22 under IFRS 17/9. (6) Second extraordinary SBB executed between September 2023 and January 2024. (7) Excludes dividend accrual, AT1 coupons and impacts from markets and other. (8) % CET1 including IFRS 9 TA vs. 2024 SREP: 380 bps; 386 bps vs. 2023 SREP.

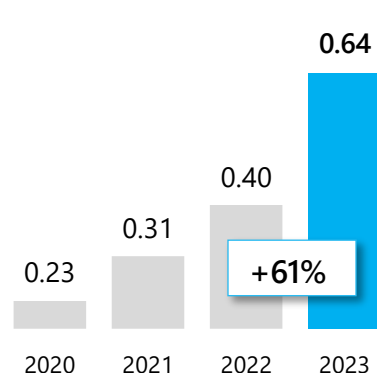
Strong financials support higher shareholder distributions

2023

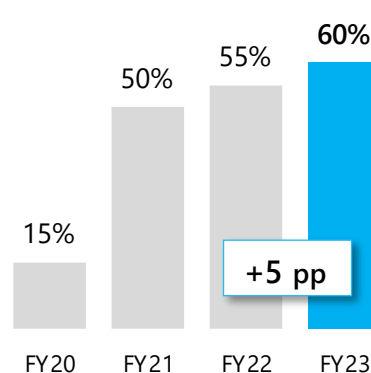
INCREASED TBVPS
TBVPS, €



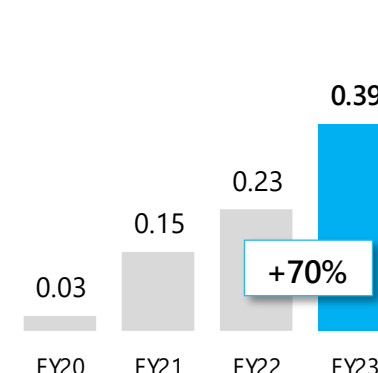
INCREASED EPS
EPS⁽²⁾ in €



% INCREASED PAYOUT
Cash payout⁽³⁾, %



INCREASED DPS
DPS⁽³⁾⁽⁴⁾, €



EXTRAORDINARY DISTRIBUTIONS

€500 M

2nd extraordinary SBB already completed⁽⁵⁾

3rd extraordinary SBB to begin in 1H24e⁽⁵⁾

2024

ORDINARY DIVIDEND⁽⁶⁾

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⁽⁷⁾

UPGRADED STRATEGIC AMBITION

~€12 Bn

(vs. c.€9 Bn initial target)

o/w ~€6.9 Bn including

- FY22 dividend already paid
- FY23 dividend announced⁽³⁾
- 1st and 2nd SBB already executed⁽⁵⁾

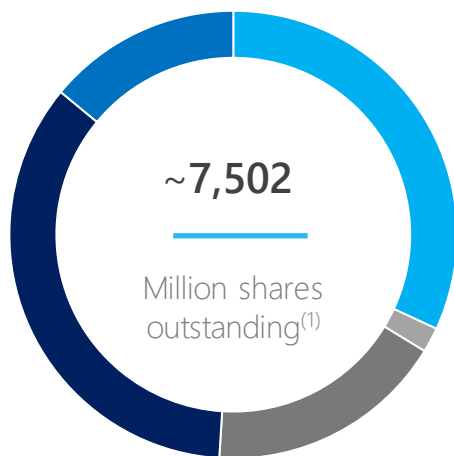
(1) IFRS 17/9. (2) Profit attributed to the Group, ex M&A impacts in 2021, divided by the average number of shares outstanding. (3) FY23: dividend payable against fiscal year results as agreed by the Board for proposal to the next AGM. (4) DPS rounded to nearest € cent and calculated as total dividend 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 2nd SBB (€500M completed on 3 January 2024). (5) 1st extraordinary SBB (€1.8 Bn) executed in 2022. 2nd extraordinary SBB: €500M executed between September 2023 and January 2024. 3rd extraordinary SBB: it is the intention of CABK, subject to the appropriate regulatory approval, to implement a new extraordinary SBB (the 3rd one during the Strategic Plan period) expected to begin in 1H24 and aimed at bringing YE23 % CET1 closer to 12%. Additional details, including the maximum amount of the SBB, will be disclosed in due course and once approved. (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 December 2023

~14%
Retail



~32%
"la Caixa" Foundation

~2%
Treasury stock, Directors and shareholders with Board representation(1)

~17%
FROB(2)

~35%
Institutional

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

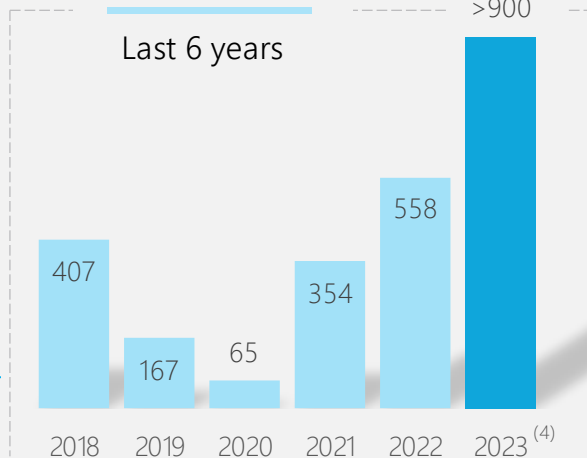


Collaboration in social initiatives

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⁽³⁾

59% Social

21% Culture & Science

12% Research & Health

8% Education & Scholarship



Social dividend



~590,000 SHAREHOLDERS

Creating value

2023 Dividend⁽⁴⁾

>€900 M

"la Caixa" Foundation

~€500 M

FROB

~€1,450 M

Other shareholders

(1) Includes treasury stock (including 129.4 Million shares acquired under the latest SBB programme with the intention of amortising them, subject to AGM authorisation). (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 payable against FY23 CaixaBank results as agreed by the Board for proposal to the next AGM.

Strengthening our commitments to clients and society

A unique way of banking



Fostering financial inclusion

- The only bank in **483** towns
- Plus **783** w/mobile branch⁽¹⁾⁽²⁾
- ~**360 K** clients with social or basic accounts⁽¹⁾
- Senior citizen program



Leading micro-credit in Europe

- The largest micro-lender in Europe
- > **1.4 Million** microcredits and loans with social impact granted since inception⁽¹⁾
- ~**330,000** jobs created since inception⁽¹⁾



Solutions with social impact

- > **10K** social housing units; ~**850** new social rents⁽¹⁾
- ~**6,400** CGP applications⁽¹⁾
- Impulsa: > **5,900** beneficiary households since programme inception



Social projects

- Volunteering programme: > **17K** participants (2023); > **370K** beneficiaries (2023)⁽¹⁾
- Dualiza (c.**35K** beneficiary students since inception)
- Strategic partnership w/ "la Caixa" Foundation



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

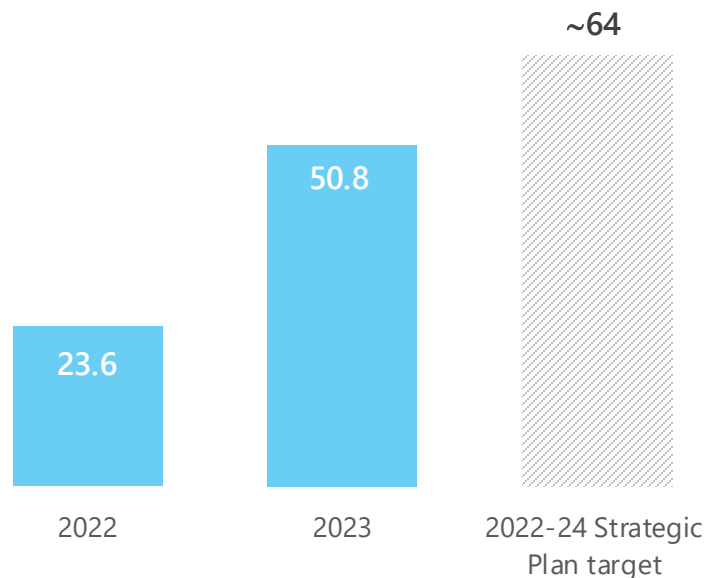
Beneficiaries

(1) In Spain. (2) As of January 2024.

Advancing our sustainability aims

MOBILISATION OF SUSTAINABLE FINANCING

Mobilisation of sustainable finance⁽¹⁾ since launching the Strategic Plan
 €Bn (cumulative since YE21, ex BPI)



- » **€45.7 Bn** Sustainable financing and **€5.1 Bn** Sustainable intermediation (2022-23)
- » **>€63 Bn** AuMs under SFDR Articles 8 & 9
- » **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⁽²⁾
- » **Top UN rating** in sustainable investment⁽³⁾ (VCX, CAM, BPI GA)
- » **Leader** in 2019-2023 SDG bond issues⁽⁴⁾
- » **#1 EMEA Bank** – Top Tier Green & ESG Loans⁽⁵⁾
- » **Best bank** for Sustainability and in Corporate Responsibility in Spain 2023 by Euromoney



NZBA FOUNDING MEMBER: 2030 DECARBONISATION TARGETS FOR 5 SECTORS⁽⁶⁾



(1) Refer to the appendix (glossary) for definition. (2) Rating range: 1-5 with 1 being the best rating. (3) In "Policy, Governance and Strategy". (4) Source: Dealogic. (5) Source: LSEG-Refinitiv. (6) 2020-30 for "Power Generation" and "Oil & Gas"; 2022-30 for others.

2023 highlights



High-quality net income growth

NET INCOME – FY23

€4.8 Bn

+54% yoy

o/w 4Q: €1.2 Bn +75% yoy

CORE REVENUES – FY23

€15.1 Bn

+32% yoy

o/w 4Q: €4.0 Bn +25% yoy



Improved profitability and efficiency

% ROTE – FY23

15.6 %

+5.9 pp yoy

% C/I – FY23

40.9 %

-9.3 pp yoy



Balance sheet strength

% NPL – YE23

2.7 %

~Stable ytd

% CET1 EX IFRS9 TA – YE23

12.4 %

3.8% MDA buffer⁽¹⁾



Creating value for our shareholders

TBVPS –YE23

€4.20

+19% vs. YE22 PF⁽²⁾

FY23 % PAYOUT⁽³⁾ | DPS⁽³⁾

60% | €0.39

And **NEW SBB** in 1H24e⁽⁴⁾
FY24 % payout: 50-60%⁽⁵⁾

Upgraded targets

FY24e %RoTE⁽⁶⁾ >15%

2022-24e capital distribution capacity: ~€12 Bn

(1) MDA buffer vs. 2024 SREP (3.9% vs. 2023 SREP). (2) yoy vs. YE22 TBVPS pro-forma excluding FY22 dividend. (3) Cash payout as agreed by the BoD to be presented for approval at the next AGM. (4) It is the intention of CABK, subject to the appropriate regulatory approval, to implement a new SBB (3rd extraordinary distribution during the Strategic Plan period), expected to begin in 1H24 and aimed at bringing YE23 % CET1 closer to 12%. Additional details, including the maximum investment, will be disclosed once the regulatory authorisation is obtained. (5) Cash payout target in the dividend plan for 2024 approved by the BoD in February 2024. To be paid in two cash payments: an interim in November 2024 (30-40% of 1H24 consolidated net profit) and a final dividend in April 2025, subject to final approval by the AGM. (6) FY24e % RoE in line with FY23.

2.



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



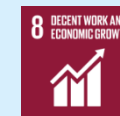
- > Assist customers in their energy transition and commitment to our own transition
- > Decarbonisation
- > Integrating ESG risks

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**⁽¹⁾
- Maintain **category "A"** in the synthetic sustainability indicator⁽²⁾

PROGRESS TO TARGETS

~€50.8 Bn SUSTAINABLE FINANCE

79%

SYNTHETIC SUSTAINABILITY INDICATOR

A

ENVIRONMENTAL

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

- ✓ OIL & GAS
- ✓ POWER GENERATION
- ✓ COAL
- ✓ IRON & STEEL
- ✓ AUTO

By 2024:

- REAL ESTATE
- ALUMINUM
- CEMENT
- AGRICULTURE
- AVIATION
- NAVAL

SOCIAL

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

~€2.4 Bn MICRO-LOANS ORIGINATION

69%

GOVERNANCE

- 43%**⁽⁴⁾ of females in managerial positions⁽⁵⁾

FEMALES IN MANAGERIAL POSTS

43%

(1) 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) CABK published its first decarbonisation objectives for 2030 in October 2022 for the sectors: oil and gas and electricity. In 2023, targets for additional sectors have been published: coal, iron and steel and automotive. Targets for Real Estate, agriculture, aviation, naval, cement and aluminum sectors are expected to be published before April 2024. (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⁽¹⁾**

~€64Bn TARGET FOR 2022-24 ~€50.8Bn ALREADY MOBILISED BY DECEMBER 2023

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

TRANSPORTATION	BUILDING & CONSTRUCTION	RENEWABLES
ENERGY EFFICIENCY	AGRICULTURE	

> **COMMITTED TO DECARBONISATION: NET ZERO CARBON EMISSIONS BY 2050, WITH 2030 DECARBONISATION TARGETS⁽²⁾**

POWER GENERATION Physical intensity, kgCO ₂ e/MWh	↓30% 2020-30	AUTO Physical intensity, gCO ₂ /vkm	↓33% 2022-30
OIL & GAS Total financed emissions, MtCO ₂ e	↓23% 2020-30	IRON AND STEEL Physical intensity, KgCO ₂ e/t steel	↓[10-20%] 2022-30
COAL⁽³⁾ Exposure, €M	↓100% 2022-30		

(1) Includes sustainable financing (retail including MicroBank, companies, developers and CIB) considering the total amount granted by the bank in each transaction and including credit renewals, participation amount in sustainable bonds in which the Bank acts as placement agent (excludes own issues), increase in ESG assets (SFDR's Art.8 and Art.9) under management in CABK AM and in VidaCaixa. Refer to the appendix (glossary) for definition. (2) 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. (3) 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.



Continued delivery: highlights



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



~€50.8Bn

Mobilisation of sustainable finance⁽¹⁾ YE21-YE23

#1

EMEA Bank – Top Tier Green & ESG Loans⁽²⁾



Sustainable financing guide for clients

> €63 Bn | 46.5%

AuMs 1 % of total AuMs under SFDR Articles 8 & 9

~€6.8Bn

In Green Bond issued (2020-Feb.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⁽³⁾
- Top UN rating in sustainable investment⁽⁴⁾
- Leader in 2019-2023 SDG bond issues⁽⁵⁾

COMMITTED TO OUR OWN TRANSITION: MINIMISING OUR OWN FOOTPRINT⁽⁵⁾



100%

Carbon neutral since 2018⁽⁶⁾

-33%

Global CO2 emissions reduced in 2023 vs. 2021



Statement on Climate Change (updated in 2022)



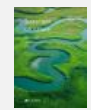
Green Bond Report (Dec.- 2023)

100%

Energy consumed from renewable sources

5 sectors

with 2030 decarbonisation targets



Statement on Nature (February 2024)



2nd Climate Report (Oct.- 2023)

MANAGING ESG AND CLIMATE-RELATED RISKS



Signatory since 2007



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

Outstanding Leadership in ESG-Related Loans in the World 2023

Outstanding Financial Leadership in Sustaining Communities in Western Europe 2023

Best Bank for ESG in Spain 2023

COMMITMENTS, ALLIANCES & PARTNERSHIPS



(1) Refer to the appendix (glossary) for definition. (2) By LSEG-Refinitiv. (3) Rating range: 1-5 with 1 being the best rating. (4) For VidaCaixa, CaixaBank AM and BPI GA. In “Policy, Governance and Strategy”. (5) Source: Dealogic. (6) 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 FINANCING

Mobilisation of sustainable finance⁽¹⁾ since launching the Strategic Plan, €Bn (cumulative YE21-YE23, ex BPI)



€45.7 Bn
Sustainable Financing

€5.1 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** Corporations
- €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

- 1st EMEA bank Sustainable Finance Loan – top Tier⁽²⁾
- 6th Global bank Sustainable Finance Loan – top Tier⁽²⁾



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.



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
- **Employability:** entrepreneurship, training programmes
- **Accessibility** strategy: to facilitate financial inclusion through all customer service channels



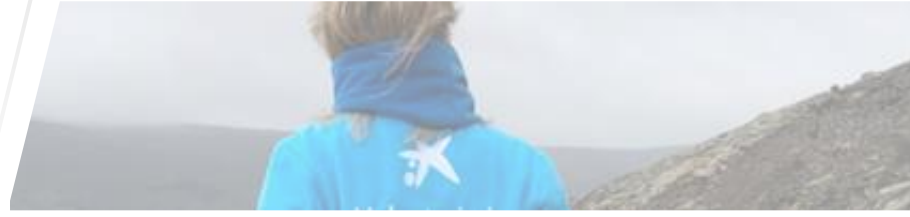
II. MICROBANK: LARGEST PRIVATE MICROFINANCE INSTITUTION IN EUROPE

- Promoting financial inclusion since 2007
- >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 the impact of **"la Caixa" Foundation programmes**
- Develop social programmes tailored to the needs of each territory
- Promotion of **volunteering** initiatives → More than **25,000 activities** carried out with local NGOs and associations with ~ 370,000 beneficiaries in 2023)



AMBITION 2022-24

Origination of micro-loans €2.6 Bn 2019-21 → ~€3.5 Bn 2022E-24E

Active Volunteers 5,000 2021 → 10,000 2024E



I. Promoting positive social impact

Recent examples



SOLUTIONS WITH SOCIAL IMPACT AND MICROFINANCING



~360K

Clients with social accounts

>10K

Housing units within social rent programme

"Code of Good Practices"
For families with mortgage debt on primary homes

>140K

Micro-credits and other loans with social impact granted in 2023
→ >€1,300 M

L/t savings and financial planning

VidaCaixa and CaixaBank AM → #1 in Spain: ~29% market share in long-term savings⁽¹⁾

INCLUSIVE BANKING, ACCESSIBLE AND CUSTOMER CENTERED



Universal banking

A bank for everyone

Accessibility

Best-in-class omni-channel platform with high accessibility⁽²⁾

Senior Citizen Program

1st bank AENOR certified in senior citizen servicing⁽³⁾



99%

Presence in towns and villages with >5,000 inhabitants⁽⁴⁾



483

Towns where CABK is the only bank (Spain)

783

Towns served with mobile branches, (Spain)⁽⁵⁾

FOSTERING DIVERSITY, EMPLOYMENT AND FINANCIAL CULTURE



Fostering diversity

Externally and internally



Top 3 worldwide in gender equality⁽⁶⁾

CaixaBank Dualiza⁽⁷⁾

Focus on training and employability → c.6.9K students benefitting from Dualiza



Financial Culture

CABK Research: creating and spreading knowledge through economic & CSR research and analysis



€5 Bn

Issued in Social Bonds advancing SDGs in 2019-2024 ytd



(1) In Spain. Latest available data. 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 December 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. (5) As of January 2024. (6) According to Bloomberg GEI. (7) Dual Vocational Training Programme.

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⁽¹⁾

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



Family micro-credit⁽²⁾

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



Other financing with social impact

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

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⁽¹⁾ for local needs

> 5,300

Beneficiary entities

> 5,800

Activities targeting local social entities⁽²⁾

€18.5 M

Donations collected through CABK NGOs platform to support the Third Social Sector

CORPORATE VOLUNTEERING PROGRAM



> 17,200

Volunteers⁽³⁾

> 25,000

Volunteering activities⁽³⁾

> 372,000

Beneficiaries⁽³⁾



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

1st Spanish bank to publicly adhere

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

Strong culture of responsibility



RESPONSIBLE COMMERCIAL PRACTICES



31,843 Employees certified in MIFID II⁽¹⁾

29,189 Employees certified in new Mortgage Law⁽²⁾

30,510 Employees certified in insurance IDD⁽²⁾

€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⁽³⁾

43% Of management positions are carried out by women⁽³⁾⁽⁴⁾

Wengage
GENDER DIVERSITY

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⁽⁵⁾ Certification

Diversity Advisory Committee created in 2022



PROCESS SIMPLIFICATION AND INFORMATION SECURITY



100%

Digital processes⁽³⁾⁽⁶⁾

€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 as of 31 December 2023. (2) CaixaBank S.A. as of 31 December 2023. (3) As of 31 December 2023. (4) CaixaBank S.A. considering deputy-manager positions in branches type A and B and above. (5) EFR: Empresa Familiarmente Responsable. (6) % of documentation related to product acquisition that is digitalised. CABK ex BPI.

Best-in-class governance is a corporate priority

BOARD OF DIRECTORS

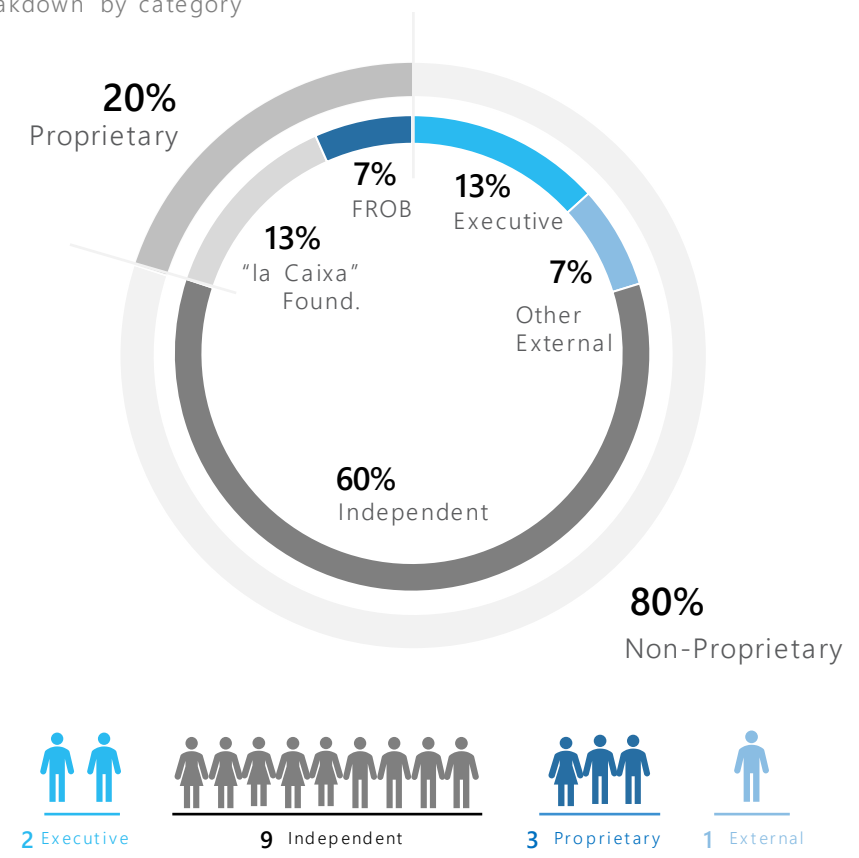
15
Directors

60%
Independent

40%
Women

5.2 years
in office⁽¹⁾

Breakdown by category



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⁽²⁾




(1) Term of office 5.1 years in the case of independent board members.
 (2) Latest update: February 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



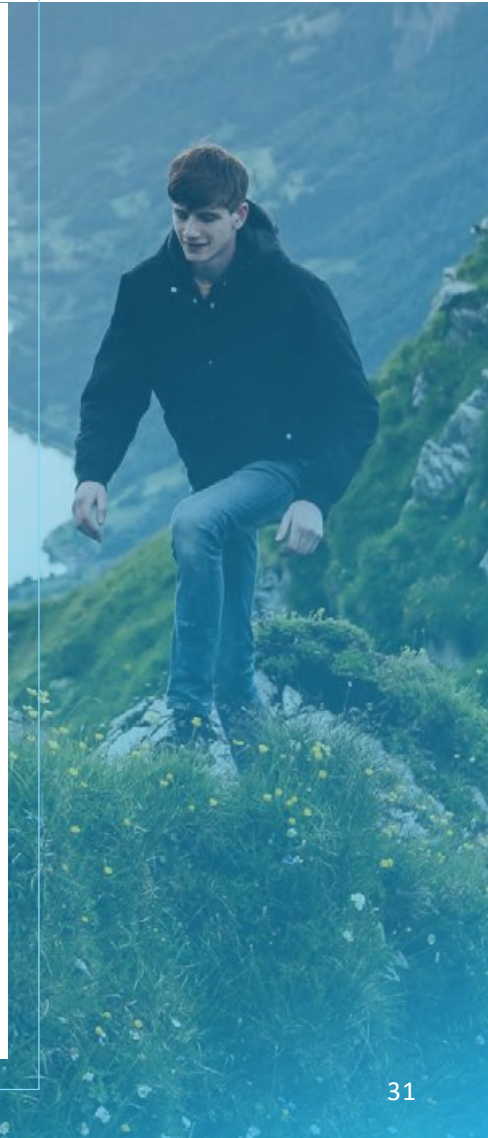
ESG commitments supported by ethics and integrity policies

-  **Code of Ethics**
-  **Tax Risk Control and Management Policy**
-  **Procurement Principles**
-  **Supplier Code of Conduct**
-  **Sustainability Business Principles**
-  **General principles of the Corporate Anti-Corruption Policy**
-  **Health and Safety policy**
-  **Healthy Organization Policy**

-  **CaixaBank Human Rights Principles**
Summary of the HR due diligence and assessment process in Human Rights⁽¹⁾
-  **Principles of action of the Corporate Sustainability/ESG Risk Management Policy**
-  **Principles of action of the Information Security Policy**
-  **General Principles of the Corporate Privacy and Data Protection Policy**
-  **Corporate Internal Information System Policy**
-  **Information Management Procedure**

-  **Discretionary Portfolio Management involvement policy**
Corporate framework for integrating ESG risks into investment and asset management services.
-  **Corporate Criminal Compliance Policy**
-  **Corporate Compliance Policy**
-  **Corporate Policy for the Prevention of Money Laundering and Terrorist Financing and the Management of International Financial Sanctions and Countermeasures of the CaixaBank Group**
-  **CaixaBank Group General Corporate Conflicts of Interest Policy**
-  **Internal Rules of Corporate Conduct in the Securities Market (RIC)**

(1) Updated July 2023.



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)



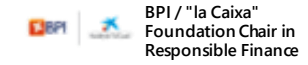
Promoting responsible and sustainable investment in Spain (2011)



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)



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



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



Working group with other financial and academic institutions and experts to create a common tool for measuring and assessing impacts (2022)



Principles that promote development and integrity in green and social bond markets (2018, 2021)



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

Net Zero Banking Alliance

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



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



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)

Net Zero Asset Owners Alliance

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



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)



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



Financial Stability Board's initiative to encourage the disclosure of climate related risks in companies (2018)

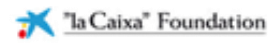


Initiative to foster dialogue with companies around the globe with high greenhouse emission levels (2018). VidaCaixa and CABK AM (2018)



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



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)

Collective Commitment to Financial Health and Inclusion

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



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)

Strategic Protocol to reinforce the Social and Sustainable Commitment of the Banking Sector

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

GOVERNANCE



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 LGBTBI 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>1 NO POVERTY</p>	<p>2 ZERO HUNGER</p>	<p>3 GOOD HEALTH AND WELL-BEING</p>	<p>4 QUALITY EDUCATION</p>	<p>10 REDUCED INEQUALITIES</p>	<p>Commitment to people</p>		
<p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>5 GENDER EQUALITY</p>	<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	<p>Commitment to society</p>			
<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>6 CLEAN WATER AND SANITATION</p>	<p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>13 CLIMATE ACTION</p>		<p>14 LIFE BELOW WATER</p>	<p>15 LIFE ON LAND</p>	<p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>
<p>17 PARTNERSHIPS FOR THE GOALS</p>	<p>CaixaBank has been a Signatory member of the Spanish Network 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⁽¹⁾
 - 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	CaixaBank	Additional information
	<p>ESG Entity Rating Score (solicited)</p>	2	<ul style="list-style-type: none"> ESG Entity Rating Score. Reference analyst: Sustainable Fitch Solicited First inclusion/Last update/Next update: 2023 / Oct. 2023 / Oct. 2024 (annual) First Spanish bank that has been subject voluntarily to the ESG rating by Sustainable Fitch in its solicited classification
<p>Member of Dow Jones Sustainability Indices Powered by the S&P Global CSA</p>	<p>Sustainability score</p>	82	<ul style="list-style-type: none"> Included uninterruptedly since 2012 in DJSI World/DJSI Europe. Reference analyst: S&P Global First inclusion/Last update/Next update: 2012 / Dec. 2023 / Dec. 2024 (annual) CaixaBank is in 13th position in DJSI World and 2nd in DJSI Europe
	<p>ESG rating</p>	A	<ul style="list-style-type: none"> MSCI[®] ESG Leader indices. Reference analyst: MSCI First inclusion/Last update/Next update: 2015 / Feb. 2023 / Feb. 2024 (annual) In 2023, CaixaBank obtained the MSCI ESG rating of A in the "Average" category, with scores above average in Financing Environmental Impact, and Access to Finance and Consumer Financial Protection
	<p>ESG risk rating</p>	16.1	<ul style="list-style-type: none"> STOXX Global ESG; included in ESG STOXX index. Reference analyst: Sustainalytics First inclusion/Last update/Next update: 2013 / Dec. 2023 / Dec. 2024 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
	<p>ESG QualityScore</p>	1 1 1 1 E I S I G	<ul style="list-style-type: none"> ISS ESG QualityScore Last update/Next update: Feb. 2024/ Mar. 2024 (monthly) Top rated in all categories: "1" in Environment, Social and Governance. Environment: maximum score in Risk and Opportunities, Natural Resources, Carbon and Climate and Waste & Toxicity; Social: maximum score in Human rights, Labour, Health & Safety and Stakeholders & Society; Governance: maximum score in Compensation, Shareholder Rights and Audit & Risk oversight

(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.

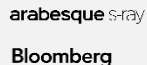


Strong sustainability performance

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

ESG Indices - Ratings	Rating scale	CaixaBank	Additional information
<p>Corporate ESG Performance RATED BY ISS ESG Prime</p>	<p>ESG corporate rating</p> <p>Transparency level</p>	<p>C + Status: Prime Transparency: very high Decile rank: #1</p>	<ul style="list-style-type: none"> ISS ESG corporate rating, ISS ESG Europe Governance QualityScore Index, Solactive ISS ESG index Series. Reference analyst: ISS First inclusion/Last update/Next update: 2013 / Dec 2023 / Dec 2024 In the absolute rating, rated in the ISS ESG Prime segment, in top 10% of industry group ("Public & Regional Banks", including 279 companies under analysis). In the #1 decile in terms of relative performance ("High") and in transparency, rated "Very high"
	<p>ESG rating</p>	<p>4.2</p>	<ul style="list-style-type: none"> FTSE4Good Index Series. Reference analyst: FTSE Russell First inclusion/Last update/Next update: 2011 / June 2023 / June 2024 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
	<p>Climate change rating</p>	<p>A</p>	<ul style="list-style-type: none"> Reference analyst: CDP First inclusion/Last update/Next update: 2012 / 2024 / 2025 (annual) 10th consecutive year in the Leadership category for corporate transparency and action on climate change This rating is higher than the Europe regional average (B), and global Financial services sector average (B)
	<p>Sustainability index</p>	<p>67</p>	<ul style="list-style-type: none"> Euronext Indices, Solactive Europe Corporate Social Responsibility Index PR. Analyst: Moody's. First inclusion/Last update/Next update: 2013 / Oct. 2023 / 2025 (annual) "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 & Risk management, Non-discrimination and Financial inclusion, among others

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.



SDG BOND FRAMEWORK & ISSUANCES





CaixaBank SDG Funding Framework

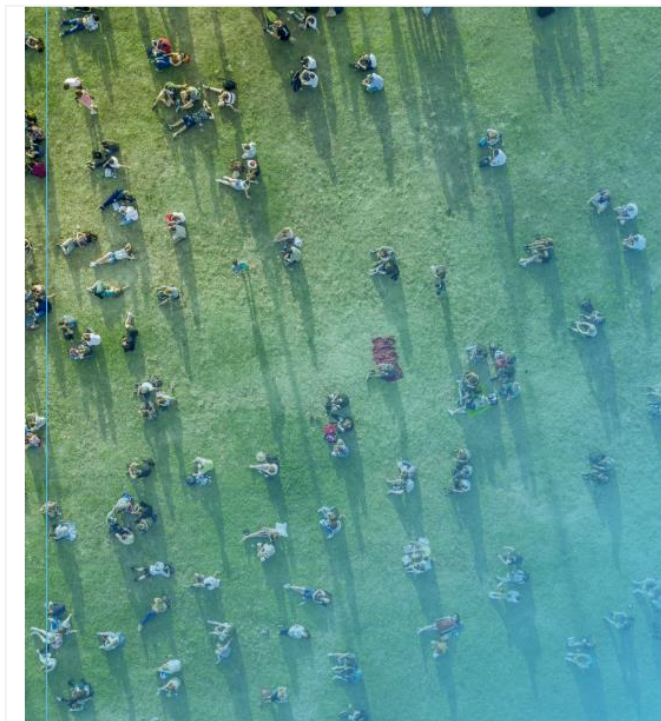
FRAMEWORK UPDATE IN 2022

- 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⁽¹⁾**
- 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⁽²⁾**: its 1st Green Bonds report was published in June 2021 and its second impact report on Social Bonds (Social Portfolio Report) was published in December 2021⁽³⁾

HIGHLIGHTS

- The Framework allows CaixaBank to issue **Green⁽⁴⁾, Social⁽⁵⁾ and/or Sustainability debt instruments⁽⁶⁾**
- **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



Sustainable Development Goals (SDGs) Funding Framework

November 2022

CaixaBank

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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 report check on the following link: [SDG Bonds Report – CaixaBank](#). (3) Both reports have been verified by an independent third party, with limited assurance. Refer to CaixaBank's [website](#) for 2023 reports. (4) Proceeds allocated to green projects only. (5) Proceeds allocated to social projects only. (6) 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⁽¹⁾

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⁽²⁾⁽³⁾ as established in ICMA 2021 GBP/ 2021 SBP and 2021 SBG⁽¹⁾
- 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⁽⁴⁾



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⁽⁵⁾



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⁽⁶⁾ 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**

(1) ICMA Green Bond Principles 2021 (“2021 GBP”) and Social Bond Principles 2021 (“2021 SBP”) and Sustainability Bond Guidelines 2021 (“2021 SBG”). (2) 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 Bond(s). 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). (3) Expenditures could be considered if compliant with the pending final EU GBS (Green Bond Standard) definition of Green expenditures. (4) 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. (5) Additionally, the Non-Financial Risk Department supervises and monitors the fulfilment of eligibility conditions on a regular basis. (6) 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>1 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>3 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>4 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>5 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>8 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>10 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>11 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>6 CLEAN WATER AND SANITATION</p> <p>6.3 6.4</p>	 <p>Sustainable water and wastewater management</p>	<ul style="list-style-type: none"> Sustainable use/protection of water/marine resources and climate change mitigation NACE⁽¹⁾: water supply sewerage, waste management and remediation 	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>7 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"> Climate change mitigation NACE: electricity, gas, steam and air conditioning supply 	Activities aiming at financing equipment, development, manufacturing, construction, expansion, operation, distribution and maintenance of low-carbon and renew. energy ⁽²⁾	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>9 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"> Climate change mitigation NACE: construction, real estate activities 	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>11 SUSTAINABLE CITIES AND COMMUNITIES</p> <p>11.2 11.6</p>	 <p>Clean Transportation</p>	<ul style="list-style-type: none"> Climate change mitigation NACE: transport and storage 	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 ₂ emissions; financing of Electric Vehicles, charging stations; etc.
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> <p>12.2 12.5</p>	 <p>Pollution prevention and control</p>	<ul style="list-style-type: none"> Pollution prevention/control; transition to circular econ., and climate change mitigation NACE: water supply sewerage, waste management and remediation 	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 ⁽¹⁾ (primarily processing bio waste), fertilizers from anaerobic digestion or bio waste, solid waste treatment; carbon transport and storage technologies
 <p>15 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"> Protection and restoration of biodiversity and ecosystems, and climate change mitigation NACE: Agriculture, forestry and fishing 	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 CO₂e/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⁽¹⁾, 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**:

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



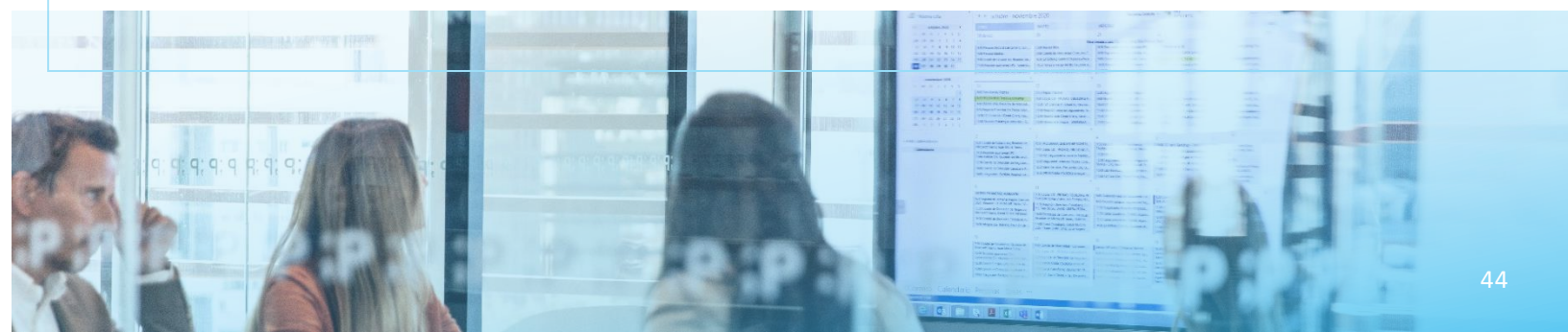
03

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**:



loans or # people provided with them
loans financed to individuals/families living in rural areas



public hospitals and other healthcare facilities built/upgraded
residents benefitting from healthcare



students supported
loan beneficiaries



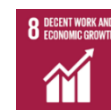
loans granted to women-led companies
beneficiaries



m³ of: water saved/reduced/treated; recycled water used; water provided/cleaned
Energy consumption per /cubic m³ recycled water



MWh of clean energy installed; # ton of CO₂e avoided through renewable energy
of solar farms, wind farms or hydro power plants; location and type of solar/wind farms



jobs created/maintained
microfinance, and MSME loans
of start-ups granted a loan



Location and type of certified green buildings
tonnes of CO₂ avoided
Energy consumption (KWh/m² per year)



loans granted
beneficiaries



Lengths of tracks built for mass public transport; # tonnes of CO₂ avoided through sustainable transport; Total GHG emissions in CO₂e/p-Km; Location and populations served through new transport; # electric vehicles provided; # affordable housing loans granted



Tonnes of waste recycled/reduced/avoided/diverted
Annual GHG emissions reduced/avoided in tonnes of CO₂ equivalent
Energy recovered from waste of net energy generate



Tones or CO₂ emissions avoided through planted forests
Continued maintenance of FSC, Cerflor (PEFC) or equiv.
Restoration of native forest cover from degraded land; Total land area with restoration; Total area (in hectares) or output from agro-farms



Second Party Opinion –Sustainalytics deems CaixaBank SDG Funding Framework credible and impactful⁽¹⁾

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** ⁽²⁾
- > 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

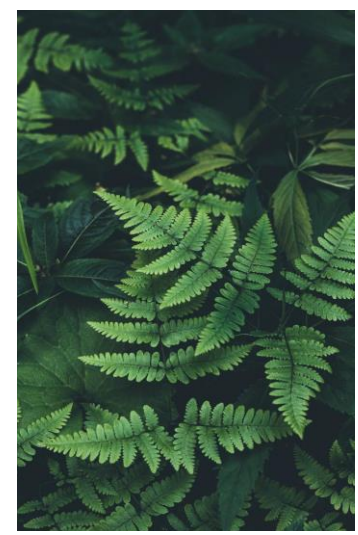
PROJECT EVALUATION AND SELECTION

MANAGEMENT OF PROCEEDS

REPORTING

EXPECTED TO ADVANCE UN SDGs

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



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

€5 Bn
in SDG Social bond issues 2019-2023 ytd



NO POVERTY



GOOD HEALTH AND WELL-BEING



QUALITY EDUCATION



DECENT WORK AND ECONOMIC GROWTH

Social Bond Reports⁽¹⁾
2020 | 2021
2022 | 2023



(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-Feb.24

RENEWABLE ENERGY
 GREEN BUILDINGS

Green Bond Report⁽¹⁾

2021 | 2022 | 2023



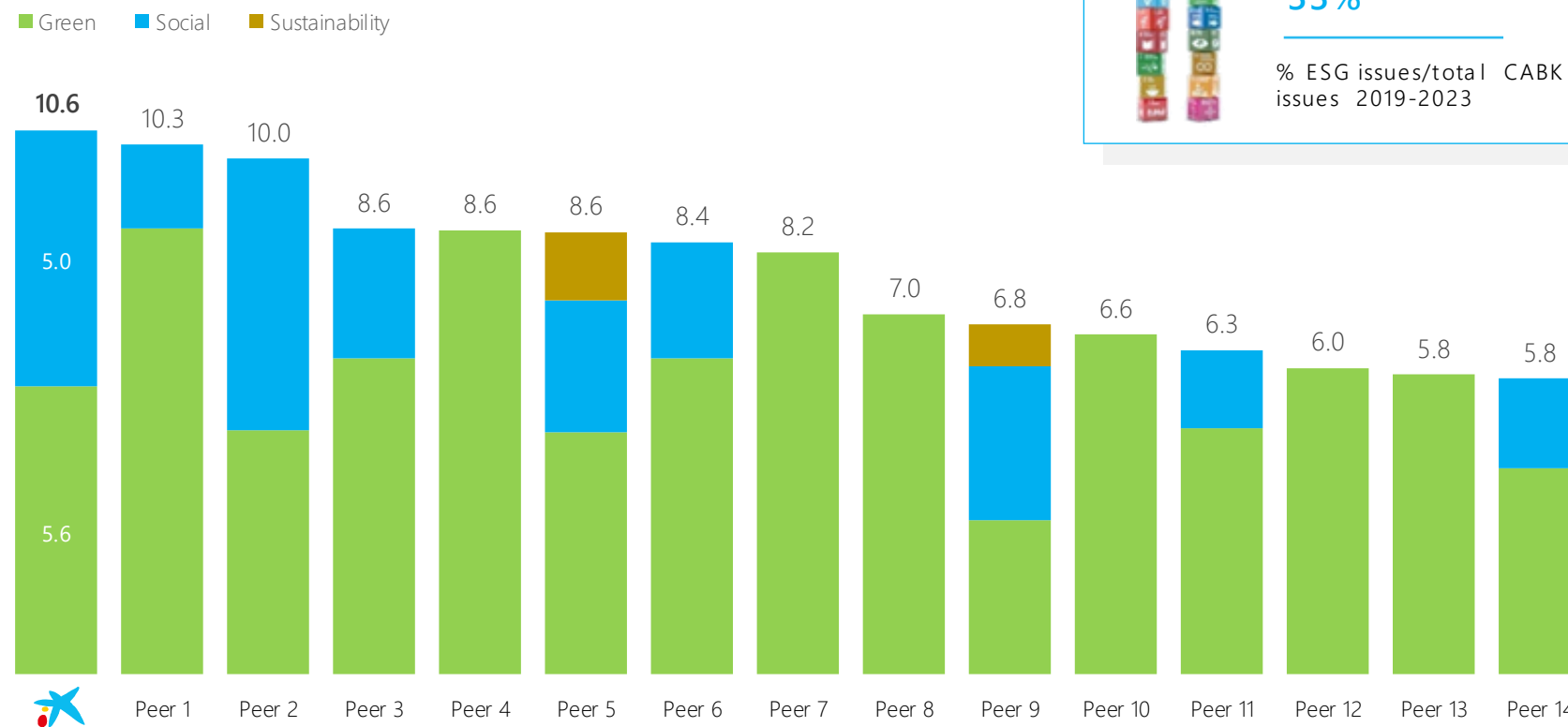
INAUGURAL GREEN BOND	2 ND GREEN BOND	3 RD GREEN BOND	4 TH GREEN BOND
<p> Issue date: 18 Nov. 2020</p> <p> Type: Senior Non-Preferred</p> <p> Nominal amount: €1 Bn</p> <p> Maturity: 18 Nov. 2026</p> <p> Coupon: 0.375%</p>	<p> Issue date: 9 Feb. 2021</p> <p> Type: Senior Non-Preferred</p> <p> Nominal amount: €1 Bn</p> <p> Maturity: 9 Feb. 2029</p> <p> Coupon: 0.50%</p>	<p> Issue date: 18 Mar. 2021</p> <p> Type: Tier 2</p> <p> Nominal amount: €1 Bn</p> <p> Maturity: 18 June 2031</p> <p> Coupon: 1.25%</p>	<p> Issue date: 3 June 2021</p> <p> Type: Senior Non-Preferred</p> <p> Nominal amount: €0.5 Bn</p> <p> Maturity: 3 Dec. 2026</p> <p> Coupon: 1.50%</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 TH GREEN BOND	6 TH GREEN BOND	7 TH GREEN BOND	8 TH GREEN BOND
<p> Issue date: 7 Sep. 2022</p> <p> Type: Senior Preferred</p> <p> Nominal amount: €1 Bn</p> <p> Maturity: 7 Sep. 2029</p> <p> Coupon: 3.75%</p>	<p> Issue date: 14 Nov. 2022</p> <p> Type: Senior Non-Preferred</p> <p> Nominal amount: €1 Bn</p> <p> Maturity: 14 Nov. 2030</p> <p> Coupon: 5.375%</p>	<p> Issue date: 9 Feb. 2024</p> <p> Type: Senior Non-Preferred</p> <p> Nominal amount: €1.25 Bn</p> <p> Maturity: 9 Feb. 2032</p> <p> Coupon: 4.125%</p>	<p> Pricing date: 20 Feb. 2024⁽²⁾</p> <p> Type: Senior Preferred</p> <p> Nominal amount: CHF0.3 Bn</p> <p> Maturity: 19 Mar. 2030</p> <p> Coupon: 2.175%</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 2019-2023⁽¹⁾

Top 15 European banks⁽²⁾ by total ESG issuance during 2019-2023⁽¹⁾, €Bn equivalent

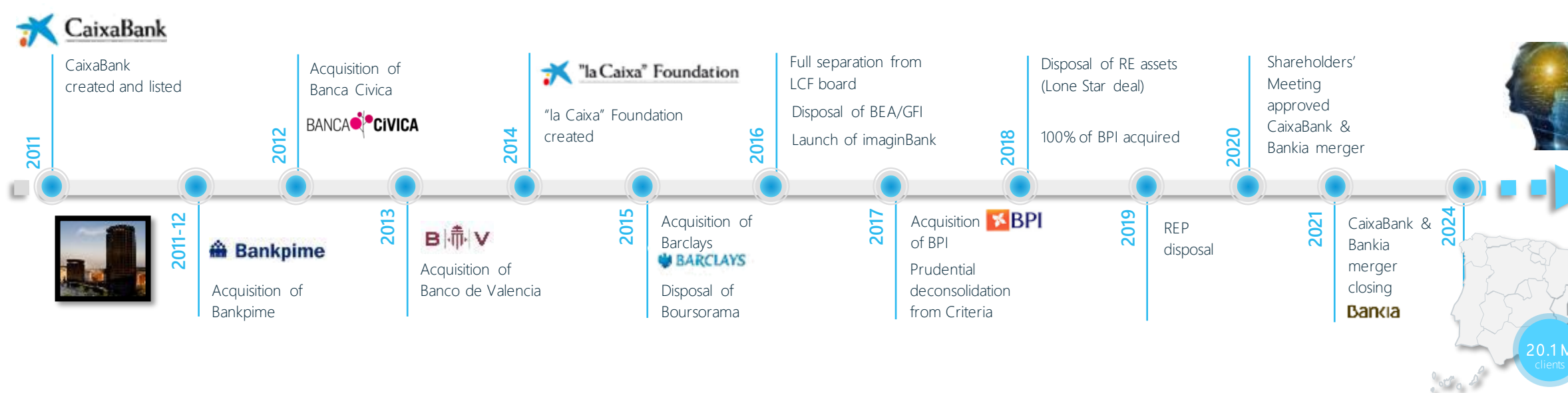
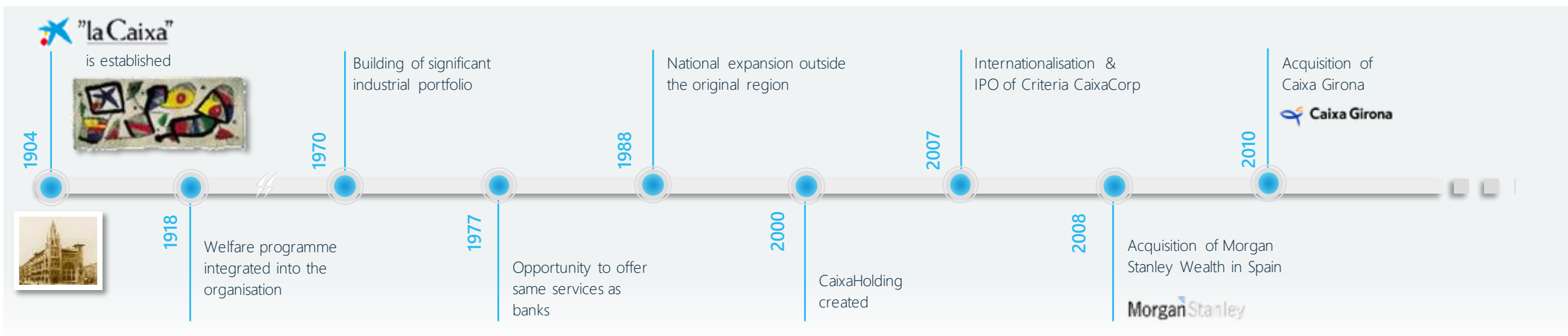


33%
% ESG issues/total CABK issues 2019-2023

(1) Includes public issuances until 31 December 2023. (2) Peer group: ABN AMRO, AIB Group, Bayern LB, BNP Paribas, BPCE, Credit Agricole, Credit Mutuel, DNB Markets, Groupe BPCE, ING, ISP, LBBW, Nordea, SocGen, Sparebank 1. Based on data from Dealogic as of 31 December 2023.

Appendix

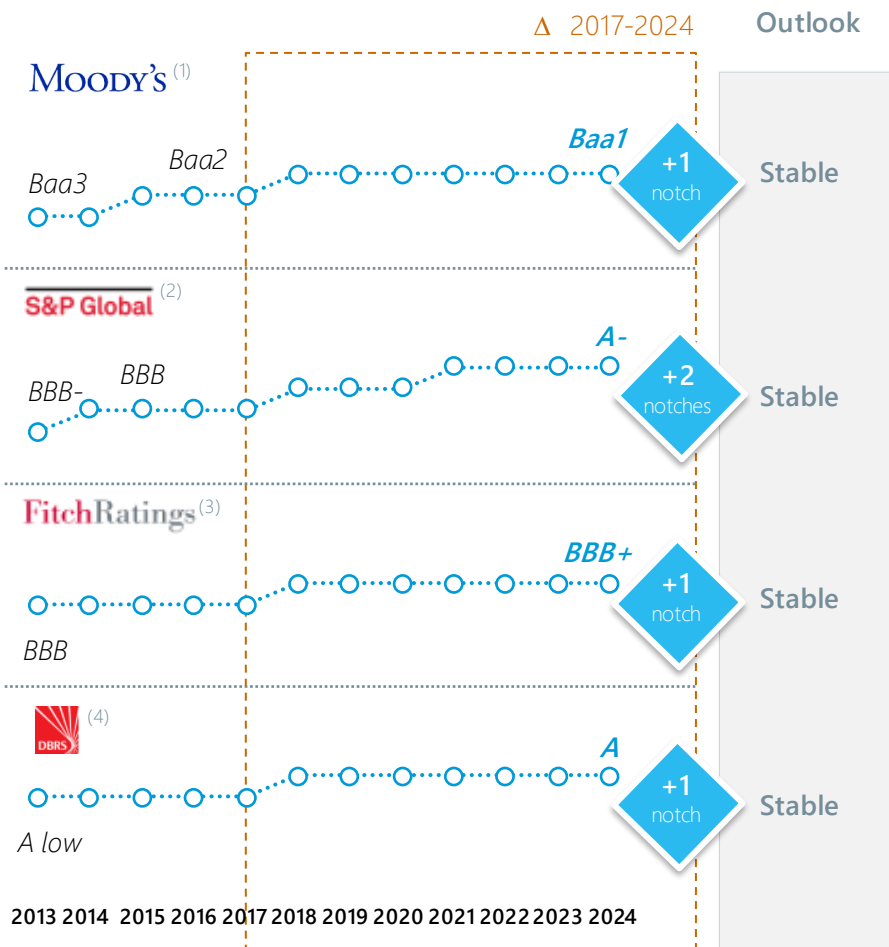
A history that spans since 1904



Credit ratings facilitate continued market access

CaixaBank long-term ISSUER ratings

Evolution 2013 – February 2024



CaixaBank ratings by type of debt instrument

As of February 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	A- SP	A- SP	A low SNP
	Baa1 SP	BBB+	BBB+ SNP	BBB high T2
	Baa2	BBB SNP	BBB	BBB
	Baa3 SNP	BBB- T2	BBB- T2	BBB low
Non-investment grade	Ba1 T2	BB+	BB+	BB high
	Ba2	BB AT1	BB	BB
	Ba3	BB-	BB-	BB low
	B1	B+	B+	B high

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

(1) As of 6 December 2023. Short-term rating P-2. (2) As of 25 April 2023. Short-term rating A-2. (3) As of 13 June 2023. Short-term rating F2. (4) As of 14 March 2023. Short-term rating R-1 (low).

Premium brand reputation with ample external recognition

» Premium brand reputation



EUROMONEY AWARDS FOR EXCELLENCE SPAIN BEST BANK 2023

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

Euromoney



Best Bank in Spain and in Western Europe 2023

Global Finance

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
Top Innovator in ESG 2023: Carbon Footprint Calculator for natural individuals

Global Finance

EUROMONEY PRIVATE BANKING SPAIN BEST DOMESTIC PRIVATE BANK 2023
Best Domestic Private Bank in Spain 2023

EUROMONEY PRIVATE BANKING SPAIN BEST FOR DISCRETIONARY PORTFOLIO MANAGEMENT 2023
Best Private Bank for Discretionary Portfolio Management in Spain 2023

EUROMONEY PRIVATE BANKING SPAIN BEST FOR DIGITAL 2023
Best Private Bank for Digital in Spain 2023 (Euromoney)



Top 3 worldwide in gender equality

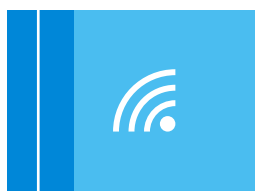
Bloomberg GEI

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

PRI Principles for Responsible Investment
Highest rating (5 stars) in sustainable investment
PRI

» Wide recognition of leading IT infrastructure and innovation



EUROMONEY AWARDS FOR EXCELLENCE WESTERN EUROPE BEST DIGITAL BANK 2023

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

Euromoney



Best Financial Services Company Lab (internal) for Customer Experience LABs 2023: customer experience labs & Insights Center

Global Finance

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



Best Global Innovation in Customer Journey Design: Insights Center

BAI (Bank Admin. Institute)



Best Private Bank for Digital Marketing and Communication in Europe 2023

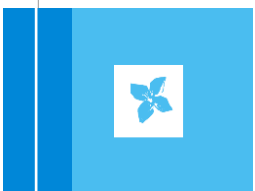
PWM (FT Group)



Global Innovator (Bronze) 2023

Qorus-Accenture

» BPI: Premium brand and innovation recognition



#1 Prestige Products 2024
Cinco Estrellas



Best Bank for ESG in Portugal 2023

Euromoney



Best Domestic Private Bank in Portugal 2023

Euromoney



Best Private Bank in Portugal 2023

PWM (FT Group)



Best Treasury & Cash Management Awards 2023



Best Digital Bank Innovation and Transformation in Portugal 2023

Global Finance



Excellence Brand 2023

Superbrands



Most Trusted Bank Brand in Portugal 2023

Reader's Digest



Best Private Bank for CRM in Europe 2023

PWM (FT Group)

Group P&L

€M	4Q23	3Q23	2Q23	1Q23	4Q22	3Q22	2Q22	1Q22	FY23	FY22
Net interest income	2,749	2,740	2,442	2,182	1,970	1,603	1,520	1,459	10,113	6,553
Dividends	18	0	77	68	32	0	130	1	163	163
Equity accounted	35	101	66	79	30	81	60	51	281	222
Net fees and commissions	917	895	909	937	959	968	992	936	3,658	3,855
Trading	21	72	61	82	11	73	102	142	235	328
Insurance service result	321	297	257	244	277	236	214	209	1,118	935
Other operating income/expenses	(519)	(88)	(239)	(491)	(477)	(89)	(256)	(141)	(1,337)	(963)
Gross income	3,542	4,016	3,572	3,101	2,801	2,872	2,762	2,658	14,231	11,093
Recurring operating expenses	(1,447)	(1,471)	(1,455)	(1,440)	(1,376)	(1,375)	(1,367)	(1,406)	(5,812)	(5,525)
Extraordinary operating expenses		(4)	(3)	(2)	(15)	(11)	(16)	(8)	(9)	(50)
Pre-impairment income	2,095	2,541	2,115	1,659	1,410	1,485	1,379	1,244	8,410	5,519
LLCs	(359)	(282)	(200)	(255)	(434)	(172)	(147)	(228)	(1,097)	(982)
Other provisions	(53)	(95)	(75)	(25)	(6)	(33)	(45)	(45)	(248)	(130)
Gains/losses on disposals and other	(53)	(24)	(44)	(20)	(32)	(20)	(26)	(9)	(141)	(87)
Pre-tax income	1,630	2,140	1,795	1,359	938	1,260	1,161	961	6,924	4,320
Income tax expense	(473)	(618)	(514)	(504)	(278)	(364)	(293)	(255)	(2,108)	(1,189)
Profit / (loss) after tax	1,157	1,522	1,281	855	660	896	868	707	4,816	3,131
Minority interests and others	0	(0)	0	(0)	1	0	0	1	(0)	2
Net income attributed to the Group	1,157	1,522	1,281	855	659	896	867	706	4,816	3,129

Balance sheet

€ Million	31 Dec. 2023	30 Sep. 2023	% Chg.	31 Dec. 2022 ¹	% Chg.
- Cash and cash balances at central banks and other demand deposits	37,861	42,271	(10.4)	20,522	84.5
- Financial assets held for trading	6,992	7,772	(10.0)	7,382	(5.3)
- Financial assets not designated for trading compulsorily measured at fair value through profit or loss	13,385	12,768	4.8	11,351	17.9
Equity instruments	13,385	12,762	4.9	11,295	18.5
Debt securities	0	6	(99.2)	6	(99.1)
Loans and advances	0	0	(0.4)	50	(99.8)
- Financial assets designated at fair value through profit or loss	7,240	7,185	0.8	8,022	(9.7)
- Financial assets at fair value with changes in other comprehensive income	66,590	63,115	5.5	64,532	3.2
- Financial assets at amortised cost	437,181	440,227	(0.7)	446,168	(2.0)
Credit institutions	11,882	11,203	6.1	12,397	(4.2)
Customers	344,384	346,146	(0.5)	352,834	(2.4)
Debt securities	80,915	82,878	(2.4)	80,937	(0.0)
- Derivatives - Hedge accounting	1,206	1,004	20.1	1,462	(17.5)
- Investments in joint ventures and associates	1,918	2,052	(6.5)	2,054	(6.6)
- Assets under reinsurance contracts	54	73	(26.5)	63	(15.2)
- Tangible assets	7,300	7,305	(0.1)	7,516	(2.9)
- Intangible assets	4,987	5,020	(0.7)	5,024	(0.7)
- Non-current assets and disposal groups classified as held for sale	2,121	2,274	(6.7)	2,426	(12.6)
- Other assets	20,332	20,334	(0.0)	22,328	(8.9)
Total assets	607,167	611,398	(0.7)	598,850	1.4
Liabilities	570,828	576,067	(0.9)	565,142	1.0
- Financial liabilities held for trading	2,253	4,059	(44.5)	4,030	(44.1)
- Financial liabilities designated at fair value through profit or loss	3,283	3,321	(1.2)	3,409	(3.7)
- Financial liabilities at amortised cost	480,450	491,387	(2.2)	483,047	(0.5)
Deposits from central banks and credit institutions	19,411	36,335	(46.6)	28,810	(32.6)
Customer deposits	397,499	391,450	1.5	393,634	1.0
Debt securities issued	56,755	56,882	(0.2)	52,608	7.9
Other financial liabilities	6,785	6,720	1.0	7,995	(15.1)
- Insurance contract liabilities	70,240	65,306	7.6	62,595	12.2
- Provisions	4,472	4,690	(4.6)	5,231	(14.5)
- Other liabilities	10,130	7,304	38.7	6,831	48.3
Equity	36,339	35,332	2.9	33,708	7.8
- Shareholders' equity	38,206	37,549	1.8	35,908	6.4
- Minority interest	32	33	(1.2)	32	0.9
- Accumulated other comprehensive income	(1,899)	(2,250)	(15.6)	(2,232)	(14.9)
Total liabilities and equity	607,167	611,398	(0.7)	598,850	1.4

(1) Opening balance sheet at 1 January 2023 presented for comparative purposes following the application of IFRS 17 / IFRS 9.

Glossary (I/VI)

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
AC	Amortised cost.
ALCO	Asset – Liability Committee.
Affordability ratio	Monthly mortgage instalment over monthly income flows.
AGM	Annual General Meeting.
Asset encumbrance	Encumbered assets/Total assets plus collateral received.
AT1	Additional Tier 1.
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.
Bps / bps	Basis points.
BFA	Banco de Fomento Angola.
BoD	Board of Directors.
BPI GA	BPI Gestão Activos.
CAM	CaixaBank Asset Management.
CGP	Code of Good Practices.
CBR	Combined Buffer Requirement.
CET1	Common Equity Tier 1.
CIB	Corporate and Institutional 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/VI)

Term	Definition
Core operating income	Core revenues minus recurrent operating expenses.
Core revenues	Sum of NII, Fees and other revenues from insurance (insurance service result and income from SegurCaixa Adeslas and other insurance investments).
Customer spread	Difference between average rate of return on loans (annualised income for the quarter from loans and advances divided by the net average balance of loans and advances for the quarter); and average rate for retail deposits (annualised quarterly cost of retail deposits divided by the average balance of those retail deposits for the quarter, excluding subordinated liabilities).
Dep. facilities	Deposit facilities.
DFR	Deposit Facility Rate.
DGF	Deposit Guarantee Fund.
DJSI	Dow Jones Sustainability Indices.
DPS	Dividend per share.
€Bn €M	Billion euros Million euros
E12M	Euribor 12 months.
ECB	European Central Bank.
EOP/eop	End of period.
EPS	Earnings per share. Quotient between profit/(loss) attributed to the Group and 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.
FB / BB	Front book / back book.
FV-OCI	Fair Value in Other Comprehensive Income.
FV	Fair Value.
FX	Foreign exchange.
FY	Fiscal year.

Glossary (III/VI)

Term	Definition
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.
GGLs	Government guaranteed loans.
HICP	Harmonised Index of Consumer Prices.
HQLA	High quality liquid assets.
ICO	<i>Instituto de Crédito Oficial. Spain.</i>
IFRS9 TA	IFRS9 Transitional arrangements.
IMQ	IMQ, insurance company.
INE	Instituto Nacional de Estadística (Spain)
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.
Insur. invest.	Insurance investments.
#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.
L/T savings / long-term savings	Long-term savings: including mutual funds (with SICAVs and managed portfolios), pension plans, and life-savings insurance (including unit linked).
LTD	Loan to deposits: quotient between net loans and advances to customers using management criteria excluding brokered loans (funded by public institutions); and customer deposits on the balance sheet.
LTV	Loan to Value.
M	Million.
M&A	Merger & Acquisition. It is used in reference to the merger with Bankia.
M -MDA	Maximum Distributable Amount related to MREL.

Glossary (IV/VI)

Term	Definition
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.
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).
MREL	Minimum Requirement for own funds and Eligible Liabilities to absorb losses, includes instruments eligible for total capital, senior debt non-preferred, senior debt preferred and other instruments ranking pari-passu with the latter, at Single Resolution Board’s criteria.
MRR	Minimum reserve requirement.
NDoD	Default recognition based on European prudential standards.
Net fees and commissions	Net fee and commission income. Includes the following items: Fee and commission income; fee and commission expenses.
NGEU	Next Generation EU.
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”.
NIM	Net interest margin, also Balance sheet spread, difference between average rate of return on assets (annualised interest income for the quarter divided by total average assets for the quarter); and average cost of funds (annualised interest expenses for the quarter divided by total average funds for the quarter).
NPA	Non-Performing Assets.
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.
NPL stock / NPLs	Non-performing loans including non-performing contingent liabilities.
NSFR	Net stable funding ratio.

Glossary (V/VI)

Term	Definition
NZBA	Net-Zero Banking Alliance
Operating expenses	Include the following items: administrative expenses; depreciation and amortisation.
OREO	Other Real Estate Owned: repossessed real estate assets available for sale.
O-SII buffer	Other systemically important institution.
P&L	Profit and Loss Account.
P2R	Pillar 2 Requirement.
Payout	Payout ratio. Quotient between dividends; and profit attributable to the Group
PF	Pro Forma.
pp	Percentage points.
PPA	Price Purchase Allocation.
PPP/Pre-impairment income	Pre-provision profit / pre-impairment income includes: (+) Gross income; (-) Operating expenses.
RE	Real Estate.
Recurrent C/I ratio ttm	Recurrent cost-to-income ratio trailing 12 months. Quotient between operating expenses (administrative expenses, depreciation and amortisation) stripping out extraordinary expenses (both, for the last 12 months) over total revenues (for the last 12 months).
Individual relational clients	Individual clients with 3 or more product families.
RoE	Return on Tangible Equity. Ratio dividing profit attributable to the Group trailing 12 months (adjusted by AT1 coupon, registered in shareholder equity) over 12 month average shareholder equity plus valuation adjustments deducting intangible assets using management criteria.
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.
SCA	SegurCaixa Adeslas.
SDG	Sustainable Development Goals.
SNP	Senior non preferred debt.
SP	Senior preferred debt.
SREP	Supervisory Review and Evaluation Process.

Glossary (VI/VI)

Term	Definition
SSA	Sovereign, supra-national and agencies.
Sub. MREL	Subordinated MREL: minimum Requirement for own funds and Eligible Liabilities to absorb losses, includes instruments eligible for total capital and senior debt non-preferred.
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.
TEF	Telefónica, S.A..
T1	Tier 1 capital.
TLTRO	Targeted long-term refinancing operation conducted by the European Central Bank.
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.
UL	Unit linked.
UN	United Nations.
VCX	VidaCaixa.
YE	Year End.
YTD	Year to Date.



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