

Sustainable Banking Presentation

1Q25



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1.

CAIXABANK GROUP AT A GLANCE





CaixaBank Group at a glance

> LEADING BANCASSURANCE FRANCHISE IN SPAIN + PORTUGAL

**20.4 M**

Clients

**€636 Bn**

Total assets

**€364 Bn | €691 Bn**Client loans⁽¹⁾ | Client funds**25.2%**Market share in Spain
by business volume⁽²⁾

> A ONE-STOP SHOP FOR LIFETIME FINANCE AND INSURANCE NEEDS WITH AN OMNI-CHANNEL DISTRIBUTION PLATFORM

**4,111**

Branches

**12,334**

ATMs

**83%**% digital individual
clients in Spain⁽³⁾**#1**Life-insurance and
AM factories, in Spain

> FINANCIAL STRENGTH BACKED BY SOLID BALANCE SHEET

**19.4%**RoTE ttm⁽⁴⁾**37.7%**

C/I ttm

**2.5% | 70%**

% NPL | % NPL coverage

**12.5% | 197%**

% CET1 | % LCR (eop)

> A UNIQUE WAY OF BANKING DEEPLY ROOTED IN OUR DNA

**> 360k**

Clients with basic accounts

**€547 M**Micro-credit granted in
1Q25⁽⁵⁾**€6.9 Bn**Mobilisation of sustainable
finance⁽⁶⁾ in 1Q25**Upgraded to AA** by MSCI

(1) Gross loans. (2) Combined market share including private sector loans and deposits; mutual funds; pension plans; and savings insurance in Spain. Based on latest available data from ECB, INVERCO, and ICEA (March 2025). Sector data for savings insurance are internal estimates and, for deposits and credits, are based on preliminary ECB data. (3) % of individual clients 18-65 years old with at least one access to Digital Banking in the last 6 months. (4) 18.1% RoTE PF including the banking levy accrued on a linear basis in 2024 (for consistency with accrual in 2025). (5) In Spain. (6) Group.



The bank of choice for Spanish retail customers

with a growing franchise in Portugal



Market share in key products: % in Spain⁽¹⁾



25.2%

Business volume⁽²⁾



23.3%

Loans to the private sector⁽³⁾



24.7%

Deposits (private sector)⁽³⁾



23.5%

Mutual funds



34.1%

Pension plans



37.5%

Savings insurance⁽⁴⁾



26.9%

Life-risk insurance



29.2%

Wealth Management⁽⁵⁾



31.0%

Credit card⁽⁶⁾ turnover



Market share in key products: BPI, % in Portugal⁽⁷⁾



11.7%

Loans to the private sector⁽³⁾



10.6%

Deposits (private sector)⁽³⁾



14.7%

Mortgages



11.1%

Customer funds



12.0%

Pension plans



18.3%

Savings insurance

Premium brand reputation



(1) Based on latest available data (March 2025) from Bank of Spain, ICEA, INVERCO, Social Security, Cards and Payments System. (2) Loans and deposits from other resident sectors (households and non-financial businesses), mutual funds, pension plans, and savings insurance. (3) Resident households and businesses (excluding financial institutions and public sector). (4) Based on ICEA data. Sector data are internal estimates. (5) Combined market share including mutual funds, pension plans, and savings insurance. Based on latest ICEA and INVERCO data as of March 2025 (for savings insurance, sector data are internal estimates). (6) Including credit and debit cards. (7) Source: BPI and Bank of Portugal, latest available data (February 2025).



A one-stop shop for lifetime finance and insurance needs

with a highly-segmented business model based on convenience, specialisation, and quality of service

Key enablers



SCALE

OMNI-CHANNEL
DISTRIBUTION
PLATFORM

IT STRENGTH

OWN
FACTORIESTALENT &
CULTUREREFERENT IN
SUSTAINABILITY

> A ONE-STOP SHOP FOR LIFETIME FINANCE AND INSURANCE NEEDS

2024 Data

Day-to-day
solutionsSavings and
investment products

Payments



Life insurance



Financing



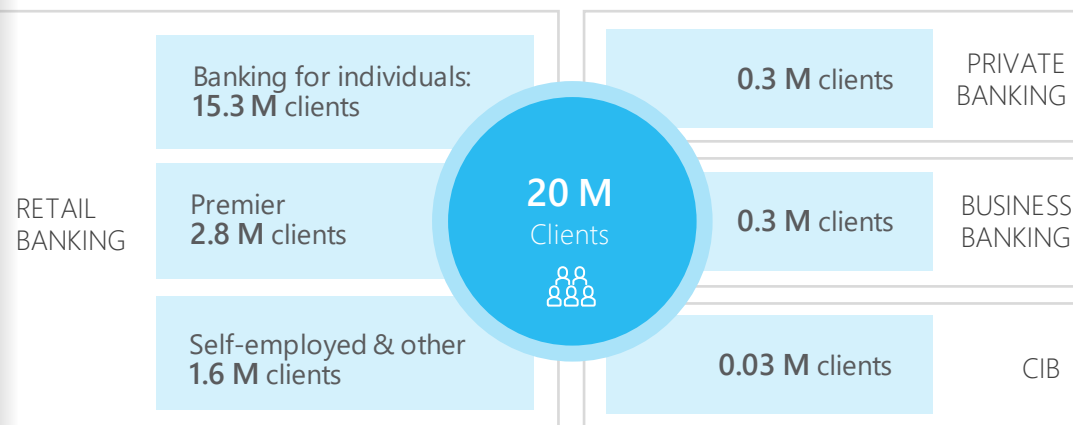
Non-life insurance

Comprehensive, diverse,
and specialised offeringUnique **advisory model** based on
knowledge, expertise and training →
> 31,900 employees certified in advisoryInnovative solutions with
support from own factoriesConvenience
and accessibilityData, analytics and IT to
better serve clientsSustainable investment **solutions**
with 47% of AuMs under SFDR 8 & 9

> A HIGHLY SEGMENTED UNIVERSAL BANKING BUSINESS MODEL BASED ON SPECIALISATION

2024 Data

Relation management adapted to client segments...



...bolstered by specialised network and value proposals



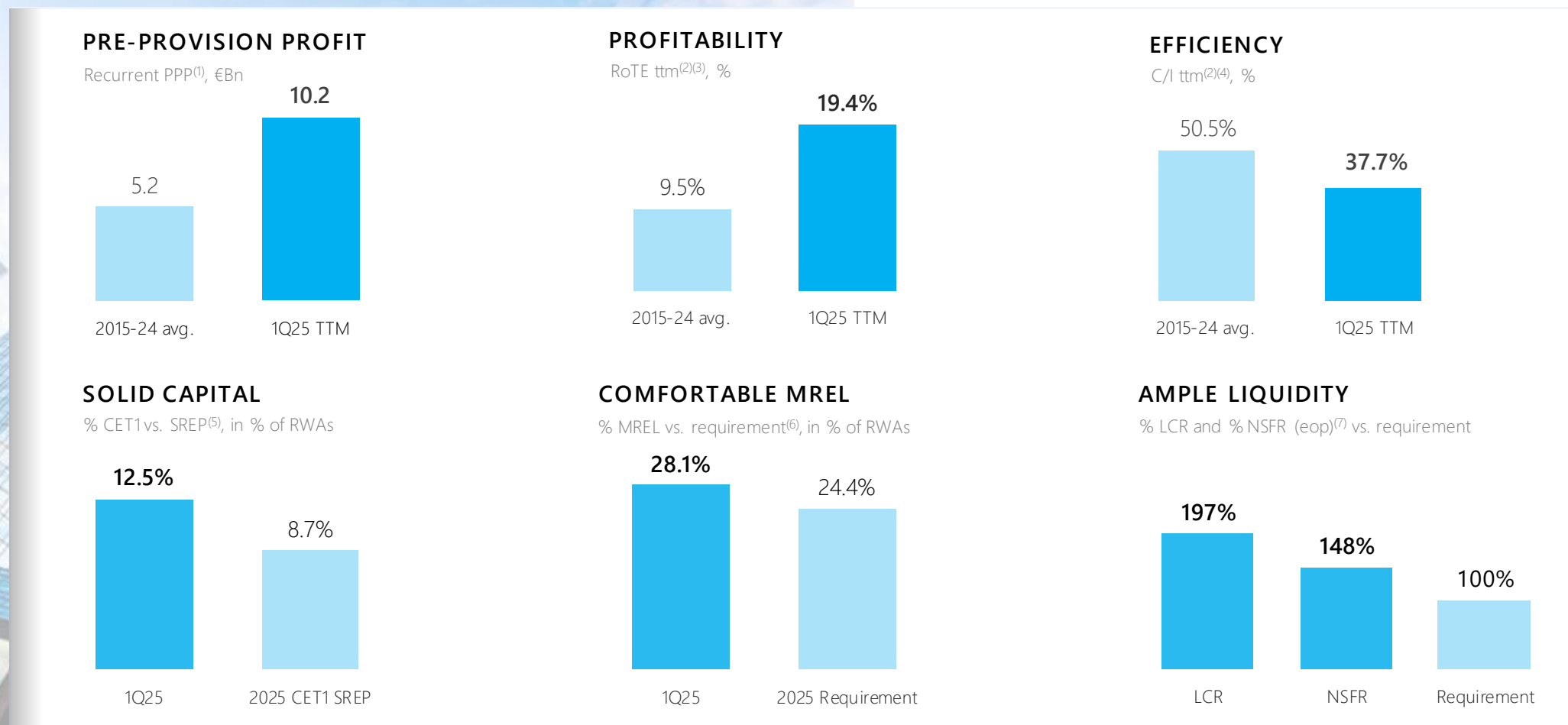
... and with distribution channels adapted to client preferences



(1) For retail banking clients only.



Solid financials backed by a strong balance sheet



(1) Pre-provision profit excluding extraordinary operating expenses. 2021 PF including Bankia 12 months. 2023 and 2024 excluding impact from the banking tax (€373M pre/post tax in 2023, €493M pre/post tax in 2024). (2) Since 2022 under new accounting standards (IFRS17); 2015-2021 based on previously reported figures (IFRS 4). 2021 PF including Bankia 12 months. (3) Excluding one-off impacts from restructuring in 2019 and from M&A in 2021. 18.1% 1Q25 RoTE PF including the banking levy accrued on a linear basis in 2024 (for consistency with accrual in 2025). (4) Historical figures exclude extraordinary costs related to M&A impacts and 2019 restructuring. 2023 and 2024 PF adjusted to exclude the impact from the banking levy, for consistency with 2025. (5) SREP requirements for 2025 with P2R at 1.75%, the O-SII buffer at 0.50%, the countercyclical buffer at 0.13% and the systemic risk buffer in Portugal for 0.06%. (6) MREL based on management criteria. MREL ratio excludes €0.8Bn AT1, €1Bn Senior Preferred with <1 year maturity which is no longer eligible and announced early redemptions: €1Bn Senior non-Preferred, and €1Bn Tier 2. (7) % LCR 12-month average as of 31 March 2025 at 206%.



Robust financials enable high and frequent returns

-profitability and returns to society are fully aligned

2024 Capital distribution

€3,096M

FY24 Dividend
(53.5% cash payout)

€0.1488

Interim DPS
paid in Nov-24

€0.2864

Final DPS
paid in April 2025

SBBs: €1,500 M executed⁽¹⁾; €500 M to be executed⁽²⁾

2025 Distribution plan

50-60%

Cash Payout target

- **Interim dividend** in Nov-25e
(30-40% of 1H25 result)
- **Final dividend** in April 2026e

% CET1 threshold for additional distribution⁽³⁾: **12.25%**

Breakdown of share capital

In % of total, as of 31 March 2025

13.1%

Retail

31.2%

"la Caixa" Foundation⁽⁵⁾

1.3%

Treasury stock
and Board of
Directors

18.0%

FROB⁽⁶⁾

36.3%

Institutional

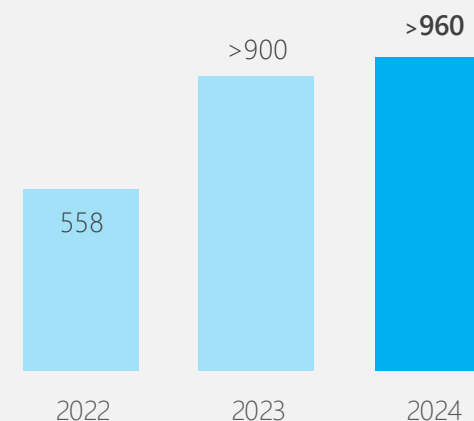
7,175

Million shares
outstanding⁽⁴⁾



~540,500 SHAREHOLDERS

DIVIDEND DISTRIBUTED TO "LA CAIXA"
FOUNDATION IN RECENT YEARS, €M



~€2.4 Bn IN TOTAL LAST 3 YEARS

(1) As of 31 March 2025. Including SBBs #3, #4, and #5. (2) SBB #6 announced at FY24 results. (3) Additional distributions subject to ECB and BoD approval. (4) Includes treasury stock. (5) As of 31 December 2024. According to the information provided by "la Caixa" Foundation (and its subsidiary Critería Caixa, S.A.U.) (6) As of 31 December 2024. 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.



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**



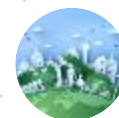
OUR VALUES



Quality



Trust



Social commitment

OUR CULTURE



People
first



Agile
attitude



Partnerships,
our strength

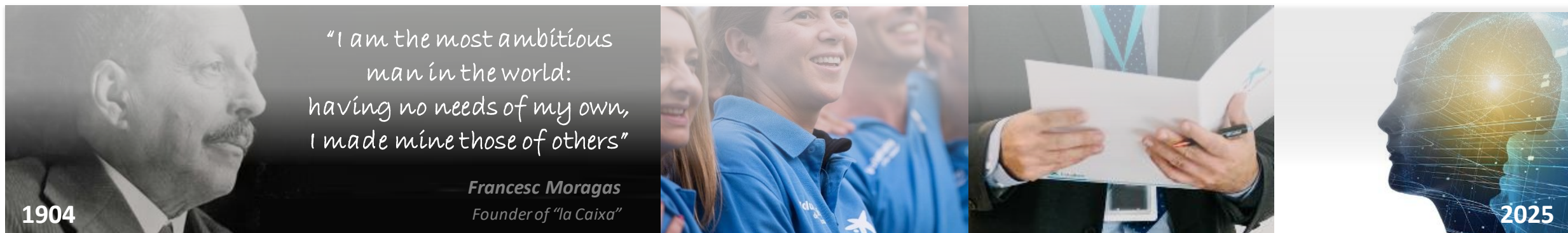


2.

A UNIQUE WAY OF 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. In 1918, the welfare programme was integrated into the organisation.



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 quality service, following best-practices in corporate governance and management, and showing exemplary conduct



FOSTERING
FINANCIAL
INCLUSION



LEADING
MICRO-LENDER
IN EUROPE



SOLUTIONS
WITH SOCIAL
IMPACT



SOCIAL PROJECTS
ACROSS THE
TERRITORY



COMMITMENT TO
SUSTAINABILITY



ROBUST
CULTURE AND
GOVERNANCE

A unique way of banking

Fostering financial inclusion

2024 DATA (SPAIN)

COMMITTED TO FINANCIAL INCLUSION OF VULNERABLE GROUPS

>360,000

Clients with basic accounts – Mar.25



The only financial institution with its commitment to seniors certified by AENOR

80.9%

Senior customers NPS (scale 0-100)

3,949

Braille credit cards

ACCESSIBLE AND CUSTOMER CENTERED BANKING

99%

of towns >5,000 inhabitants with CABK's presence⁽¹⁾

1,294 | 644K

Villages | people served through mobile branches⁽²⁾

459

Municipalities where CaixaBank is the only bank present

89% | 90%

Accessible branches | POS terminals accessible to visually impaired⁽³⁾

PROMOTING FINANCIAL EDUCATION

39,000

Attendees at 1,366 conferences

>75,000

Attendees to workshops, courses and training sessions

72 M

Views of webinars, podcasts, and videos



- World's Best Bank for Sustaining Communities 2025
 - Best Bank for Sustaining Communities in Western Europe 2025
- Global Finance

(1) In Spain. In Portugal, BPI is present in 60% of towns and villages with >5,000 inhabitants. (2) 70% of users are >65 years old. (3) In % of total Android POS terminals.

Leading micro-lender in Europe: MicroBank

2022-24 CUMULATIVE FIGURES

€4,465 M



Granted in micro-credits and other loans with social impact

78,221



Jobs created with micro-credit support

24,038



New businesses created with the support of micro-credits (2022-24)

MicroBank Academy

Online training for entrepreneurs launched in 2024



Business micro-credit⁽¹⁾

55,638
Transactions

€741 M
Granted in 2022-24

~€13 K
Average / transaction

268
Collaborations⁽²⁾ to promote self-employment



Family micro-credit

402,125
Transactions

€2,904 M
Granted in 2022-24

~€7 K
Average / transaction

€25,200
Applicant's max. annual income⁽³⁾



Other financing with social impact

20,636
Transactions

€819 M
Granted in 2022-24

~€40 K
Average / transaction

€79 M
"Skills and Education loans" (with EIF)⁽⁴⁾

With support from European institutions



- ~1.7 M Micro-credits and loans with social impact granted since inception (2007)
- €3.7 Bn outstanding loans by YE24

(1) Entrepreneurs and micro-enterprises with fewer than 10 employees and with annual turnover ≤€2M that need financing to start, consolidate or expand the business, or to meet working capital needs. (2) Active entities with collaboration agreements during 2024. (3) 2024. Projects related to personal and family development for people with limited income of up to 3 times IPREM (Public Multiple Purpose Income Indicator). (4) 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.



Solutions with social impact

2024 DATA

FOSTERING HOUSING ACCESS

>9,500

Social housing units

€368 M

Loans granted for social housing (FY24)

"Code of Good Practices"

For families with mortgage debt on primary homes

SOLUTIONS TO ADDRESS AGEING AND LONGEVITY

~120,000

Clients with MyBox Protection Senior

#1

Entity in Spain by market share in Wealth Mgmt. and Life Insurance

Comprehensive and innovative offering to address longevity

MyBox VidaCare
MyBox Jubilación Autónomos

READY TO PROVIDE SUPPORT IN FACE OF EMERGENCIES

~10,000

Transactions in solutions related to floodings in Valencia⁽¹⁾

~€23 M

Emergency funds raised for Valencia flooding via CABK's donation platform

~€8 Bn

Amount outstanding by YE24 in GGLs granted during the pandemic



€6.25 Bn

Issued in Social Bonds advancing SDGs since 2019



(1) As of 23 January 2025, including moratoria requests, ICO lines-Dana, and loans.

Social projects across the territory

2024 DATA

COLLABORATION WITH "la Caixa" FOUNDATION



~€2.4 Bn

2022-24 Social dividend

€25 M

Out of Fundación "la Caixa" budget are channeled through CABK network

~5,240

Beneficiary entities

5,625

Actions related to local charities and social projects

OWN PROGRAMMES TO SUPPORT COMMUNITIES



>12,400

Beneficiary students

>34,100

Beneficiaries of the "Tree of dreams"



>1,960

Beneficiaries of the "Land of opportunities"
#Tierra de Oportunidades

>290

Beneficiary entities of the "ReUseMe" programme
#ReUtilízame

CORPORATE VOLUNTEERING PROGRAMME



~20,200

Volunteers

>29,900

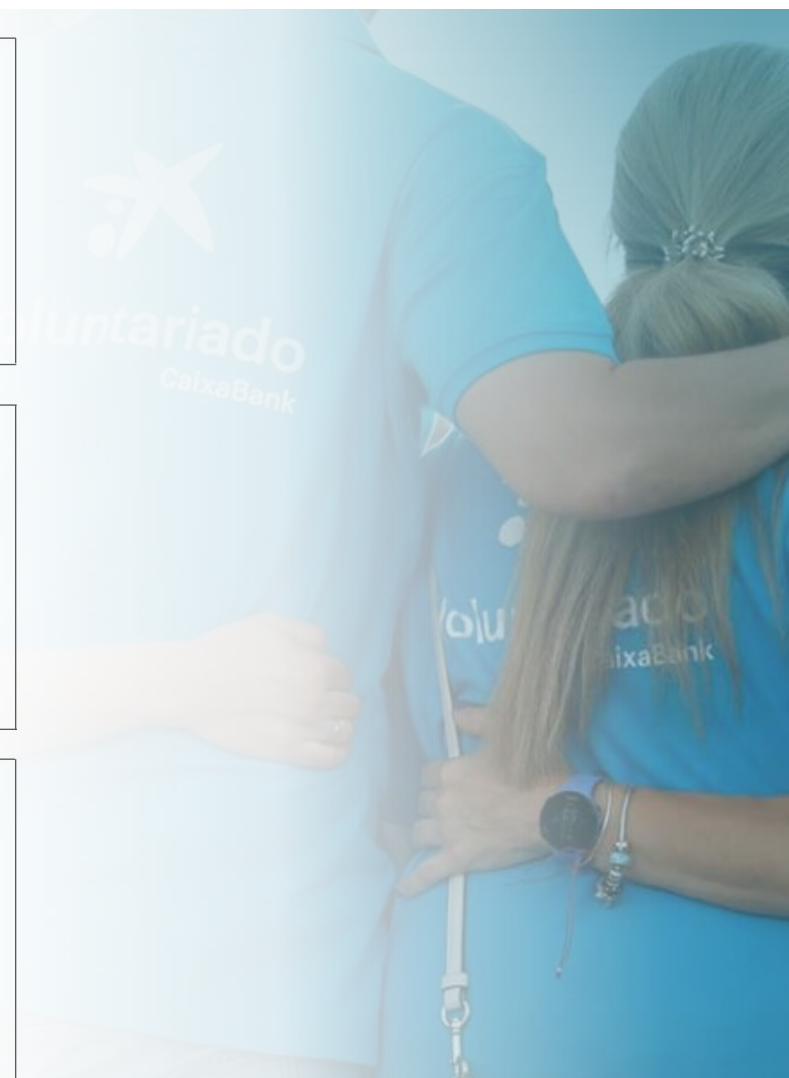
Volunteering activities

>433,500

Beneficiaries

>2,500

Collaborating entities



Commitment to sustainability (I/II)

SUSTAINABLE BUSINESS

€6.9 Bn

Sustainable finance mobilisation in 1Q25⁽¹⁾

2.3x

Green mortgages⁽²⁾,
Δ FY24 yoy

+49%

New microcredits and other financing with social impact⁽²⁾, Δ FY24 yoy

REFINITIV
LSEG-Refinitiv

#4 EMEA Bank – Top Tier Sustainable finance loan

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

#2 most sustainable bank in Europe

RESPONSIBLE INVESTMENT

2024 DATA

~€154 Bn | 47%

AuMs under SFDR I
% under SFDR Art. 8 & 9

€12.7 Bn

VidaCaixa + CABK AM exposure to ESG bonds



Top UN rating in sustainable investment⁽³⁾



CABK AM is **the only European fund manager** to obtain the “EFQM 600 SEAL”

CLIMATE AND NATURE

2024 DATA

100%

Carbon neutral since 2018⁽⁴⁾

10 sectors

With 2030 decarbonisation targets⁽⁵⁾

Statement on Nature

New. Published in February 2024



Founding member



CDP Climate Change Leader



Environmental certifications

€7.2 Bn

Issued in Green Bonds advancing SDGs since 2019



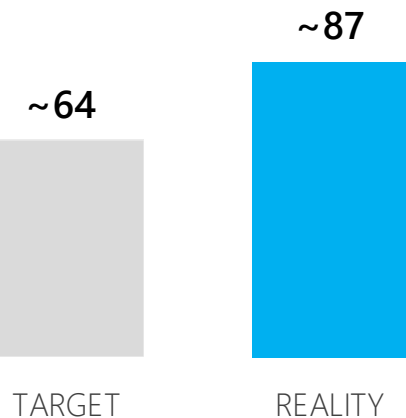
(1) Group, cumulative since YE24. Refer to the Appendix for definition. (2) Ex BPI. In 2024. (3) All CaixaBank Group entities adhering to the PRI have achieved the highest rating of 5 stars in the most representative module: Policy, Governance and Strategy. (4) The carbon neutrality perimeter ("Carbon 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. (5) Refer to next slide and the Appendix for additional information.

Commitment to sustainability (II/II)

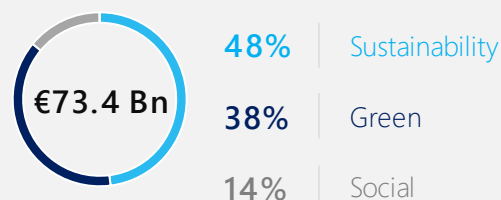
MOBILISATION OF SUSTAINABLE FINANCE⁽¹⁾

2022-2024 SUSTAINABILITY PLAN

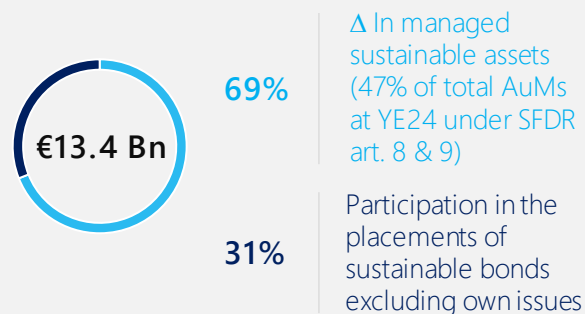
Mobilisation of sustainable finance, YE21-YE24 cumulative in €Bn (ex BPI)⁽²⁾



SUSTAINABLE FINANCING



SUSTAINABLE INTERMEDIATION



2025-2027 SUSTAINABILITY PLAN

Cumulative YE24-YE27 (Group)

> €100 Bn

TARGET

€6.9 Bn

REALITY (1Q25)⁽³⁾

2030 decarbonisation targets⁽⁴⁾



POWER GENERATION

-30% kgCO₂e/MWh



AUTOMOTIVE

-33% gCO₂/vkm



THERMAL COAL

-100% exposure in €M



COMMERCIAL RE

-41% kgCO₂e/m²



AVIATION

-30% gCO₂e/RPK



OIL & GAS

-23% MtCO₂e



IRON & STEEL

-[10-20%] kgCO₂e/t steel



AGRICULTURE

Qualitative⁽⁵⁾



RESIDENTIAL RE

-19% kgCO₂e/m²



SHIPPING

-11.9% Alignment Delta



World's Best Bank for Sustaining Communities 2025



Best Bank for ESG Spain 2024



Best Bank for Sustainable Finance Europe 2024

(1) Refer to the appendix for definition. (2) Including BPI, total mobilisation at ~€93 Bn. (3) Cumulative since YE24. (4) Refer to the Appendix for additional details. (5) Considering the early stages of global methodologies and the lack of sufficient and homogeneous data, a qualitative objective has been established for the Agricultural sector.

Strong culture of responsibility

2024 DATA

RESPONSIBLE COMMERCIAL PRACTICES

31,990

Employees certified in MIFID II

33,146

Employees certified in insurance IDD

100%

of employees participated in training courses

PeopleSkills

New platform launched in 2024 that allows all employees to manage and develop their skills

FOSTERING DIVERSITY

40%

of Directors at the BoD are women

43.4%

of management positions are carried out by women⁽¹⁾

Wengage
Empowering diversity

Programme fostering diversity internally and externally

top
EMPLOYER
2025

Top Employer Spain 2025 seal⁽²⁾

Bloomberg
Gender Equality Index
2023
Member

Top 3 worldwide in gender equality⁽³⁾

efr
2024-2025

Excellence Level A⁽⁴⁾

DIGITAL TRANSFORMATION AND INFORMATION SECURITY

€1,368 M

FY24 investment in IT and development

+21%

of employees dedicated to cybersecurity, Δ yoy

800 | 100

Cybersecurity rating by Bitsight | Information security rating by DJSI

INFOPROTECT.
Think safely

Advanced information security model with certified standards

bitsight

ISO

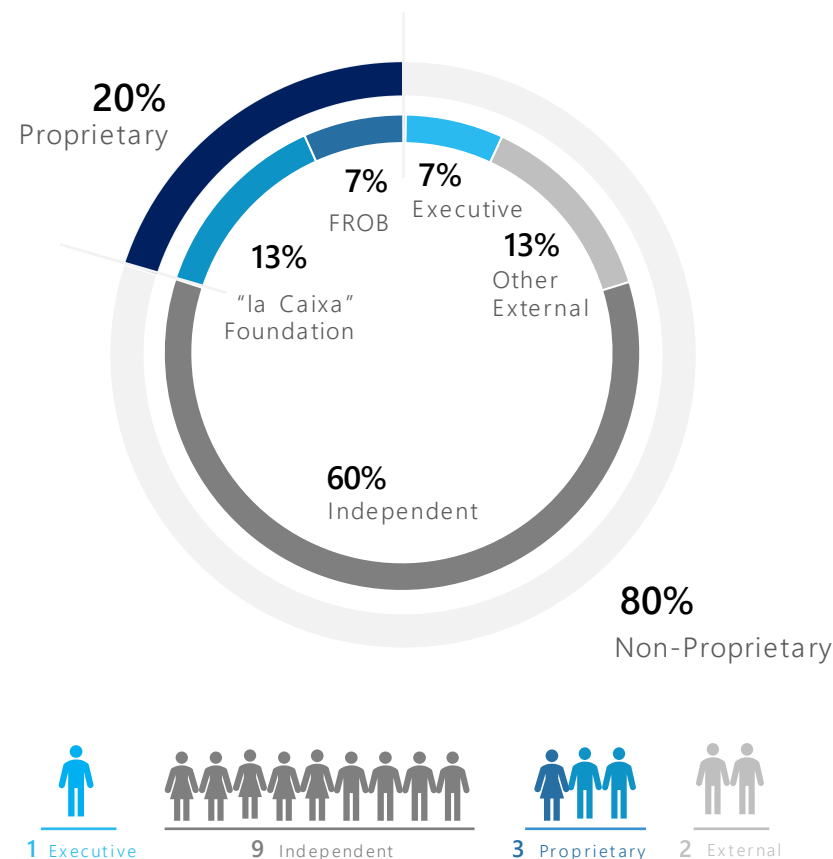
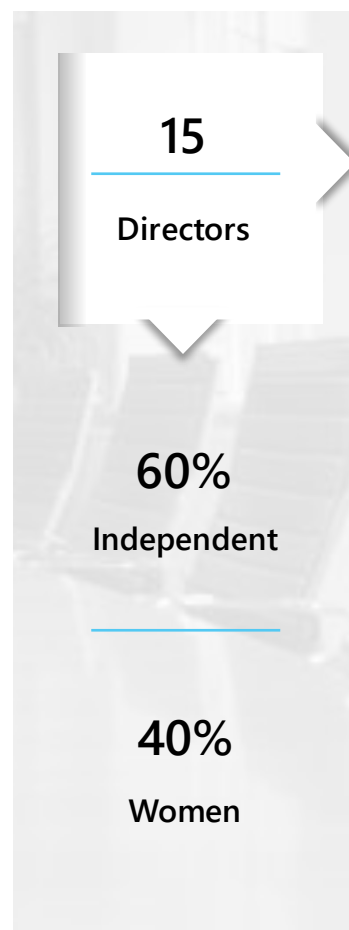
ISO

(1) Women in leadership roles from sub-director and above in large offices at CaixaBank, S.A. (categories A and B). (2) Recognising excellence in professional environment. (3) According to Bloomberg Gender Equality Index 2023. (4) Excellence Level A in the 2024 EFR(2) Certification for the 14th consecutive year. EFR: *Empresa Familiarmente Responsable*. (4) Bitsight scale: 900-0. DJSI scale: 100-0.

Best-in-class in corporate governance is a corporate priority

BOARD OF DIRECTORS

Breakdown by category⁽¹⁾



BEST-IN-CLASS GOVERNANCE PRACTICES

- **One share, one vote**
- **Separate roles** for **chairman** (non-executive since 1 January 2025) 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 Board of Directors
- **Protection of minority shareholders** and initiatives to foster their involvement
- **AENOR** certified
- **ISS ESG Quality Score: top ranked** in all categories including Governance⁽²⁾



99%

Average **attendance at board meetings**⁽³⁾

(1) Since 11 April 2025 (post AGM). There are 4 appointments subject to the mandatory suitability assessment process by the ECB. (2) Last update: May 2025. (3) In 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





Remuneration schemes aligned with sustainability and good governance aims

2025 REMUNERATION POLICY FOR THE EXECUTIVE DIRECTOR (CEO)

Prudent **balance** between fixed and variable components

Risk-adjusted variable remuneration scheme based on performance⁽¹⁾

40% of variable remuneration is upfront; 60% deferred (5 years)

3 years share retention policy⁽³⁾

Malus and claw-back clauses

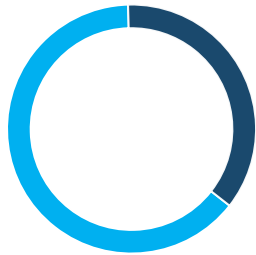
VARIABLE REMUNERATION: Breakdown based on whether it is determined by annual or multi-annual factors

64%

Annual metrics⁽²⁾

o/w

30% linked to ESG metrics



36% Multi-annual metrics

o/w

25% linked to ESG metrics

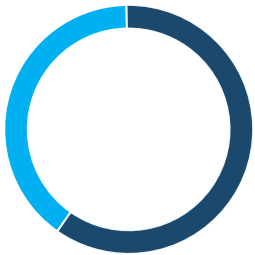
VARIABLE REMUNERATION: Delivery method

40%

Upfront

o/w

50% cash
50% shares

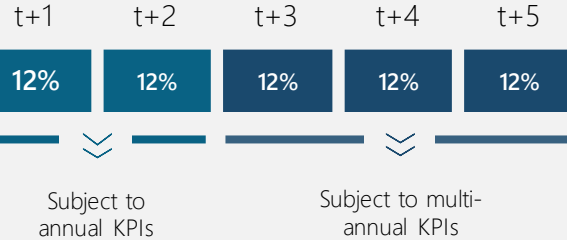


60%

5-year deferral

o/w

30% cash
70% shares



Variable remuneration for all employees is tied to ESG KPIs

(1) Annually, subject to annual metrics. Long-term adjustment subject to multi-annual factors. (2) Including adjustment (penalty) of up to 5% for unresolved high/medium risk compliance gaps. (3) Unless total stock ownership is equivalent to 200% of the fixed salary.



ESG commitment supported by ethics and integrity policies

Ethics & Governance	Risk Management & Security	Sustainability & Responsibility	Investments, Portfolio Management & other
Code of Ethics	Tax Risk Control and Management Policy	Sustainability Business Principles⁽¹⁾	Discretionary Portfolio Management involvement policy Corporate framework for integrating ESG risks into investment and asset management services.
Corporate Criminal 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 Human Rights Principles⁽²⁾ Summary of the HR due diligence and assessment process in Human Rights	General Principles of the Corporate Privacy and Data Protection Policy
Corporate Compliance Policy	Principles of action of the Information Security Policy	Procurement Principles	Health and Safety policy
CaixaBank Group General Corporate Conflicts of Interest Policy	Information Management Procedure	Supplier Code of Conduct	Healthy Organisation Policy
Internal Rules of Corporate Conduct in the Securities Market (RIC)	Corporate Internal Information System Policy		
General principles of the Corporate Anti-Corruption Policy			
Principles of action of the Corporate Sustainability/ESG Risk Management Policy⁽¹⁾			

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



Active participation in key initiatives (I/II)

Join effort is essential to foster ESG and exchange best practices

CROSS-DISCIPLINARY ESG



United Nations
Global Compact

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); CABK AM and VidaCaixa (2009); MicroBank (2011); BPI (2020) and CABK Tech (2024)



PRINCIPLES FOR RESPONSIBLE BANKING

UNEP FI promotes sustainable finance and the integration of environmental and social aspects in the business. CABK (2018) and BPI (2023). Responsible Banking Principles. A voluntary initiative to promote the alignment of the banks' actions with the SDG goals and the Paris Agreement. CaixaBank (2019), and BPI (2023)



PRI Principles for Responsible Investment

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



PSI Principles for Sustainable Insurance

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



value balancing alliance

Multinational company alliance united with a common goal: to create a measurable way and to compare the value of the contribution done by companies to the society, the economy and the environment. The alliance turns social and environmental impacts into comparable financial data. CaixaBank (2024)



CaixaBank Chair of Sustainability and Social Impact

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



Strives to fulfil SDGs by promoting high-impact investments. CaixaBank holds the Presidency of SpainNAB, Advisory Council for Impact Investing (2019)



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



United Nations body responsible for promoting responsible and universally accessible tourism (2019)



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



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



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



Promoting responsible and sustainable investment in Spain (2011)

Active participation in key initiatives (II/II)

Join effort is essential to foster ESG and exchange best practices

ENVIRONMENTAL



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

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)



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



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



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



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



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



Collaborative dialogue initiative promoted by PRI and that seeks to promote the objective of the Kunming-Montreal Global Biodiversity Framework. CABK AM, VidaCaixa and BPI Gestao Activos (2023)



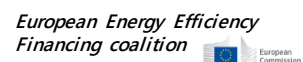
Developing and improving a standard for assessing biodiversity impacts and dependencies CaixaBank (2024)



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



Initiative to foster dialogue with companies around the globe with high greenhouse emission levels. VidaCaixa, CABK AM, BPI Gestao Activos and BPI Vida e Pensoes (2018)



Need to intensify investments in energy efficiency and engagement at three levels: General Assembly, Expert Platform and National Hub activities CaixaBank (2024)



Taskforce on Nature-related Financial Disclosures Forum

Advisory group of institutions that publishes recommendations and disclosure guidelines for incorporating nature into corporate reporting CaixaBank (2023)

Global Investor Statement to Governments on the Climate Crisis

Initiative promoted by institutional investors that urge governments to increase their climate ambition and to implement solid transitional policies. CABK AM, VidaCaixa and BPI Gestao de Activos (2024)

SOCIAL



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



Collective Commitment to Financial Health and Inclusion

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



Impact investment network for increasing prosperity and social welfare for all people, solve inequality and injustices and preserve the planet. MicroBank (2024)



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. CABK AM and VidaCaixa (2022)



Promotes the Diversity Charter in Spain to foster inclusive policies in companies and public institutions, with support from the European Commission. (2024)



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



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 a clear and accessible language as a democratic value basis. To incorporate projects in favor of the accessibility of the language. CaixaBank (2024)



Initiative gathering CEOs of the main companies in Spain to promote strategies enhancing diversity, gender equality and inclusion.

GOVERNANCE



Spanish non-profit association promoting an inclusive and respectful environment with LGBTBI diversity in the workplace. CaixaBank (2022)

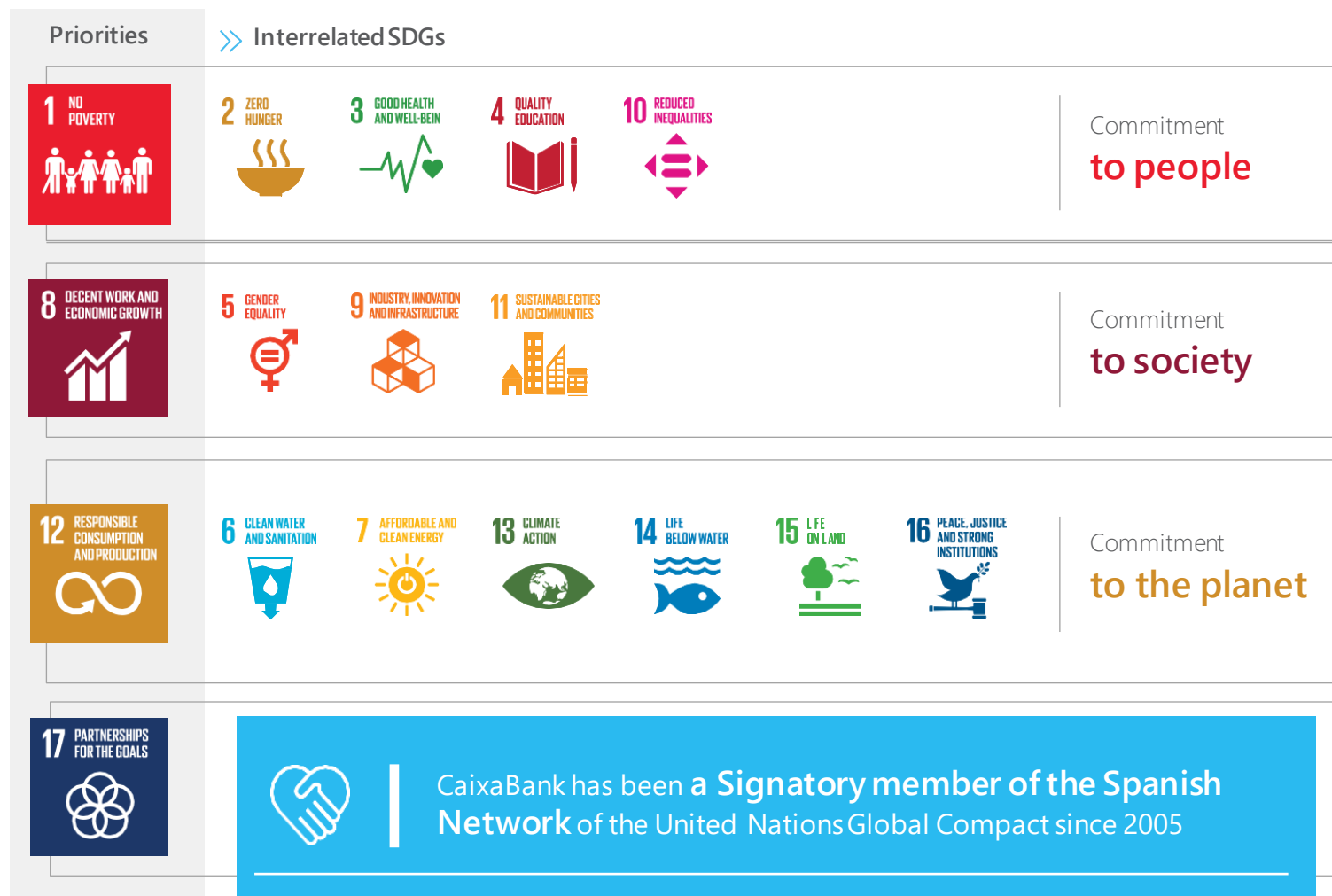


Company alliance acting as a reference cluster, with public and private collaboration, that analyses the cost of economic and social opportunity of gender gaps. CABK (2021)



Promoted by the UN with the commitment of aligning policies towards advancing gender equality and fostering women representation at Board of Directors and executive management positions. CaixaBank (2013), CABK (2020) and BPI (2021)

Contributing to advancement of SDGs



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





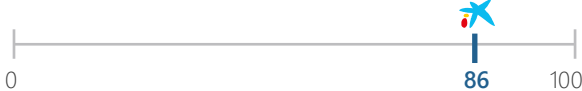

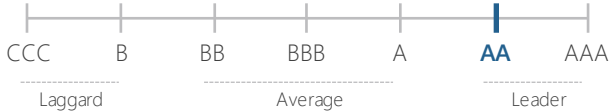




- Adherence to the Net Zero Banking Alliance (NZBA) & PCAF
- Adherence to Poseidon Principles
- Financing based on ESG criteria
- Ethics and integrity policies
- Due Diligence and assessment in Human Rights
- Green bonds & loans
- PRI & Climate 100+ membership (VidaCaixa and CABK AM)
- Principles for 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.



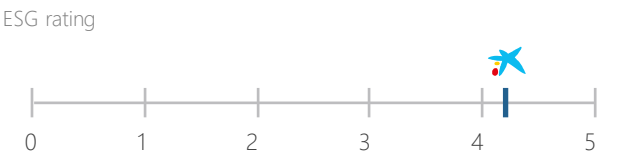

Strong sustainability performance

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 / Periodicity: 2023 / Oct. 2024 / Annual
	<p>Sustainability score</p> 	86	<ul style="list-style-type: none"> Included uninterruptedly since 2012 in DJSI World/DJSI Europe. Reference analyst: S&P Global First inclusion / Last update / Periodicity: 2012 / Dec. 2024 / Annual CaixaBank is in 9th position in DJSI World and 2nd in DJSI Europe
	<p>ESG rating</p> 	AA	<ul style="list-style-type: none"> First inclusion / Last update / Periodicity: 2015 / Feb. 2025 / Annual In 2025, CaixaBank received an ESG rating of AA from MSCI and was classified as a Leader. The Access to Finance and Financing Environmental Impact categories stand out, with scores above the average
	<p>ESG risk rating</p> 	14.7	<ul style="list-style-type: none"> STOXX Global ESG; included in ESG STOXX index. Reference analyst: Sustainalytics First inclusion / Last update / Periodicity: 2013 / May 2024 partial update / Annual CABK is at Low Risk of experiencing material financial impacts from ESG factors. The analyst rates CABK's ESG risk management as STRONG
	<p>ESG QualityScore</p> 	1 1 1 1 E I S I G	<ul style="list-style-type: none"> ISS ESG QualityScore Last update / Periodicity: May 2025 / Monthly Top rated in all categories: QualityScore "1" in Environment, Social and Governance. <ul style="list-style-type: none"> Environment: maximum score in all categories Social: maximum score in in all categories Governance: maximum score in Compensation, Shareholder Rights and Audit & Risk oversight

Strong sustainability performance

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

ESG Indices - Ratings	CaixaBank	Additional information
<p>ISS ESG Corporate ESG Performance Prime</p> <p>ESG corporate rating</p>  <p>Transparency level</p> 	<p>C +</p> <p>Status: Prime</p> <p>Transparency: very high</p> <p>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 / Periodicity: 2013 / Nov. 2024 / Annual In the absolute rating, rated in the ISS ESG Prime segment, in top 10% of industry group ("Public & Regional Banks", including 285 companies under analysis). In the #1 decile in terms of relative performance ("High") and in transparency, rated "very high"
<p>FTSE4Good</p> <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 / Periodicity: 2011 / Dec. 2024 / Annual Overall rating above sector average (4.2 vs. 2.7 sector average)
<p>CDP A LIST 2023 CLIMATE</p> <p>Climate change rating</p> 	<p>A</p>	<ul style="list-style-type: none"> Reference analyst: CDP First inclusion / Last update / Periodicity: 2012 / January 2024 / Annual (June 2025) 10th consecutive year in the Leadership category for corporate transparency and action on climate change This rating is higher than the Europe regional average, and global Financial services sector average

Other analysts/ESG ratings with ongoing assessment on CaixaBank



Other recognition



S&P Global Sustainability Yearbook 2025

Bloomberg

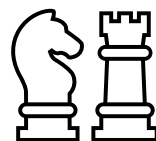
Included in Bloomberg Gender Equality Score



CDP Supplier Engagement Leader 2023

3. _____

SUSTAINABLE BANKING STRATEGY





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

STRATEGIC PRIORITIES ACROSS DIFFERENT STRATEGIC PLANS

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



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**

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



2025-2027



1. Growth acceleration
2. Transformation and investment in the business
3. **Distinctive ESG positioning**



Sustainability is inherent to our differential way of banking

2025-27 Sustainability Plan

1. ADVANCING TOWARDS A MORE SUSTAINABLE ECONOMY



> Investing in current and future **transition solutions**

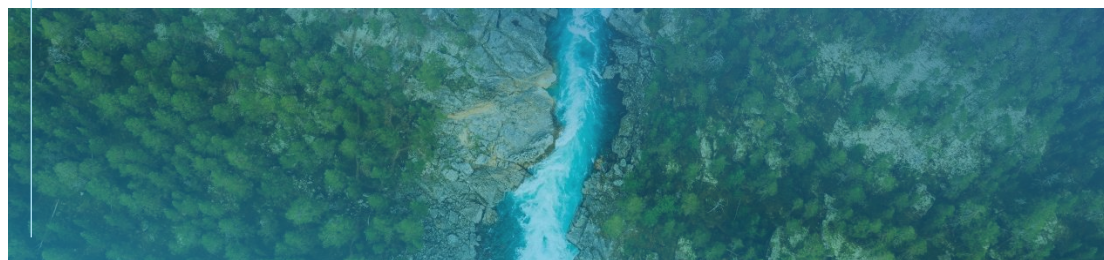


- ✓ **RENEWABLE ENERGY**
- ✓ **CLEAN MOBILITY**
- ✓ **EFFICIENT BUILDING**
- ✓ **INDUSTRIAL DECARBONISATION**
- ✓ **SUSTAINABLE INTERMEDIATION**

> Driving **decarbonisation in society** and **businesses**



- ✓ **NET-ZERO LOAN PORTFOLIO BY 2050** (FOR BUSINESSES AND HOUSEHOLDS)
- ✓ **SUPPORT FOR BUSINESSES** (CUSTOMERS AND EMITTERS)



2. PROMOTE SOCIAL AND ECONOMIC PROSPERITY



> Strengthening **social** and **financial inclusion**



- ✓ ACCESSIBLE FINANCING AND SERVICES IN **RURAL AREAS**
- ✓ PRODUCTS AND SERVICES FOR **VULNERABLE GROUPS**
- ✓ **FINANCIAL EDUCATION** AND **HEALTH**
- ✓ COLLABORATION WITH "**LA CAIXA**" FOUNDATION AND OTHERS

> Promoting **employability** and **entrepreneurship**

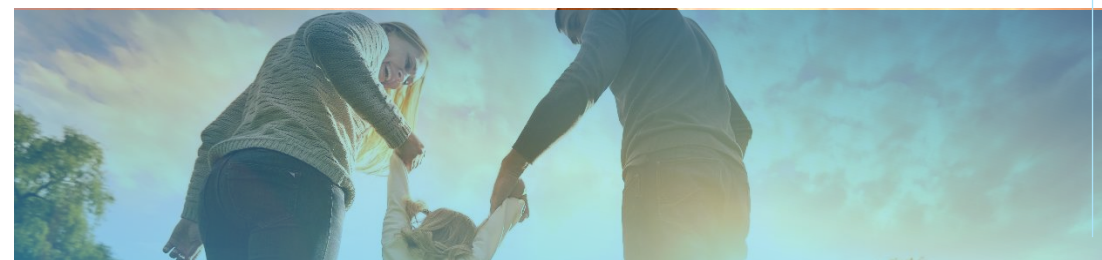


- ✓ **JOB TRAINING**
- ✓ SUPPORT FOR **ENTREPRENEURS** AND **SELF-EMPLOYED**

> Addressing the challenges of **increased longevity**



- ✓ **LIFETIME SAVINGS PLANNING**
- ✓ **SENIORS'** FINANCIAL AND PERSONAL WELL-BEING



COMPLEMENTARY INITIATIVES

SUPPORT INSTRUMENTS

ANTICIPATING EMERGING TRENDS


ROBUST SUSTAINABLE GOVERNANCE

2025-2027 Sustainability Plan: KPIs and key targets

1.

ADVANCING
TOWARDS A MORE
SUSTAINABLE
ECONOMY

PRIORITIES

 **Investing**
in current and future
transition solutions


 Driving **decarbonisation**
in **society** and
businesses

2.

PROMOTE
SOCIAL AND
ECONOMIC
PROSPERITY

 **Social and financial**
inclusion

 **Employability** and
entrepreneurship

 Addressing the
challenges of
increased longevity

	1 Q 2 5	T A R G E T S
<ul style="list-style-type: none"> ➤ Mobilisation of sustainable finance (Group) 	€6.9 Bn	> €100 Bn 2025e-27e
<ul style="list-style-type: none"> ➤ Interest income from sustainable financing in % of total interest income⁽¹⁾ 		15% 2027e
<ul style="list-style-type: none"> ➤ % of high-carbon emission companies (NZBA scope)⁽²⁾ with whom a dialogue is maintained annually to support and finance their sustainable transition 	18%	90% 2025e-27e
<ul style="list-style-type: none"> ➤ Meeting annual NZBA targets aligned with 2030 pathways + establishing action plans in case of misalignment⁽³⁾ 		
<ul style="list-style-type: none"> ➤ # of people with inclusive solutions promoted by CaixaBank⁽⁴⁾ 	> 1.6 M	Continuous monitoring of a KPI
<ul style="list-style-type: none"> ➤ # of jobs generated with CaixaBank's support⁽⁵⁾ 	> 12,600	150,000 2025e-27e ⁽⁶⁾
<ul style="list-style-type: none"> ➤ Ranking of listed banks in Spain for senior customers⁽⁷⁾ 	#1	#1 2027e
<ul style="list-style-type: none"> ➤ % of customers aged 50-67 years with WM products 	31%	33% 2027e
<ul style="list-style-type: none"> ➤ Sustainability ratings⁽⁸⁾ vs. European peers⁽⁹⁾ 	Above avg. in 5 ratings	Above avg. in ≥3 ratings ⁽¹⁰⁾

Our ambition is to be a benchmark in sustainability

(1) Interest income from CaixaBank, S.A. sustainable credit portfolio and MicroBank's total credit portfolio, relative to total interest income. Excludes BPI. Measured semi-annually. (2) Clients under NZBA perimeter as of 31 December 2024, excluding individual clients with mortgages; subsidiaries engaged through their parent company, and Project finance-only customers. (3) Measured annually. (4) Includes social accounts, microcredits, and users of mobile branches, among other. (5) Jobs generated with support from MicroBank microcredits, students supported by Dualiza, and entrepreneurs supported by "Tierra de Oportunidades". (6) Cumulative. (7) Based on NPS, last 12 months – Stiga BMKS benchmark, considering banks with market cap > €10 Bn. (8) MSCI, S&P, Sustainalytics, Fitch, and ISS. (9) Peers included in the Eurostoxx Banks (SX7E). (10) And, in those where this is not achieved, maintain the rating at YE24.

4.

SDG BOND FRAMEWORK & ISSUANCES



CaixaBank SDG Funding Framework

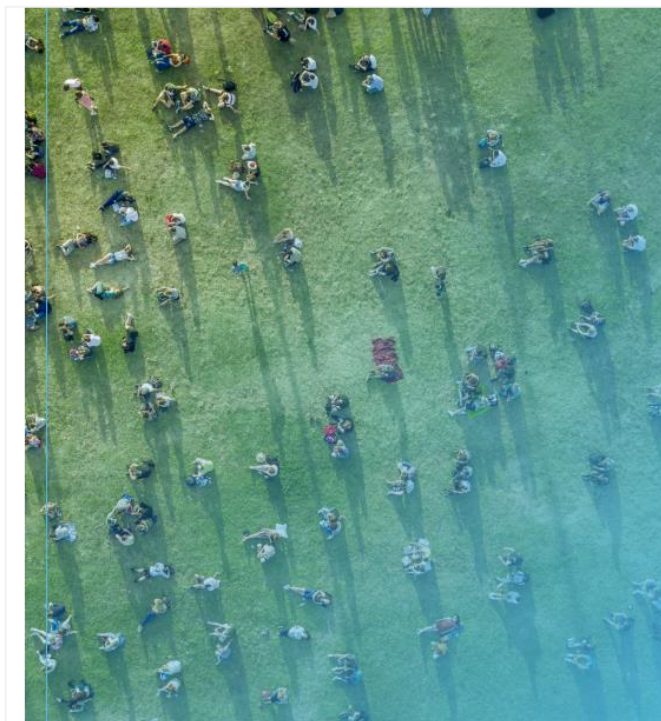
FRAMEWORK UPDATE IN 2022

- 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⁾**: Green Bonds impact reports published in 2021, 2022, 2023 and 2024; impact reports on Social Bonds published in 2020, 2021, 2022, 2023 and 2024

HIGHLIGHTS

- The Framework allows CaixaBank to issue **Green⁽³⁾, Social⁽⁴⁾ and/or Sustainability debt instruments⁽⁵⁾**
- **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**:

UN SUSTAINABLE DEVELOPMENT GOALS



Sustainable Development Goals (SDGs) Funding Framework

November 2022



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(1) 14 issuances under the SDGs Bond Framework between August 2019 and September 2024: 8 Green Bonds and 6 Social Bonds for a total Euro equivalent issue volume of €13.4Bn, becoming one of the leading issuers among Euro Area financial institutions. (2) Annually updated SDG bonds reports. For latest reports, refer to CaixaBank's website: [SDG Bonds Report – CaixaBank](#). Social and Green reports have both been verified by an independent third party, with limited assurance. (3) Proceeds allocated to green projects only. (4) Proceeds allocated to social projects only. (5) Including Bonds and/or Commercial Paper.



SDG Funding Framework is aligned with the four key pillars of ICMA 2021 GBP, 2021 SBP and 2021 SBG⁽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 Bonds. In these instances, the Use of Proceeds can be used by the business for general purposes (as long as it does not fund activities in the Exclusion list). ⁽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
	1.4 1.5		Access to essential services	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
	3.8 3.b		Access to essential services	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
	4.1 4.2 4.3 4.4		Access to essential services	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.
	5.5 5.a		Socioeconomic advancement and empowerment	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
	8.3 8.10		Decent work and econ. growth; Employment generation	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
	10.2 10.3		Socioeconomic advancement and empowerment	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
	11.1 11.3		Affordable housing	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

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

SDG & SDG Target	ICMA GBP category	EU-GBS environmental objectives	Eligibility criteria	Examples of eligible assets
6 CLEAN WATER AND SANITATION  6.3 6.4	 Sustainable water and wastewater management	<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.)
7 AFFORDABLE AND CLEAN ENERGY  7.1 7.2 7.3	 Renewable energy Energy efficiency	<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
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE  9.1 9.2 9.4	 Green buildings Energy efficiency	<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" (NZE B); building renovations
11 SUSTAINABLE CITIES AND COMMUNITIES  11.2 11.6	 Clean Transportation	<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.
12 RESPONSIBLE CONSUMPTION AND PRODUCTION  12.2 12.5	 Pollution prevention and control	<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
15 LIFE ON LAND  15.2 15.9 15.a	 Biodiversity conserve. Environmentally sustainable manag.	<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.

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

- | | |
|---|--|
| <ul style="list-style-type: none"> ✗ 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 | <ul style="list-style-type: none"> ✗ Large scale dams (above 25MW) ✗ Nuclear power generation ✗ Oil and gas ✗ Palm oil ✗ Soy oil ✗ Tobacco ✗ Weapons |
|---|--|

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

Asset evaluation and selection process



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

01

Nomination

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



02

Review and selection

The **Working Group**:

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



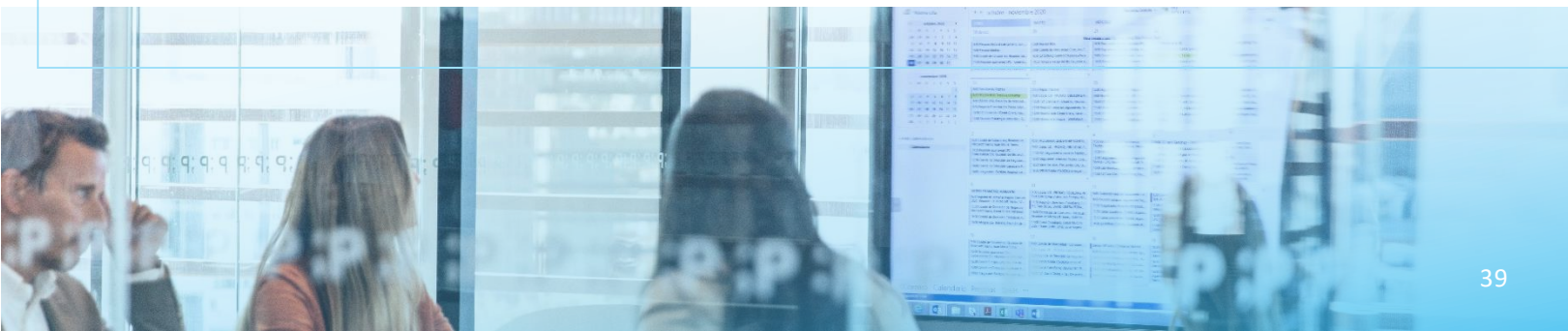
03

Inclusion (or exclusion)

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



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





Management of proceeds



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



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

- > Green, Social, or Sustainability debt instrument(s) information such as the **principal amount, maturity date or the coupon**
 - > **Eligible Portfolios indicating breakdown by SDG and the corresponding Eligibility Criteria**, as well as a brief description of the Projects included in each portfolio
 - > The **issuance remaining capacity** defined as the differential between each Eligible Portfolio and the Green, Social, or Sustainability debt instrument(s) issued and outstanding
-
- > Intend to maintain an **aggregate amount of assets** in the different Eligible Portfolios at least equal to the aggregate net proceeds of all outstanding Green, Social or Sustainability debt instruments
 - > In case of **asset divestment or if a project no longer meets the Eligibility Criteria**, the asset in question is to be replaced with other Eligible Projects compliant with the Eligibility Criteria of the Framework
 - > The proceeds are to be **allocated within 2 years from the date of issuance**. Pending full allocation of Proceeds, or in case of an insufficient Eligible assets, the balance of net proceeds will be invested according to the Treasury's general liquidity guidelines for short-term investments

Reporting



ALLOCATION REPORTING

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

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



IMPACT REPORTING

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



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



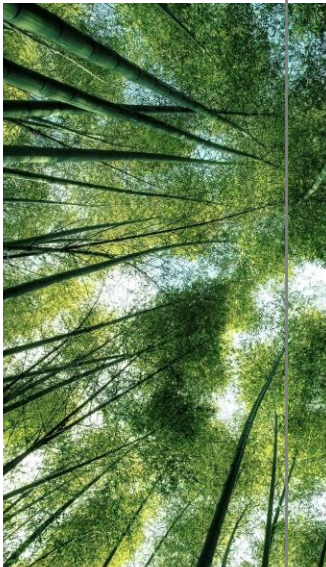
Lengths of tracks built for mass public transport; # tonnes of CO₂ avoided through sustainable transport; Total GHG emissions in CO₂e/p-Km; Location and populations served through new transport; # electric vehicles provided; # affordable housing loans granted



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



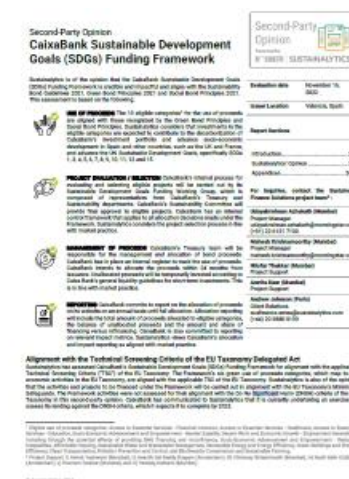


Second Party Opinion –Sustainability deems CaixaBank SDG Funding Framework credible and impactful⁽¹⁾

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**



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

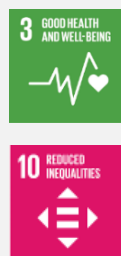
⁽²⁾ The Framework was not assessed for Do Not Significant Harm (DNSH) alignment.

CaixaBank Sustainable Development Goals Bond Issues – Social Bonds

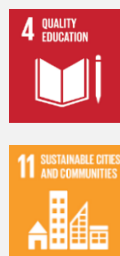
INAUGURAL SOCIAL BOND ⁽¹⁾	2 ND SOCIAL BOND	3 RD SOCIAL BOND	4 TH SOCIAL BOND	5 TH SOCIAL BOND	6 TH SOCIAL BOND
 Issue date: 26 Sep. 2019	 Issue date: 10 Jul. 2020	 Issue date: 26 May 2021	 Issue date: 21 Jan. 2022	 Issue date: 16 May 2023	 Issue date: 19 Sep. 2024
 Type: Senior Non-Pref.	 Type: Senior Preferred	 Type: Senior Non-Pref.	 Type: Senior Preferred	 Type: Senior Non-Pref.	 Type: Senior Non-Pref.
 Nominal amount: €1 Bn	 Nominal amount: €1 Bn	 Nominal amount: €1 Bn	 Nominal amount: €1 Bn	 Nominal amount: €1 Bn	 Nominal amount: €1.25 Bn
 Maturity: 1 Oct. 2024	 Maturity: 10 Jul. 2026	 Maturity: 26 May 2028	 Maturity: 21 Jan. 2028	 Maturity: 16 May 2027	 Maturity: 19 Sep. 2032
 Coupon: 0.625%	 Coupon: 0.75%	 Coupon: 0.75%	 Coupon: 0.625%	 Coupon: 4.625%	 Coupon: 3.625%
<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 	COVID Social Bond				



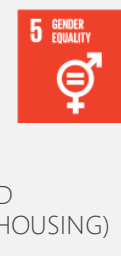
NO POVERTY



GOOD HEALTH AND WELL-BEING



QUALITY EDUCATION



GENDER EQUALITY

Social Bonds Report⁽²⁾



2020 | 2021 | 2022 | 2023 | 2024



SUSTAINABLE CITIES AND COMMUNITIES (SOCIAL HOUSING)

€6.25 Bn⁽³⁾

in SDG Social bond issues
2019 – Apr.25

(1) Already amortised. (2) Refer to the following link for additional detail: [SDG Social Bonds](#) (3) €5.25Bn outstanding as of April 2025, excluding inaugural social bond already amortised (detailed in footnote 1).

CaixaBank Sustainable Development Goals Bond Issues – Green Bonds

~€7.2 Bn in SDG Green bond issues 2020 - Apr.25



CLEAN WATER AND SANITATION



AFFORDABLE AND CLEAN ENERGY



INDUSTRY, INNOVATION AND INFRASTRUCTURE



SUSTAINABLE CITIES AND COMMUNITIES



RESPONSIBLE CONSUMPTION AND PRODUCTION



Green Bond Report⁽¹⁾

2021 | 2022 | 2023 | 2024

INAUGURAL GREEN BOND



Issue date: **18 Nov. 2020**



Type: **Senior Non-Preferred**



Nominal amount: **€1 Bn**



Maturity: **18 Nov. 2026**



Coupon: **0.375%**



Green bond of the year 2021 (banks) by Environmental Finance

2ND GREEN BOND



Issue date: **9 Feb. 2021**



Type: **Senior Non-Preferred**



Nominal amount: **€1 Bn**



Maturity: **9 Feb. 2029**



Coupon: **0.50%**

3RD GREEN BOND



Issue date: **18 Mar. 2021**



Type: **Tier 2**



Nominal amount: **€1 Bn**



Maturity: **18 June 2031**



Coupon: **1.25%**



First issuance of a Tier 2 subordinated green bond by a Spanish bank

4TH GREEN BOND



Issue date: **3 June 2021**



Type: **Senior Non-Preferred**



Nominal amount: **£0.5 Bn**



Maturity: **3 Dec. 2026**



Coupon: **1.50%**



First CaixaBank bond issuance in currency other than Euro

5TH GREEN BOND



Issue date: **7 Sep. 2022**



Type: **Senior Preferred**



Nominal amount: **€1 Bn**



Maturity: **7 Sep. 2029**



Coupon: **3.75%**

6TH GREEN BOND



Issue date: **14 Nov. 2022**



Type: **Senior Non-Preferred**



Nominal amount: **€1 Bn**



Maturity: **14 Nov. 2030**



Coupon: **5.375%**

7TH GREEN BOND



Issue date: **9 Feb. 2024**



Type: **Senior Non-Preferred**



Nominal amount: **€1.25 Bn**



Maturity: **9 Feb. 2032**



Coupon: **4.125%**

8TH GREEN BOND



Issue date: **19 March 2024**



Type: **Senior Preferred**



Nominal amount: **CHF0.3 Bn**



Maturity: **19 Mar. 2030**



Coupon: **2.175%**

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



Appendix



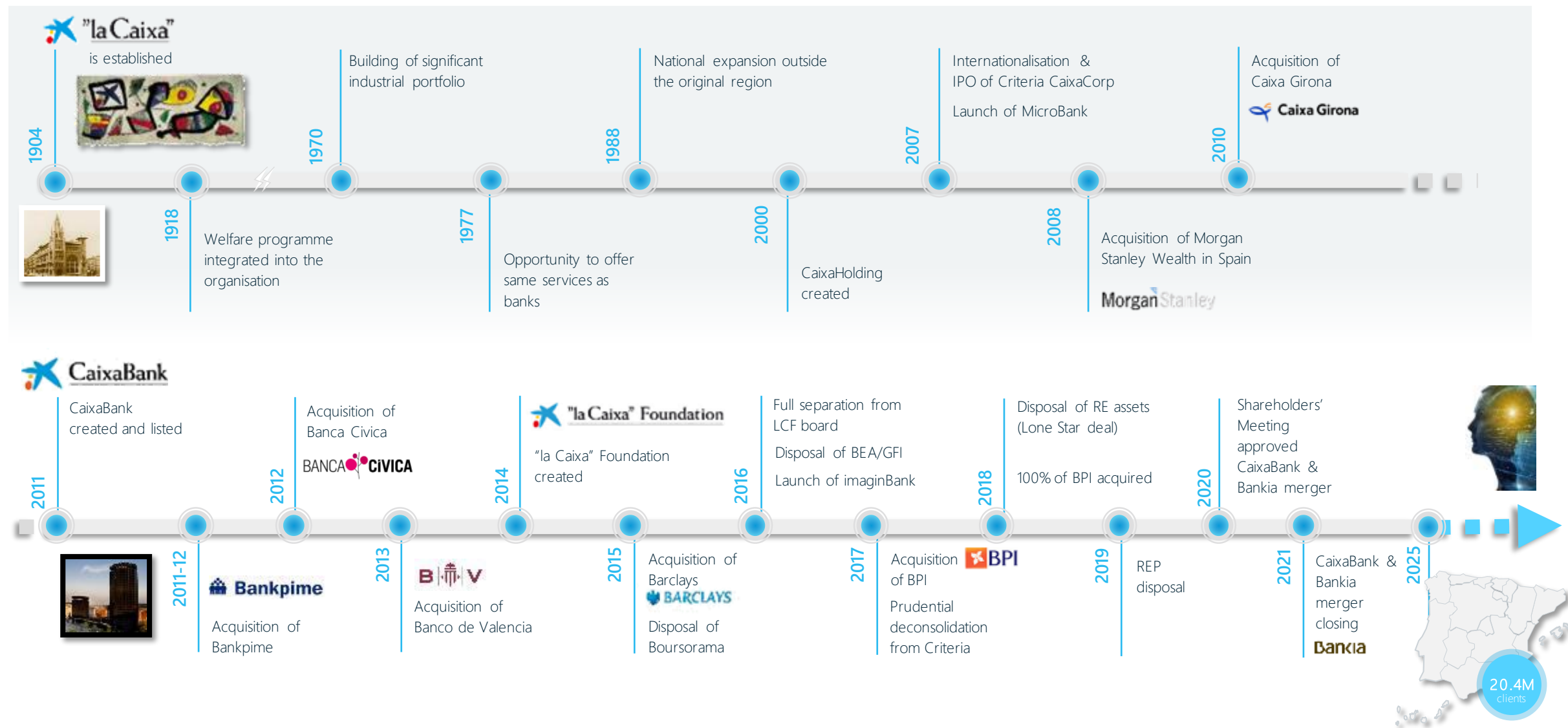
Appendix 1: **CaixaBank Group: additional information**

Appendix 2: **Carbon footprint mitigation and decarbonisation targets**

Appendix 3: **Glossary**



A history that spans since 1904





Credit ratings

	Issuer Rating			Debt instruments			
	Long term	Short term	Outlook	SP	SNP	Tier 2	Covered bond
MOODY'S RATINGS 10 July 2024	A3	P-2	stable	A3	Baa2	Baa3	Aa1 ⁽¹⁾
S&P Global Ratings 27 March 2025	A	A-1	stable	A	BBB+	BBB	AA+ Stable ⁽²⁾
FitchRatings 4 December 2024	A-	F2	stable	A	A-	BBB	-
MORNINGSTAR DBRS 20 December 2024	A (high)	R-1 (middle)	stable	A (high)	A	A (low)	AAA ⁽³⁾

(1) As of 19 November 2024. (2) As of 15 January 2025. (3) As of 10 January 2025.



Premium brand reputation with ample external recognition



Premium brand reputation



Best Bank in Spain 2025
Best Bank in Western Europe 2025

World's Best Bank for Sustaining Communities 2025
Best Bank for Sustaining Communities in WE 2025
Best Bank for Social Bonds in Western Europe 2025
Global Finance



Best Bank in Spain 2024
Best Bank for ESG in Spain 2024

Best Domestic Private Bank in Spain 2025
Best Private Bank for UHNW in Spain 2025
Best Private Bank for Family Office services in Spain 2025
Euromoney

Bloomberg

Included in Bloomberg Gender Equality Score



Among Top 15 banks in the world in ESG
Dow Jones Sustainability Index



Highest rating (5 stars) in sustainable investment
PRI



Wide recognition of leading IT infrastructure and innovation



Top Innovations in Finance in Western Europe 2025:
New Signature for operations in CaixaBank Group Applications
The World's Best Financial Innovation Labs 2025:
Customer Experience LABs
Global Finance



Best Digital Bank in Spain 2024
Euromoney



European Innovator of the Year 2024 (Silver)
Qorus



Best Digital Private Bank in Europe 2025
Best Private Bank for Digital Marketing and Communication in Europe 2025
PWM (FT Group)



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



BPI: Premium brand and innovation recognition



#1 Prestige Products 2025
Cinco Estrelas



Best Bank in Portugal 2024



Best Domestic Private Bank in Portugal 2025
Best Private Bank for Succession Planning in Portugal 2025
Best Private Bank for Digital Solutions in Portugal 2025
Best Private Bank for Next-Gen in Portugal 2025
Euromoney



Most Trusted Banking Brand in Portugal 2024
Reader's Digest



Market Member – Bonds 2024
Euronext Lisbon Awards



Best Private Bank in Portugal 2025 for Digitally Empowering Relationship Managers
PWM (FT Group)



Best Private Bank in Portugal 2023
PWM (FT Group)



Carbon footprint mitigation: key targets⁽¹⁾

Action plans	Targets ⁽²⁾ (reduction targets are based on 2024 data)	2025	2026	2027	2030
Carbon footprint mitigation strategy	Reduction of Scope 1 Emissions (Tons of CO ₂)	-4%	-6%	-7%	-10%
	Scope 2 Emissions, market method (Tons of CO ₂)	0	0	0	0
	Reduction of Scope 2 Emissions, location Method (Tons of CO ₂)	-4%	-6%	-7.5%	-11%
	Reduction of Scope 1+2 Emissions, market method (Tons of CO ₂)	-4%	-6%	-7%	-10%
	Reduction of Scope 1+2 Emissions, location Method (Tons of CO ₂)	-4%	-6%	-7.5%	-11%
	Carbon footprint offset - Scope 1, 2, and 3.6 (corporate travel)	100%	100%	100%	100%
	Renewable energy consumption (kWh)	100%	100%	100%	100%
Fostering efficiency	Savings in electricity consumption (kWh)	-4%	-6%	-7.5%	-11%

(1) CaixaBank has established emission reduction targets for Scope 1 and 2 following the same perimeter as reported for these scopes in the Operational Footprint of the CaixaBank Group. Therefore, 100% of the Scope 1 and 2 footprint is covered by the decarbonisation targets. (2) The Sustainability Committee is responsible for monitoring the targets in relation to the operational footprint.





2030 Decarbonisation targets for key sectors

Sector		Emissions Scope	Metric	Scenario	Base year	Baseline year metric	Reduction target (2030)	Metric target (2030)	Exposure
Electric		1	Physical intensity	IEA Net Zero 2050 ⁽¹⁾	2020	136 kgCO ₂ e/MWh	-30%	95 kgCO ₂ e/MWh	Exposure (granted limit)
Oil and gas		1,2,3	Total financed emission	IEA Net Zero 2050 ⁽¹⁾	2020	9.08 MtCO ₂ e	-23%	6.99 MtCO ₂ e	Drawn exposure
Automotive		3 ⁽²⁾	Physical intensity	IEA Net Zero 2050 ⁽¹⁾	2022	154 gCO ₂ /vkm	-33%	103 gCO ₂ /vkm	Exposure (granted limit)
Iron and steel		1+2	Physical intensity	IEA Net Zero 2050 ⁽¹⁾	2022	1,230 kgCO ₂ e/t steel	- 10-20]%	1,107 – 984 kgCO ₂ e/t steel	Exposure (granted limit)
Thermal coal		N/A	Total exposure	N/A	2022	€2,845 M (€213 M considering mitigating factors) ⁽³⁾	-100%	€0 M	Drawn exposure
Commercial real estate		1+2	Physical intensity	CRREM ⁽⁴⁾ 1.5 °C CRE Iberian Peninsula	2022	20.5 kgCO ₂ e/m ²	-41%	12.1 kgCO ₂ e/m ²	Exposure (granted limit)
Residential real estate		1+2	Physical intensity	CRREM ⁽⁴⁾ 1.5 °C RRE Spain + Portugal	2022	23.57 kgCO ₂ e/m ²	-19%	19.03 kgCO ₂ e/m ²	Exposure (granted limit)
Shipping		1	% of alignment ⁽⁵⁾	IMO ⁽⁶⁾ 2018	2022	AD % = 11.9%	-11.9 pp	AD % = 0%	Drawn exposure
Aviation		1	Physical intensity	MPPU ⁽⁷⁾ 1.5 °C	2022	102 gCO ₂ /RKP	-30%	71 gCO ₂ /RKP	Exposure (granted limit)
Agriculture		Direct emissions ("on farm") + feed	Physical intensity	SBTi FLAG Commodity Pathways ⁽⁸⁾ 1.5 °C	2022	Qualitative target focused on improving knowledge and profiling of individual customers and the sector in general			N/A

(1) Net Zero by 2050. A Roadmap for the Global Energy Sector – May 2021. (2) Includes Scope 3 category 11 emissions: tank-to-wheel. (3) Mitigating factors are considered to be phase-out commitments <=2030, or only renewable financing according to the taxonomy technical screening criteria. (4) Carbon Risk Real Estate Monitor. (5) Alignment Delta in accordance with the Poseidon Principles, excluding passengers. (6) Scenario of the International Maritime Organization (IMO), in accordance with the Poseidon Principles. (7) Mission Possible Partnership "Prudent" Scenario, in accordance with the Pegasus Guidelines. (8) Science Based Targets: Forest, Land and Agriculture.



Glossary (I/IV)

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
ABS	Asset-backed security.
AC	Amortised cost.
ALCO	Asset – Liability Committee.
Affordability ratio	Monthly mortgage instalment over monthly income flows.
AI / GenAI	Artificial Intelligence / Generative Artificial Intelligence.
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.
Avg.	Average.
Banking fees	Sum of recurrent banking fees and wholesale banking fees.
BFA	Banco de Fomento Angola.
B III / IV	Basel III / IV.
BoD	Board of Directors.
bps	Basis points.
Business volume	Client funds plus performing loans.
BVPS	Book Value per share. Quotient between equity less minority interests divided by the number of outstanding shares at a specific date.
CET1	Common Equity Tier 1.
C/I ratio	Cost-to-income ratio.

Term	Definition
CIB	Corporate and Institutional Banking.
CNMV	Comisión Nacional del Mercado de Valores (Spain).
Commercial gap	Deposits minus loans.
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	Cost of risk. Total allowances for insolvency risk (ttm) divided by gross average lending plus contingent liabilities, using management criteria.
Core revenues	Sum of NII, Wealth management revenues, Protection revenues, Banking fees and equity accounted income from 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, ex subordinated liabilities).
Deposits & other	Deposits (including retail securities issuances), Other funds and Other managed resources.
DFR	Deposit facility rate.
DPS	Dividend per share.
DTA	Deferred tax assets.
€Bn €M	Billion euros Million euros.
E12M	Euribor 12 months.
ECB	European Central Bank.
EOP	End of period.



Glossary (II/IV)

Term	Definition
EPS	Earnings per share. Quotient between profit/(loss) attributed to the Group and the average number of shares outstanding.
Equity accounted	Share of profit/(loss) of entities accounted for using the equity method.
ESG	Environmental, Social, and Governance.
EIF	European Investment Fund.
EU	European Union.
Ex.	Abbreviation of excluding.
FB / BB	Front Book / Back Book.
FV	Fair Value.
FX	Foreign exchange.
FY	Fiscal year.
GDP	Gross Domestic Product.
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.
HQLAs	High quality liquid assets.
ICO	Instituto de Crédito Oficial. Spain.
IMF	International Monetary Fund.
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.
#K	# Thousand.
LCR	Liquidity coverage ratio.

Term	Definition
Leverage ratio	Quotient between Tier 1 capital and total assets, including contingent risk and commitments weighted and other adjustments.
Liquidity sources	Includes total liquid assets (i.e. HQLAs and eligible available assets ex HQLAs) plus covered bond issuance capacity.
LLCs / LLPs	Loan-loss charges / Loan-loss provisions.
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-MDA buffer	Maximum Distributable Amount related to MREL.
M/T	Medium Term.
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.
Mgmt.	Management.
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.
Net fees and commissions	Net fee and commission income. (+) Fee and commission income; (-) fee and commission expenses.
New lending	New mortgages, consumer and business loans in Spain.
NFC	Non-financial corporation.



Glossary (III/IV)

Term	Definition
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".
NII from business volume, Δ qoq	Evolution qoq of NII from growth in loans and deposits. Δ NII from loan growth calculated as the change in average loan balances multiplied by the spread between the average loan yield and the average cost of liquidity (i.e. the DFR). NII from deposit growth calculated as the change in average deposit volumes multiplied by the spread between the average DFR and the average cost of deposits. Excludes structural hedges (included in NII from ALCO).
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).
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.
NPS	Net promoter score indicator.
NSFR	Net stable funding ratio.
NZBA	Net Zero Banking Alliance.
OCI	Other Comprehensive Income.
O-SII buffer	Other systemically important institution.
P&L	Profit and Loss Account.
P2R	Pillar 2 Requirement.

Term	Definition
Payout	Payout ratio. Quotient between dividends; and profit attributable to the Group.
Performing loan book	Total loans and advances to customers less non-performing loans and advances, using management criteria.
PF	Pro Forma.
pp	Percentage points.
PPA	Price Purchase Allocation.
Pre-impairment income	Pre-provision profit / pre-impairment income includes: (+) Revenues; (-) Operating expenses.
Protection revenues / Prot. Rev. / Protection	Protection insurance revenues, including insurance service result from life-risk insurance and insurance distribution fees.
RE	Real Estate.
REV.	Revenues.
RoTE	Return on tangible equity. Profit attributable to the Group trailing 12 months (adj. by AT1 coupon, registered in shareholder equity) over 12-month average shareholder tangible equity plus valuation adjustments.
RWAs	Risk Weighted Assets.
SBB	Share Buy-Back.
Serv.	Services
SLEs	Single large exposure/s.
SME	Small and medium enterprises.
SNP	Senior non preferred debt.
SP	Senior preferred debt.
SREP	Supervisory Review and Evaluation Process.
SSA	Sovereign, supra-national, and agencies.



Glossary (IV/IV)

Term	Definition
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.
Sustainable finance mobilisation	The cumulative sustainable finance mobilisation in the 2025–2027 period is the sum of: (i) new production of sustainable financing to individuals and companies across Retail, Business, CIB, MicroBank, CPC and BPI, where the amount considered corresponds to the formalised risk limit of each transaction, including long-term, working capital and guarantee exposures, and also covers novated and tacit or explicit renewals; and (ii) sustainable intermediation through the channelling of third-party funds into sustainable investments, including: a) CaixaBank's share in the placement of sustainable bonds issued by clients; b) the net increase, excluding market effects, in assets under management in equity and corporate fixed income products by CaixaBank Asset Management under MiFID II; c) the gross increase, excluding market effects, in sustainable assets under management by VidaCaixa under SFDR; d) intermediation of sustainable funds from third-party managers under SFDR; and e) intermediation in electric or hybrid vehicle leasing. The eligibility criteria are defined in CaixaBank's Sustainable and Transition Finance Eligibility Guide, developed with the support of Sustainalytics.
TLCF	Tax loss carryforward.
Total operating expenses/costs	Include the following items: administrative expenses; depreciation and amortisation and extraordinary expenses.
Total protection insurance premia	Includes VidaCaixa life-risk premia plus SegurCaixa Adeslas non-life premia sold through the bancassurance network. Presented on an annualised basis.

Term	Definition
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.
US	United States of America.
WM / Wealth mgmt. / Wealth management (revenues)	Includes AuM fees and insurance service result from savings insurance and unit linked.
Wealth: net inflows	Includes inflows into wealth management products (mutual funds, managed portfolios and SICAVs; pension plans; and insurance funds, on and off-balance sheet).
Wealth management balances	Includes customer funds in mutual funds, managed portfolios and SICAVs; pension plans; and insurance funds (on and off-balance sheet).
Y / YE	Year / Year-end.
YoY	Year-on-year.
YTD	Year-to-date.



CaixaBank

www.CaixaBank.com

Pintor Sorolla, 2-4
46002 Valencia

Spain



investors@caixabank.com



+34 93 404 30 32



Av. Diagonal, 621-629 - Barcelona



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