



# 2023

**Sustainability,  
socio-economic impact  
and contribution to  
the United Nations SDGs**





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## Mission

To contribute to the financial well-being of our customers and the progress of society as a whole

## External assurance

The indicators were compiled on the basis of in-house calculations using internal data alongside that from external databases and reports, which are mentioned when this is deemed relevant.

A large number of the non-financial indicators included in this publication have been obtained from the "Statement of Non-Financial Information" section of the 2023 Consolidated Management Report

of the CaixaBank Group. This section has been verified by an external expert, PwC, within the scope and terms set out in their corresponding Independent Assurance Report. The economic and financial information was obtained from the CaixaBank Group's audited 2023 financial statements.

Both documents are available at: [www.caixabank.com](http://www.caixabank.com).



# CaixaBank at a glance



## Transversal

**1.16 %**  
contribution  
to the GDP



**€16,897 M**  
contributed directly and  
indirectly to Spain's GDP

**16 %**  
CaixaBank's gross added value  
to the financial and insurance sector

**€50,813 M**  
mobilisation of  
sustainable finance

Of which:

**€45,729 M**  
sustainable financing

**€5,083 M**  
sustainable brokering



Best Bank in  
Spain 2023



## Environmental

Transition towards a carbon-neutral economy

**€9,330M**  
green  
financing

**€1,250M**  
own green bonds  
issued in 2024

Implementation of **environmental efficiency measures** in accordance  
with the requirements of internationally recognised standards

REFINITIV



REFINITIV LSEG recognises  
CaixaBank in its league  
tables as:

- Top bank in the 2023 EMEA Sustainable Finance Loan-Top Tier and
- Sixth bank in the 2023 Global Sustainable Finance Loan-Top Tier.



Leading Bank in  
ESG Lending in  
the World 2023.



## Social

Committed to vulnerable groups

**€1,383M**  
in microcredits and  
other finance with a  
social impact

**92 %**  
of Spanish citizens have  
a branch in their towns or  
cities (Spain)

**68,929**  
jobs created through the  
multiplying effect of purchasing  
from suppliers

**28,521**  
direct jobs created  
through supporting  
entrepreneurs

Promoting employee health and well-being



Third place in  
the **Bloomberg**  
Gender Equality  
Index.



Certified as  
a **healthy**  
organisation  
by AENOR.



Awarded the  
seal of **Top**  
Employer  
Spain 2024.



First institution  
certified by  
AENOR as an  
organisation  
committed to  
the elderly.



## Governance

**43.0 %**  
of women in  
management positions

**+ €60M**  
invested in information  
security

**€1,263M**  
invested in development  
and technology

**Published**  
Guide for identifying  
sustainable financing



Included in the **S&P**  
Global Sustainability  
Yearbook 2024  
for the twelfth  
consecutive year and  
distinguished with the  
recognition Top 10 %  
S&P Global Corporate  
Sustainability  
Assessment (CSA)  
Score 2023, for its  
excellent performance  
in sustainability.



Certification from the **Good**  
Corporate Governance Index  
issued by AENOR, with the  
maximum rating of G++. It  
measures degree of compliance  
based on 9 variables, 41  
indicators and 165 assessment  
criteria.



**Best Digital**  
Retail Bank in  
Spain – 2023.



# The impact of the business

## / Sustainable Development Goals

covered in this chapter and CaixaBank's contribution



### No poverty

- Household microcredit: support for personal and family development
- "la Caixa" Banking Foundation's Incorpora Program



### Decent work and economic growth

- Professional development of Group employees
- Direct and indirect contribution to the Spanish and Portuguese GDP
- Jobs created indirectly through purchasing from suppliers
- Jobs created and businesses started with the support of MicroBank



### Reduced inequalities

- Microfinance activities - MicroBank
- "La Caixa" Banking Foundation's Incorpora Program



## ECONOMY



**€ 16,897 M**  
contributed  
to the Spanish GDP

**28,521**  
direct jobs created  
through supporting  
entrepreneurs

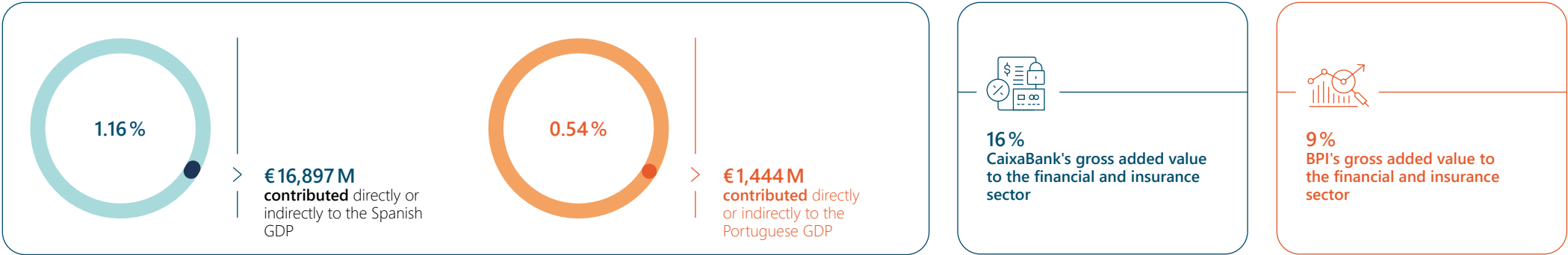
**44,863**  
employees  
of CaixaBank Group

**1.16% contribution**  
to the Spanish GDP

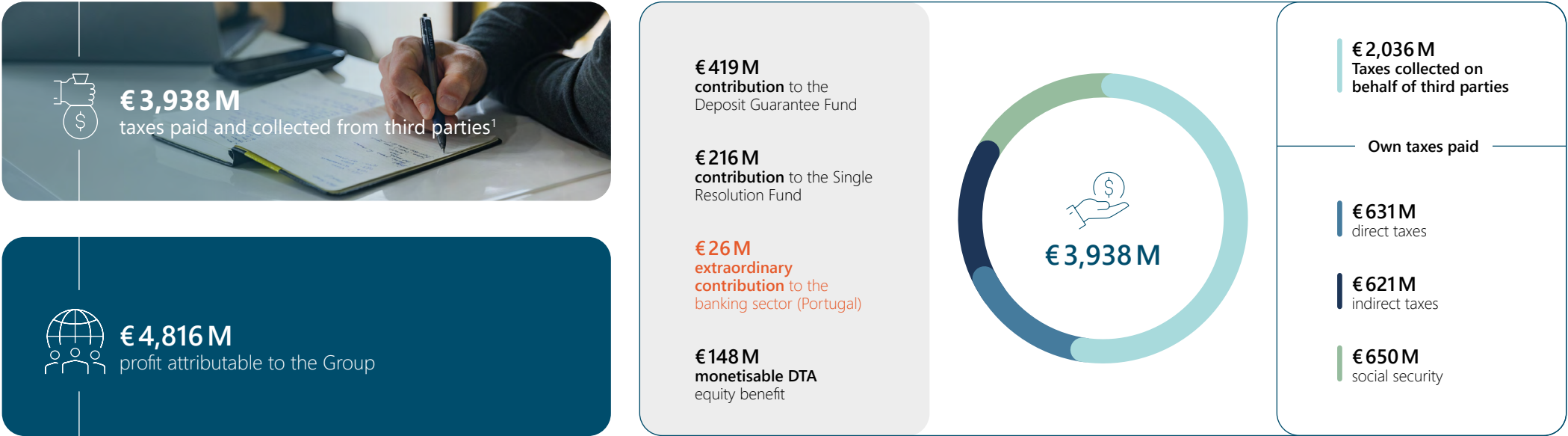




# Contribution to the economy



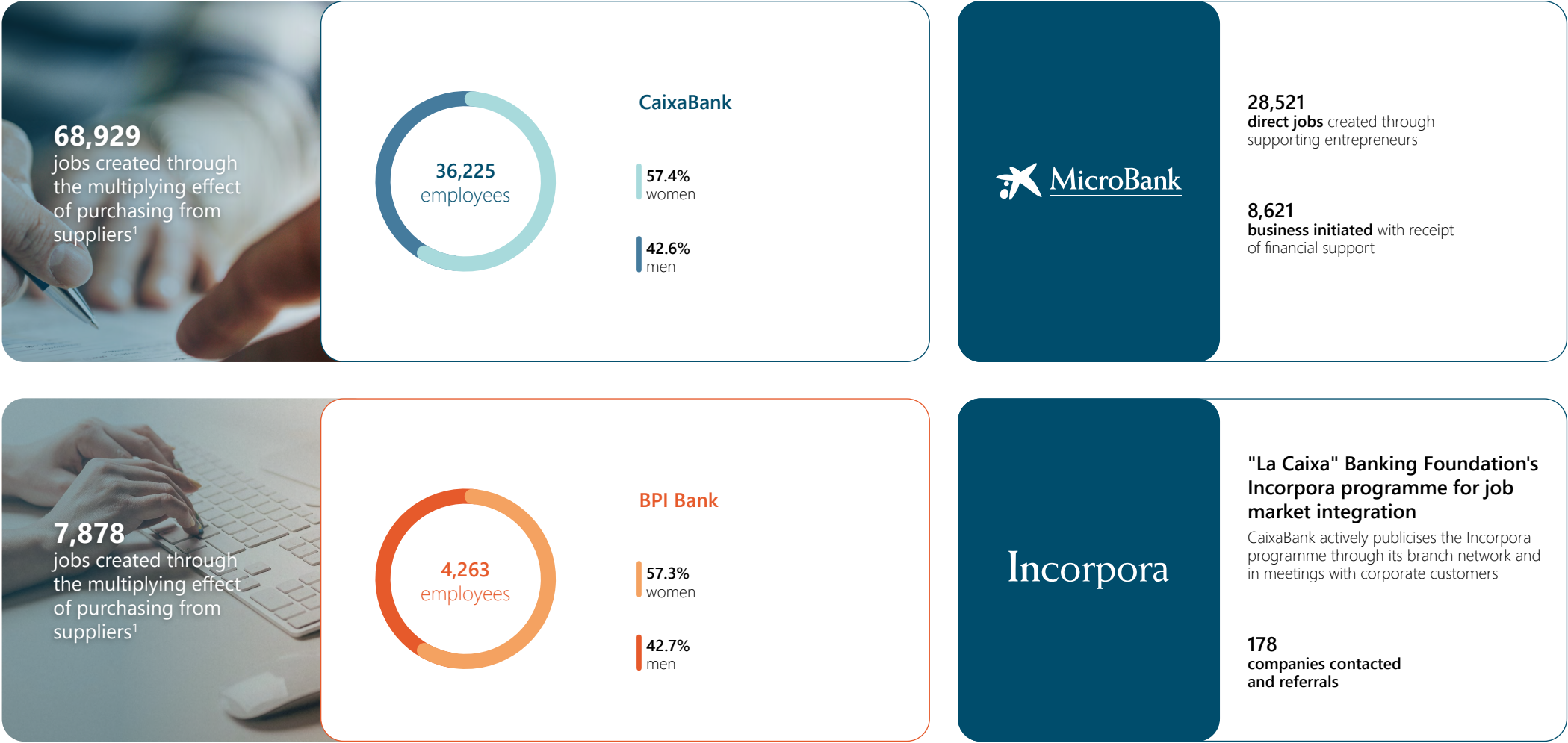
# Taxes paid and collected from third parties



<sup>1</sup> These amounts include both taxes paid and taxes collected from international branches and Luxembourg subsidiaries.



# Committed to employment



<sup>1</sup> Source: CaixaBank Research, based on the added value of CaixaBank's activity, Spanish GDP, employment according to Spain's national accounts and figures on productivity per employee and based on the input-output tables of Spain's National Statistics Institute (INE), with data from the fourth quarter.

# CaixaBank's presence

## / Sustainable Development Goals

covered in this chapter and CaixaBank's contribution



### No poverty

- Proximity through the branch network
- AgroBank



### Decent work and economic growth

- Financing for companies, the self-employed, businesses and entrepreneurs
- Market shares and business model
- National, international and specialised branch network



### Reduced inequalities

- AgroBank



### Sustainable cities and communities

- Proximity through the branch network
- National and international commercial network
- Real Estate & Homes
- Hotels & Tourism
- Rural branches



### Industry, innovation and infrastructure

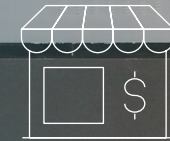
- DayOne
- Real Estate & Homes
- Hotels & Tourism



### Climate action

- Ecological Transition Agroinvestment Loan for Financing Solar Panels
- Woody Crops Agroinvestment Loan
- Retail Banking financing for solar panels and the purchase of electric vehicles

## MARKET



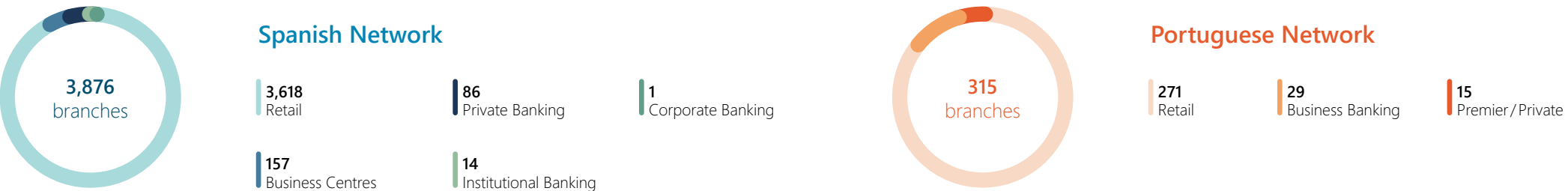
**92 %**  
of citizens have a branch in their town or city

**1,416**  
rural branches  
in towns with < 10,000 inhabitants

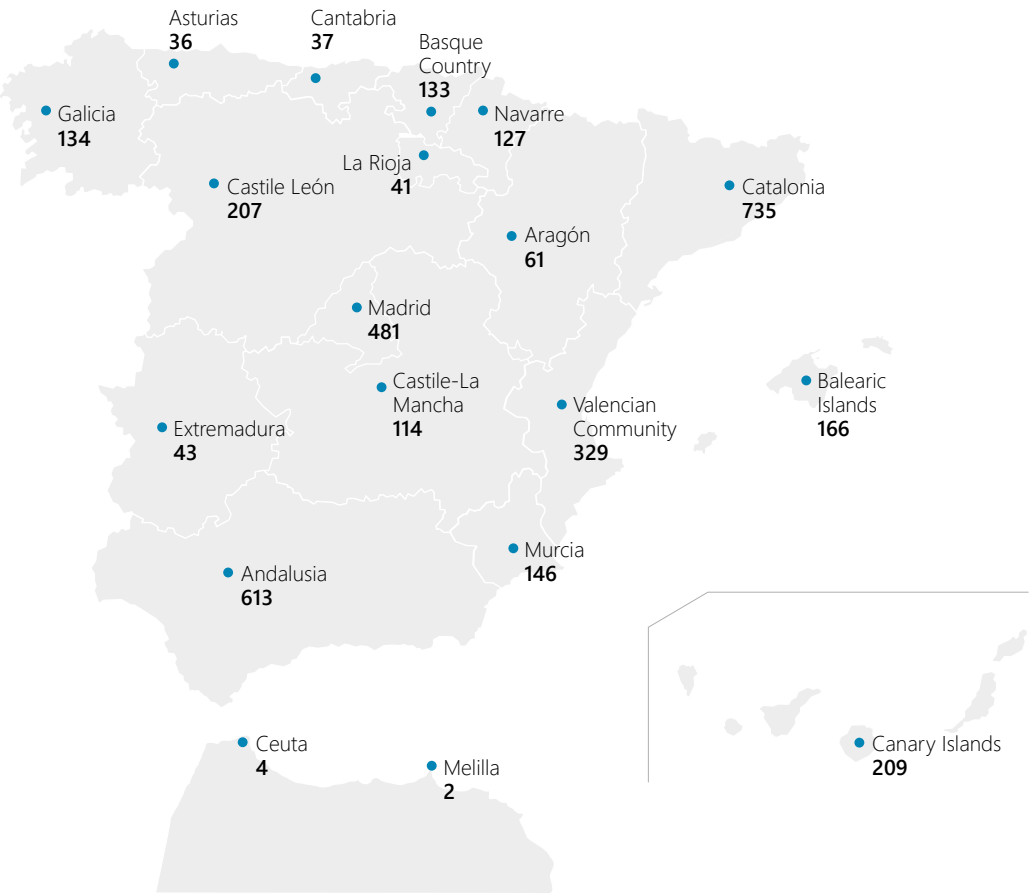
**99 % of Spanish towns with > 5,000 inhabitants with a CaixaBank presence**



# Branch network



Number of branches per autonomous community



Urban model

7  
All in One  
centres

691  
Retail Store centres

81  
Store Premier centres

73  
SME Store centres

67  
centres Store Business

Rural model

1,416  
rural branches  
in towns with  
< 10,000 inhabitants

687  
Populations served  
with mobile branches  
"Ofibuses"



3,618  
retail branches in Spain





# ATMs

Within the framework of the **Customer Service Improvement** project, the focus has been placed on **improving the quality of the ATM network**, implementing new proposals aimed at improving their operation and efficiency.


11,335  
ATMs  
in Spain

1,259  
ATMs  
in Portugal

The roll-out of a **new technology platform for cash machines, ATM Now**, designed to enhance and simplify the user experience, continues.




ATM Now deployed for 65 %  
of total ATMs




Improvement of more than 10 % in  
customer ratings for the channel in  
the past year

International presence




17  
Representation  
offices


Beijing, Shanghai, Hong Kong, Singapore,  
New Delhi, Sydney, Dubai, Istanbul, Cairo,  
Algiers, Johannesburg, Toronto, New York,  
Bogotá, Lima, São Paulo, Santiago de Chile.




7  
International branches  
(9 offices)




Warsaw




Frankfurt




London




Porto




Paris




Morocco - 3 branches:  
Casablanca, Tangier, Agadir




Milan



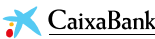
2  
Spanish desks



Vienna



Mexico  
City

CaixaBank

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# Market shares



Spain's No. 1 bank with a strong position in Portugal



€ 607,167 M  
in total assets



€ 630,330 M  
customer funds



€ 354,098 M  
gross loans and advances to customers



## Spain

### Retail banking

23.5 %  
loans to households and businesses

24.7 %  
household and business deposits

### Individuals

34.3 %  
direct pensions deposits

24.8 %  
home loans

### Corporations

23.5 %  
loans to businesses

### Asset management

29.3 %  
long-term savings

### Insurance

36.5 %  
savings insurance

26.0 %  
life-risk insurance

30.6 %  
health insurance

### Payment methods

31.1 %  
cards turnover

30.9 %  
POS turnover

## Portugal

### Retail banking

11.7 %  
loans to households and businesses

10.5 %  
household and corporate deposits

### Individuals

10.3 %  
direct deposit of salaries

14.4 %  
mortgage

### Corporations

11.3 %  
loans to businesses

### Asset management

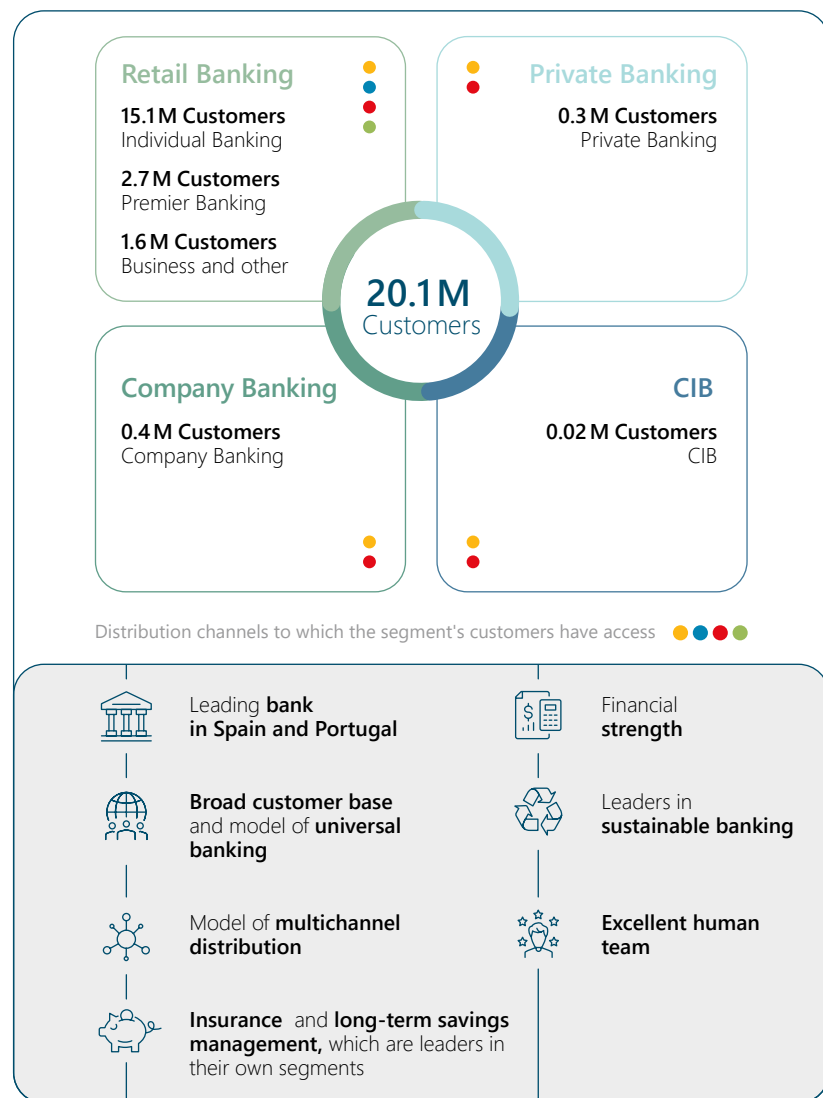
15.6 %  
mutual funds





# Business model

CaixaBank employs a universal banking model that pursues the **best possible customer experience**.



## Retail Banking

### Individual Banking | CaixaBank

Individual customers with a position of up to €60,000

- Consolidation of the offer on **solar panel financing**<sup>1</sup>
- A continuous offer has been maintained for leasing and financing used vehicles, **enhancing the offer for sustainable vehicles**

#### Hard indicators

<b>12.4 M</b> linked customers <sup>2</sup>	<b>71.5 %</b> individual linked customers
<b>10 M</b> marketing of MyCard	<b>79.0 %</b> customers with assigned manager

### Premier Banking | CaixaBank Banca Premier

Individual customers with a position of between €60,000 and €500,000 or salaries of more than €4,000.

- Introduction of **customer preferences in relation to sustainability**
- Continuous training** of Premier Managers for obtaining **Sustainable Investment Certification**
- Financing for solar panels** and the purchase of electric vehicles

#### Hard indicators

<b>76.6 %</b> Premier NPS	<b>81</b> Store Premier centres
<b>3,351</b> specialist advisers	<b>763,682</b> customers advised

### Business | CaixaBank Negocios

Self-employed, professional and business customers

- Positioning with a differential offer** aimed at groups that demand personalised attention due to their specific needs: Food&Drinks, Pharma and Feel Good covering all sectors related to the well-being of families

#### Hard indicators

<b>44 %</b> penetration among self-employed workers	<b>31.3 %</b> Share of shops with turnover (< €1M)	<b>2,427</b> business managers
<b>67</b> Business Store centres	<b>221,099</b> customers in Food&Drinks, Feel Good and Pharma communities	<b>21,200</b> Digital Kit production

<sup>1</sup> Sustainable business mobilisation is described in the 'Sustainable Business' section.

<sup>2</sup> All segments.

## Specialised centres

### Private Banking |

Individual customers with a position of more than €500,000

- **Promotion of the independent advisory model** with Wealth, Independent Advisory, CaixaBank Wealth Management Luxembourg and OpenWealth
- **Specific value propositions** to groups that, by their nature, share the same needs and objectives when it comes to managing their assets.

#### Hard indicators

**93.4**  
Branch NPS  
Private Banking

**89.8 %**  
demands  
advised

**€136,183 M**  
in funds and securities  
under management

**€27,693 M**  
under discretionary  
management  
of portfolios

**€22,791 M**  
balances  
Wealth Spain

**€14,145 M**  
independent advisory  
balances Spain

### Business Banking |

Business customers up to €500 M in turnover

- Increasing market share along with financing sustainable operations and projects has been and will be one of the segment's priorities for **supporting sustainable company growth**.
- As of January 2023, specialisation has deepened with the **new SME business line** with 73 specialist centres and more than 1,000 professionals serving this segment.

#### Hard indicators

**€63,723 M**  
investment

**230**  
centres<sup>1</sup> dedicated exclusively to companies and SMEs. More than 2,200 professionals

**32.9 %** > **31.8 %**  
received issued  
share of guarantees  
international in Spain

**29.6 %**  
factoring and reverse factoring



**586**  
SME segment managers

### 

It maintains the bank's commitment to significantly increasing the amount of sustainable credit approved for this sector.

### 

Finances the construction of residential developments and accompanies the developer throughout the construction process.

**+ €1,000 M**  
funded between green and social developments

### Corporate & IB |

Corporate customers with a turnover of more than €500 M, institutions, international customers and financial sponsors

- **Sustainable Transactional Banking** business increased by 63% over the year to more than €8,500M.
- **First place in sustainable financing** in Europe, Middle East and Africa (EMEA), with more than \$18,700 million in the year, according to the ranking compiled by Refinitiv.

#### Hard indicators

**€96,945 M**  
in investment

**€19,224 M**  
funding Corporate & IB  
sustainable

**€3,997 M**  
of investment  
in Asset Finance

**€5,729 M**  
financing for retail  
banks in the area of  
representative offices



<sup>1</sup> Includes 157 business centres and 73 SME Stores.



Specialised value propositions

AgroBank

AgroBank's offer is aimed at all **customers belonging to the agri-food sector**, covering the entire value chain, i.e. production, processing and marketing.

AgroBank's proposal is based on 4 pillars:

01 The most complete range of products and services

03 Actions for driving the sector

02 The specialisation of branches and teams

04 Innovation and digital transformation of the sector

463,203 customers

€ 28,441 M of new financing to customers in the segment

1,150 branches specialised in the agri-food sector

1,416 rural branches in towns with fewer than 10,000 inhabitants

AgroBank is committed to promoting sustainability, making a series of products available to its customers to assist them in the decarbonisation of the sector:

- **An Ecological Transition Agroinvestment Loan for Financing Solar Panels** for the transition towards the use of renewable energies.
- **A Woody Crops Agroinvestment** Loan to let them plan new crops to help fix CO<sub>2</sub> with ample grace periods required for starting up



The search for the **best customer experience** has meant a higher level of specialisation and personalisation, and the consequent creation of specialised businesses/centres where managers trained in specific fields offer specific financial advisory services, with a close understanding of their circumstances, of the circumstances of our customers.



**New concept of specialised banking** to support the entire innovation ecosystem, including technology-based companies (start-ups, scale-ups, etc.), investors and agents from the ecosystem, active in Spain and with high growth potential.

**Identifies, recognises and accompanies** innovative start-ups with the highest growth potential



Since its creation in 2007, the programme has invested **€8.4M in cash prizes and support activities, which have benefited more than 400 companies**

17th edition of the PEXXI

### Action areas

- 01** **DayOne AlumniXXI**, a virtual community of entrepreneurs, was created with a view to helping start-ups in their development through the exchange of knowledge, ideas and experiences among the winners of the awards. It also aims to promote their business opportunities and access to investment.
- 02** DayOne organises the **Investors Day Emprende XXI** to bring award winners and the investment ecosystem together
- 03** The **DayOne Start-Ups Observatory in Iberia**, in collaboration with IESE's Centre for Innovation and Entrepreneurship, aims to generate information and research on start-ups from Spain and Portugal



**1,056**  
participating companies  
from Spain and Portugal



**€0.8M**  
in cash prizes,  
international training  
and visibility



**HolaBank**

CaixaBank's specialised programme **aimed at international customers** who spend long periods of time or wish to settle in Spain.

- The value proposition **consists of accompanying international customers from their arrival in Spain and throughout their stay**, offering an end-to-end financial service that satisfies their needs and makes their everyday life as easy as possible.
- Digitisation of 100% of the registration processes for non-resident customers and mortgage applications; this has made it easier for new customers to start their relationship with CaixaBank from their home country

**+ 295**  
**HolaBank**  
**branches**

**€4,482M**  
**mortgage portfolio**  
HolaBank customers

**24/7**  
**online banking**  
in more than 20  
languages

**Customer**  
**service specialist**  
line in English



The HolaBank account includes a package of financial services specifically designed for **international customers, as well as access to the HolaBank Club**, which includes a series of free advantages and services, **exclusive to account holders**.



# Stakeholders

## / Sustainable Development Goals

covered in this chapter and CaixaBank's contribution



### No poverty

- CaixaBank Volunteering
- Financial Culture Plan
- Support for the community
- Active housing policy



### Good health and well-being

- Collaboration with GAVI Alliance through the "la Caixa" Banking Foundation
- New healthy organisation strategy
- Certified as a healthy organisation by AENOR



### Quality education

- Financial Culture Plan
- Workforce training
- Aula Programme
- CaixaBank Dualiza
- imaginAcademy
- Commitment to the elderly



### Gender equality

- Equality Plan
- Protocol for victims of gender violence
- Wengage diversity programme
- Adherence to the United Nations Women's Empowerment Principles
- Sponsorship of women's sports



### Decent work and economic growth

- Professional development of CaixaBank Group employees
- Jobs created through purchasing from suppliers
- Recruitment from special employment centres



### Partnerships for the goals

- Strategic alliance with the "la Caixa" Banking Foundation
- CaixaBank Volunteering

## TRUST



**20.1 M**  
CaixaBank Group  
customers

**Implementing**  
ESG supplier  
development plan

**17,240**  
volunteers at the  
CaixaBank Volunteers  
Association

**The main bank for**  
30 % of Spaniards

# Customers

## Customer experience

### CaixaBank Spain

18.2 M

CaixaBank customers

30 %

#1 main bank for individual customers

41%

#1 penetration among retail customers

73.7

Retail Branch NPS

86.7

Commercial Banking Branch NPS

93.4

IEX<sup>4</sup> institutions

93.4

Private Banking Branch NPS

81.0

Microenterprises Branch NPS

92.2

IEX corporations

78

Net promoter score Branch (NPS)<sup>1</sup>

80.6 %

Close the Loop management<sup>2</sup>

5.2 p.p.

Close the Loop improvement<sup>3</sup>

### Implementing a real-time listening model

Transformation of the traditional listening model, employing artificial intelligence, asking the customer in every interaction and contacting them if their assessment is not positive.

2.8 M/month  
Real-time NPS<sup>1</sup> surveys submitted

1,186,060 M  
real-time survey comments received

20.1 M  
from CaixaBank Group customers

### CaixaBank Portugal

1.9 M

customers of BPI

88.9 IE<sup>4</sup>

Individuals

85.5 IE

Business

86.6 IE

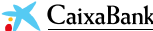
Premier

<sup>1</sup> The NPS measures CaixaBank customer ratings on a scale of 0 to 10. The index is the result of the difference between % promoter customers (ratings 9-10) and detractor customers (0-6).

<sup>2</sup> Percentage of detractor customers (0-6 ratings in NPS survey) who are contacted by the branch manager to manage their dissatisfaction.

<sup>3</sup> Percentage points of improvement in NPS following contact by the office manager with detracting customers and sending the customer a second NPS survey.

<sup>4</sup> Customer Experience Index measuring overall customer experience on a scale of 0-100 for each of the businesses.

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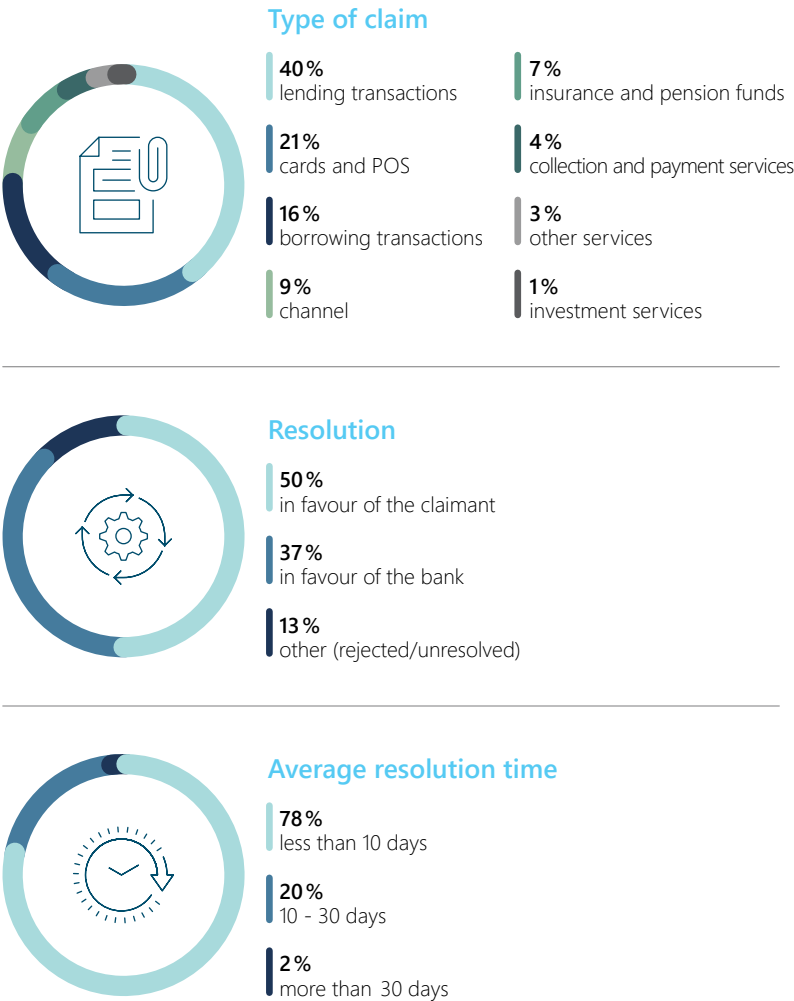
Complaints received

Complaints received	2023 <sup>1</sup>	2022
<b>Customer Service - CaixaBank</b>		
• Prejudicial	103,754	30,415
• Other	175,793	170,467
<b>Customer Service - Affiliated Subsidiaries</b>		
• Prejudicial	25,171	21,325
• Other	34,046	30,037
<b>Claims and complaints filed with the supervisors' claims services</b>		
• Bank of Spain	4,336	6,381
• The Spanish Securities Market Regulator	231	265
• Insurance and Pension Plans General Division	521	229

<sup>1</sup> In addition, 47,553 complaints were rejected during 2023 and 54,304 during 2022. The complaints detailed here do not include any received by Credifimo (270 in 2023 and 109 in 2022) with a 27% favourable resolution rate for the customer, or any received by Banco BPI (7,259 in 2023 and 6,268 in 2022).



Complaints management



# Shareholders and investors

## Float for management purposes



**48.93 %**  
Free float for management purposes<sup>1</sup>

**31.92 %**  
"la Caixa" Banking Foundation<sup>2</sup>

**17.32 %**  
FROB<sup>3</sup>

**1.83 %**  
Treasury shares and held by Board



**62.2 %**  
international institutional

**8.3 %**  
national institutional

**28.1 %**  
retail shareholders

**1.4 %**  
employees



**590,313**  
Shareholders



## Market cap and remuneration

**€ 27,450 M**  
in market capitalisation<sup>4</sup>

**€ 500 M**  
share buyback<sup>5</sup>

**€ 0.3919 /share**  
dividend 2023<sup>6</sup>

**60 %**  
cash pay-out dividend 2023<sup>6</sup>

<sup>1</sup> Number of shares issued minus treasury shares, shares held by members of the Board of Directors and shares held by the "la Caixa" Foundation and the FROB.

<sup>2</sup> According to the information provided by "la Caixa" Banking Foundation (and its subsidiary Criteria Caixa, S.A.U.) as at 31 December 2023.

<sup>3</sup> According to the information provided by FROB (and its subsidiary BFA, Tenedora de Acciones, S.A.) as at 31 December 2023.

<sup>4</sup> Excludes treasury shares. The market capitalisation figure is as at 31 December 2023.

<sup>5</sup> As at 31 December 2023, the amount paid out was €495 M.

<sup>6</sup> Dividend payable out of 2023 profit agreed by the Board of Directors to be proposed at the next AGM.

## Retail shareholders

**+ 223,000**  
shareholders informed  
monthly via the Shareholder Newsletter

**2,603**  
shareholders connected  
at 12 meetings  
CORPORATE

### Shareholder advisory committee

Pioneering initiative in Spain.



**12**  
members



**4**  
meetings

## Institutional investors and analysts

### Institutional investors

**70.5 %**  
of the Free Float  
held by institutional investors

### Analyst coverage

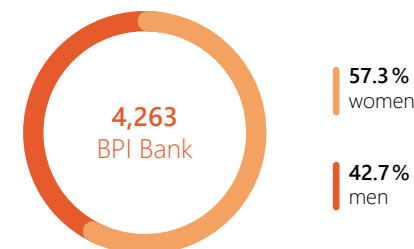
**266**  
analyst reports published about CaixaBank, including sector reports





# Employees

## Workforce



**43 %**  
**women** in senior management positions starting from assistant manager of large branch<sup>1</sup>

**40 %**  
**women** on the Board of Directors

**100 %**  
**of CaixaBank Group staff** adhered to a collective agreement

**99 %**  
**management positions covered internally** at CaixaBank

**1,1 %**  
**pay gap** at CaixaBank Group<sup>2</sup>

**593**  
**employees** with disabilities in the CaixaBank Group

<sup>1</sup> Starting from assistant manager of Branches A and B. CaixaBank, S.A.

<sup>2</sup> Does not include remuneration derived from positions other than those of representation on the Board of Directors of CaixaBank, S.A.

Training



€15.1M

invested in training


Qualified team

2,955,351 training hours	93,7 % online training	6,3 % classroom-based training
66,1 hours of training per employee	100 % people who have undergone training	
29,189 CaixaBank professionals certified in the Real Estate Credit Law	30,510 employees certified in Insurance Distribution Directive (IDD)	31,843 employees certified in MiFID II <sup>1</sup>

Main courses carried out in the realm of responsible practices


	Linked to bonus
Transparency in the marketing of insurance products and pension plans	✓
Anti-money laundering and counter terrorist financing	✓
Ethics and integrity	✓
Climate change, decarbonisation and reporting	✓
Customer protection: vulnerable groups	✓

Remuneration



41,433

employees with  
training-related bonus



€2,413 M

In salaries and wages

Health and well-being




Healthy organisation certification received from AENOR in 2023, which promotes well-being and health across the company and in the different stakeholder groups, as well as certifying its Occupational Health and Safety Management System under ISO standard 45001.



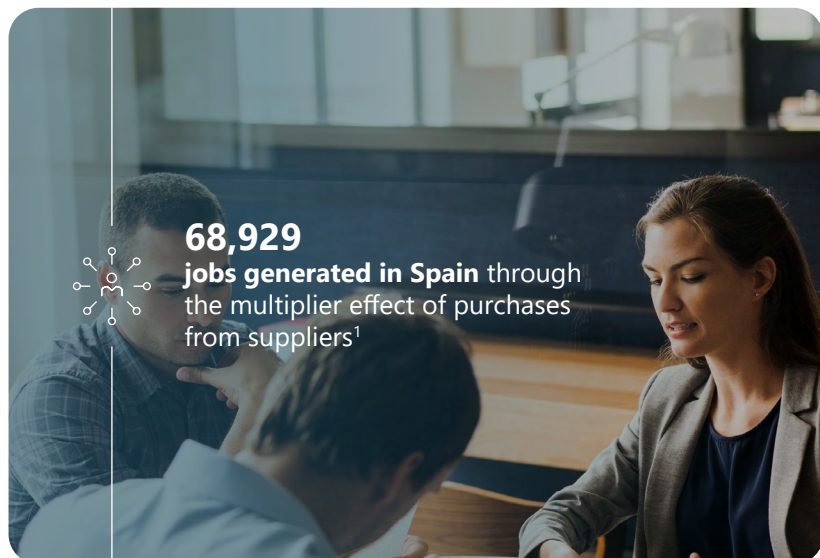
Distinction with the Top Employer Spain 2024 seal.

Recognising excellence in the professional environment and positioning CaixaBank among the world's leading employers and as a leader in people management.

<sup>1</sup> Markets in Financial Instruments Directive II.

# Suppliers

## Value chain



## Suppliers

**2,037**  
**Active suppliers**

**€ 2,960 M**  
**billed by active** CaixaBank Group suppliers

**11.9**  
**days, average** supplier payment period

**171**  
**new active** suppliers

**87 %**  
**Local suppliers** in Spain

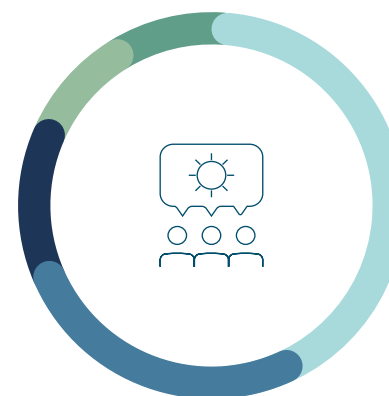


**€ 5 M**  
**in volume** awarded to **Special Employment Centres<sup>2</sup>** one of the banks with the highest volume in Spain

## Procurement processes

**1,294**  
**processes traded** via electronic trading

**€1,526 M**  
**volume traded** via electronic trading



**43 %**  
IT

**9 %**  
Works and General Services

**25 %**  
Professional Services

**9 %**  
Facilities Management

**14 %**  
Marketing and Communication

<sup>1</sup> Source: CaixaBank Research, based on the added value of CaixaBank's activity, Spanish GDP, employment according to Spain's national accounts and figures on productivity per employee and based on the input-output tables of Spain's National Statistics Institute (INE), with data from the fourth quarter.

<sup>2</sup> Special employment centres.



## Certifications

721

suppliers that have submitted social and environmental certificates, of which, 347 suppliers have provided ISO 14001 certification

## Certifications

OHSAS 18001/ISO 45000 and certification and/or social auditing SA 8000/BSCI Responsible Business Alliance

As of 2020, new supplier certifications are taken into consideration in the registration approval process in the area of sustainability

## Contracts with suppliers

include a specific human rights clause.

## Responsible behaviour

### Procurement policy

In March 2023, the **Corporate Purchasing Policy** was developed, establishing the principles and premises that regulate purchasing management, providing a global reference framework in which the general principles and procedures for action in purchasing management are collected in a harmonised and homogeneous manner.

### Procurement principles

In 2023, the **Purchasing Principles** were updated, establishing a framework for balanced collaboration between CaixaBank and its suppliers, which promotes stable commercial relations in line with CaixaBank's values.

### Supplier code of conduct

In 2023, the **Code of Conduct** was updated to include the fundamental values and principles that CaixaBank's suppliers must respect. The Bank requires its suppliers to respect human and labour rights and encourages them to include them in their own value chain.

### Procurement and supplier management standard

Update to the **procurement standard** that sets out the reference framework for procurement management at the CaixaBank Group, including best practices and optimisation of the bank's procurement processes, including ESG criteria.



31

audits carried out, including all categories of purchases<sup>1</sup> and corrective measures defined. 10% of active suppliers have already been analysed since the start of the audits in 2019



A new ESG Index has been developed which classifies suppliers on the basis of sustainability criteria

## Procurement and supplier management processes

Marketing Communications corporate procurement

Rule on procurement and supplier management

Code of Conduct for Suppliers



01. Recording



02. Approval



03. Bidding



04. Award



05. Contract



06. Services



07. Payments to suppliers



08. Monitoring

A review of the approval, tendering and contracting processes of the procurement process has been carried out taking into account ESG aspects

<sup>1</sup> Facilities&Logistics, works, IT, professional services and marketing.

# Society

## Promoting financial culture

Through initiatives aimed at different audiences, the Bank aims to improve people's financial literacy and help them make better decisions that will increase their well-being.



Since 2018 CaixaBank has been part of the Funcas-Educa Financial Education Stimulus Programme, promoted by CECA and the Funcas Foundation. Its objective is **to improve the level and quality of financial literacy in Spanish society.**

### mucho por hacer

**Informative and** awareness-raising content disseminated in the main digital media. It connects financial concepts such as savings, investment and insurance, explained by an expert, with the life stories of people well known in our community.

**113 M**  
hits: number of digital media impacts

**8.4 M**  
views of audio-visual content



**Programme aimed at young audiences that offers training and practical advice** on finance-related topics through the imagin app and social media.

**42**  
videos published (in-app and social media)

**39.6 M**  
views

### Aula

Training programme **on economics and finance** aimed at CaixaBank shareholders.

**12**  
new episodes of the Aula podcast offering financial training **7,284 views**

**12**  
webinars, online seminars for shareholders viewed **7,755 views**

**Training on wheels**  
Short videos with **31 episodes** and **27,816 views**

**On-site courses**  
**4 courses** with **236 attendees**

### elBulliFoundation

**Intensive face-to-face course on "Restaurant Management"**. Training for customers from the hospitality sector in collaboration with elBullifoundation<sup>1</sup>.

**4**  
courses carried out

**325**  
attendees in total

**64**  
hours of training provided

#### Management recipes with Ferran Adrià

Digital supplement to the intensive 'Restaurant Management' course.



<sup>1</sup> Online training website <https://www.caixabanklab-campus.com/>.





Social action



"La Caixa" Banking Foundation Programmes

Decentralised social activity



€ 25 M

from the "la Caixa" Banking Foundation has been channelled through the CaixaBank branch network to help **local charity organisations**

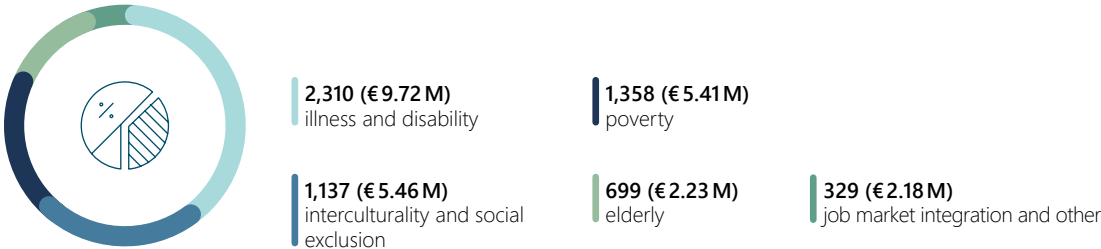
5,833

initiatives aimed at projects by local charity organisations

5,302

recipients

Projects distributed by type  
(number of projects and investment earmarked in millions of euros)



Other collaborations with the "la Caixa" Banking Foundation

**Solidarity formulas**  
Initiatives promoted by the CaixaBank branch network in collaboration with CaixaBank Payments & Consumer that supplement the Decentralised Social Action funds with contributions from companies and individuals.

69

solidarity agreements

€0.53 M

Extra amount contributed by customers

**No home without food**  
Thanks to the donation collection service and in collaboration with the Food Bank and the "la Caixa" Banking Foundation, funds are raised to purchase food for 54 food banks across Spain.

€1.9 M

Total collection (equivalent to 1,709 tonnes of food)

€1 M

contribution from the "la Caixa" Banking Foundation

€0.9 M

donations collected by CaixaBank

Social action

Programmes with other territorial foundations and CaixaBank initiatives



Social initiatives with other territorial foundations

€1.76 M in investment > 379 winning

Environmental initiatives with CaixaBank and with other territorial foundations

€0.89 M aimed at CaixaBank environmental initiatives and initiatives with two territorial foundations > 91 projects

Socio-cultural projects with other territorial foundations

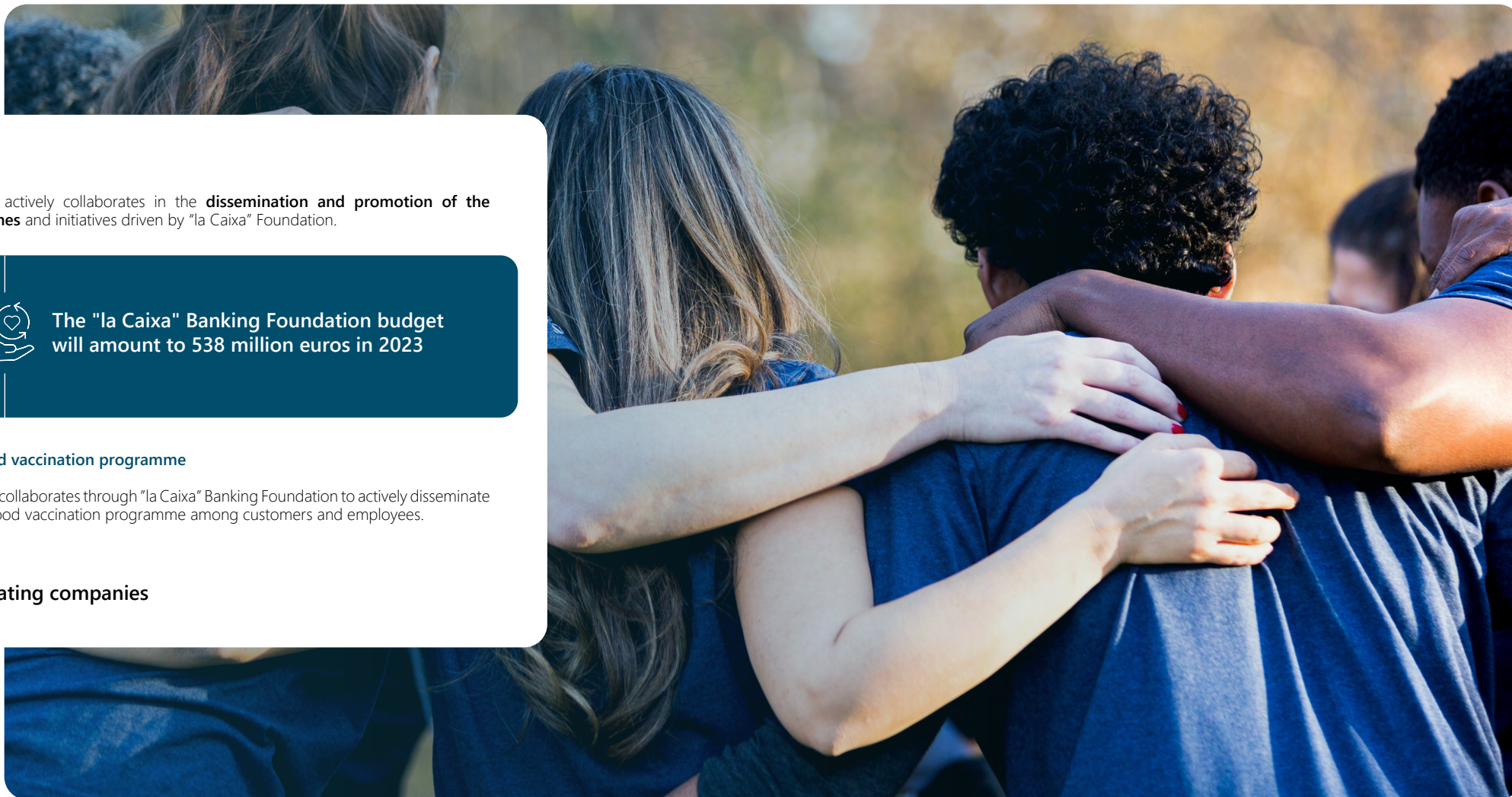
€1.93 M in investment

11 regional foundations





## Social action



CaixaBank actively collaborates in the **dissemination and promotion of the programmes** and initiatives driven by "la Caixa" Foundation.



The "la Caixa" Banking Foundation budget will amount to 538 million euros in 2023

### GAVI, child vaccination programme

CaixaBank collaborates through "la Caixa" Banking Foundation to actively disseminate the childhood vaccination programme among customers and employees.

**4,200**  
participating companies



Social action



BPI's strong social commitment is implemented in collaboration with "la Caixa" Banking Foundation in 4 areas of activity: Social Programmes, Research and Health, Culture and Science, Education and Scholarships.

Social programmes

BPI "La Caixa" Banking Foundation Awards

€4.8 M  
in investment

134  
approved projects

18,300 thousand  
beneficiaries

Awards that promote equality and the improvement of quality of life for the most vulnerable people, being part of the change and empowerment of the social sector.



Decentralised Social Initiative 2023

Supports social projects at the local level through BPI's Commercial Networks to improve quality of life and equal opportunities for people in situations of social vulnerability.

Promove Programme

Support for innovative initiatives in strategic areas for the development of Portugal's inland regions.



**€1.6 M**  
in investment

55 thousand  
direct beneficiaries

262  
projects

**€4.2 M**  
in investment

15  
pilot projects supported

9  
R&D mobilisation projects supported

Research and health

CaixaResearch competition in research and health

It supports research centres in the areas of neurodegenerative, oncological, cardiovascular and infectious diseases, and enabling technologies in the above subject areas.

€7.4 M  
in investment

11  
projects supported

Culture and science

It collaborates with cultural institutions, museums and theatres, supports orchestras and music festivals, as well as various travelling exhibition initiatives.

Education and scholarships

"la Caixa" Banking Foundation's Scholarship Programme:

7 grants  
for postgraduate studies abroad

5 grants  
for doctoral studies

6 grants  
for post-doctoral positions

## Social action

### CHILDHOOD

#### The tree of dreams



Programme aimed at children in poverty, where children write a letter asking for a Christmas present. Customers and employees participate by sponsoring a letter and buying the gift, thus making their dreams come true.

**29,229**  
Children in Spain  
have received their gift

**354**  
collaborating  
entities

**1,015**  
participants  
legal entities

**17,929**  
natural person  
participants

### SOCIAL/ENVIRONMENTAL

#### ReUseMe



New web  
portal: <https://cabkreutilizame.com>

Circular economy social programme that promotes the donation, by companies, of surplus materials in good condition, so that social organisations can use them to improve their services and facilities.

**322**  
donations

**152**  
recipients

**44,457**  
articles donated

**28**  
participating companies

### ELDERLY

#### Full of life

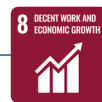


Programme aimed at the elderly, prioritising areas with a higher level of depopulation, with a view to promoting physical, mental and social well-being by encouraging a healthy lifestyle.

**€0.42 M**  
in investment

### DEMOGRAPHIC CHALLENGE

#### Land of opportunities



Collaborative programme to create employment, promote entrepreneurship and increase the population of rural areas.

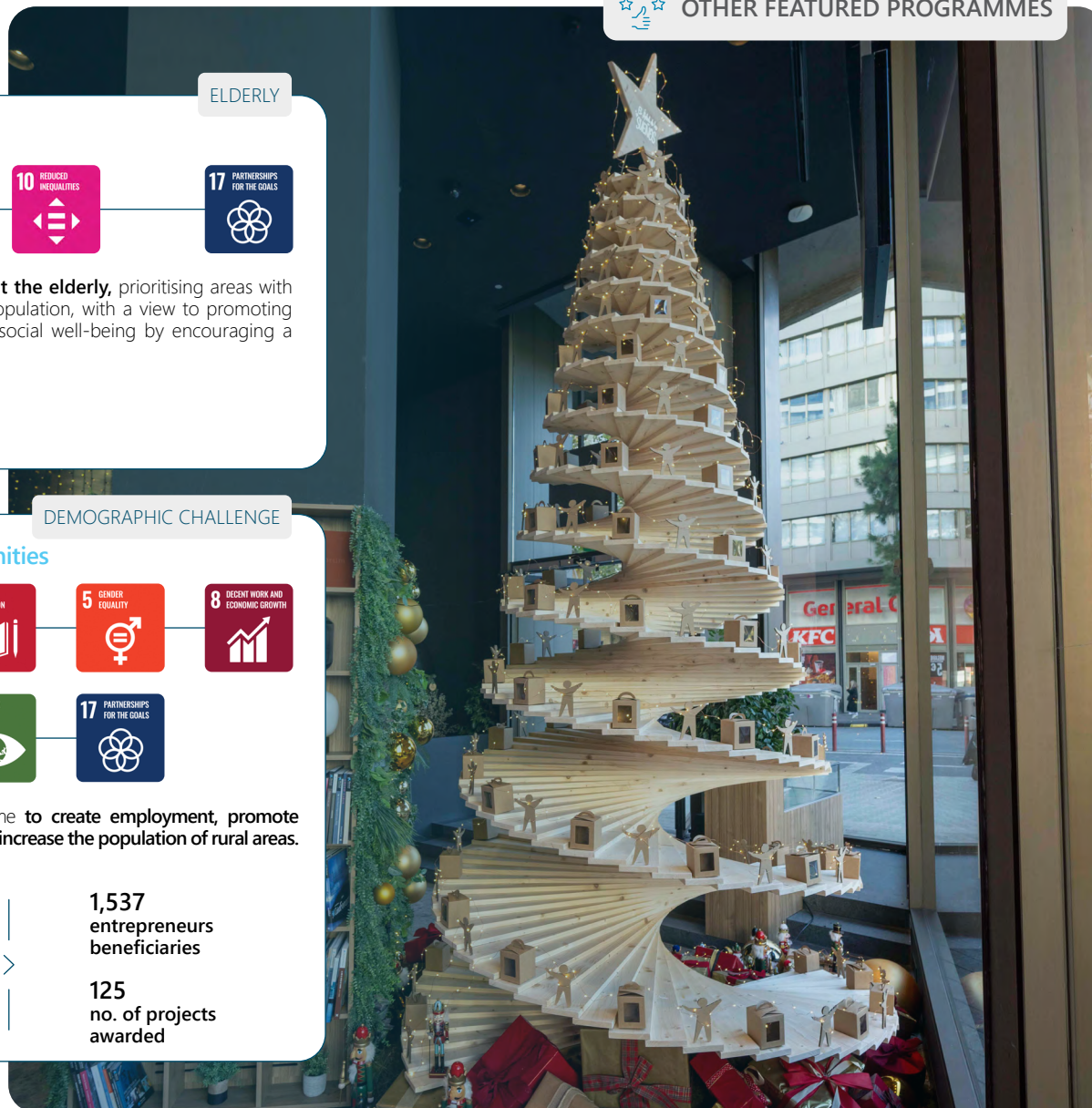
**€0.58 M**  
in investment

**1,537**  
entrepreneurs  
beneficiaries

**125**  
no. of projects  
awarded



### OTHER FEATURED PROGRAMMES



## Social action



### SUPPORT FOR THE THIRD SOCIAL SECTOR

#### Donation platform



A platform for NGOs through which CaixaBank makes its branch network and its different electronic channels available, free of charge, to raise funds from customers and society in general, for anyone who would like to collaborate with the various causes of these social organisations.

**€18.5 M**  
amount raised

**201**  
social entities supported

**375**  
worthy causes supported



#### NGO CARDS

**Customers can support social organisations that they sympathise with through NGO cards.** Each year, CaixaBank contributes a fixed amount per active card or a percentage of the annual amount of purchases made by the customer to the social entities associated with the cards, depending on the card chosen by the customer.

#### Social solidarity organisations

CaixaBank has a value proposition for social entities, as part of which it develops specific products and offers discounts to social solidarity organisations for their basic transactions.

**12,243**  
**charity organisations** with discounts on transactional services

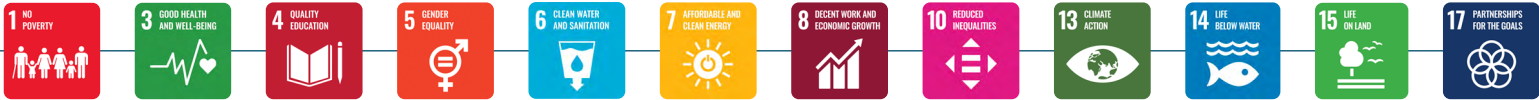


**€1.85 M**  
Amount  
collected in  
emergencies

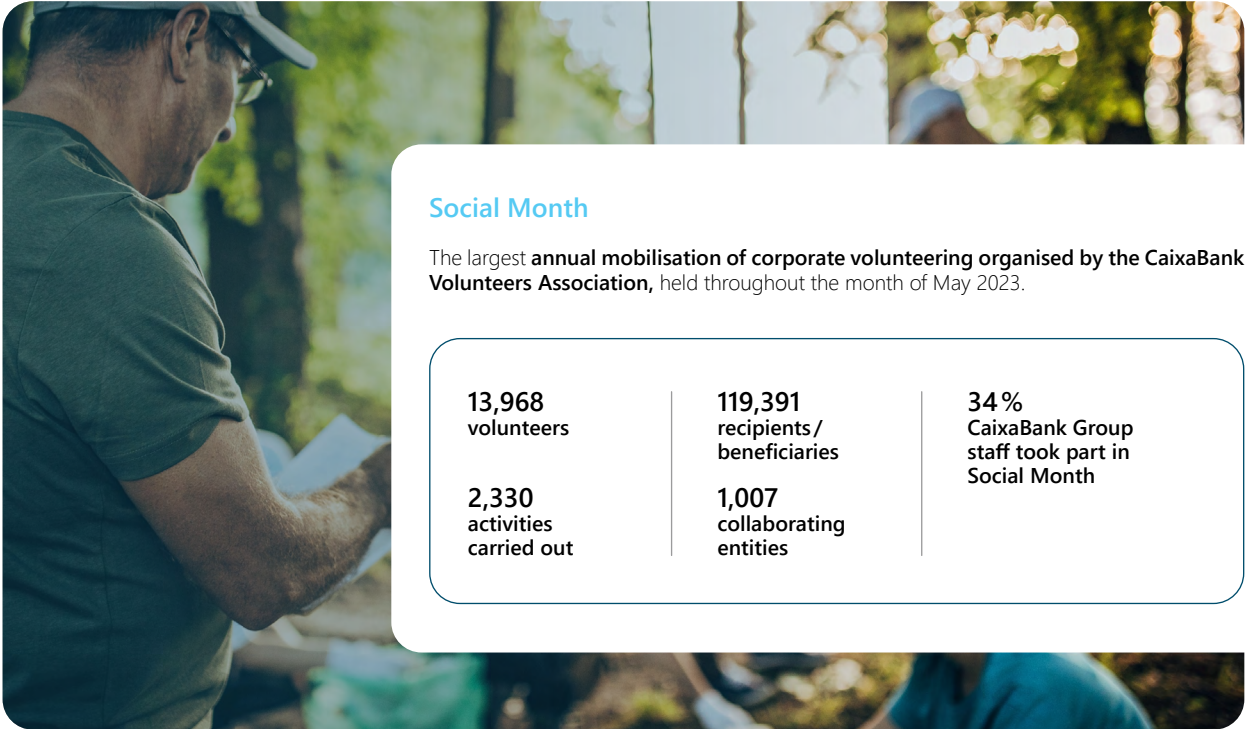




Social action

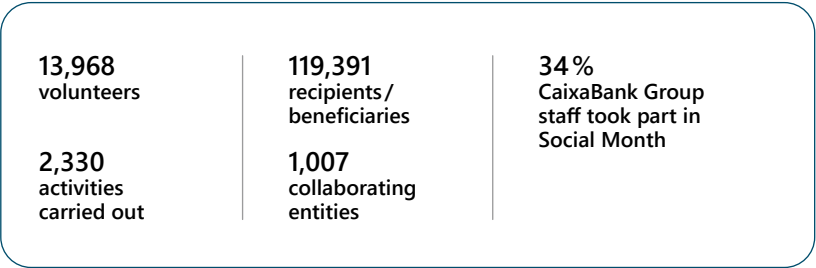


CaixaBank Volunteering offers a solution for everyone looking for initiatives where they can help with issues of corporate impact. The offer, organised in three areas (strategic programmes, local activities and support in emergency situations ), is complemented by corporate volunteering activities for employees, although the invitation to participate is extended to the rest of society.

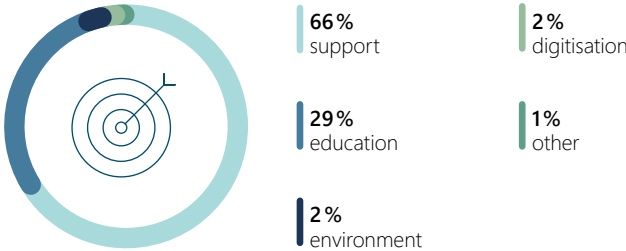


Social Month

The largest annual mobilisation of corporate volunteering organised by the CaixaBank Volunteers Association, held throughout the month of May 2023.

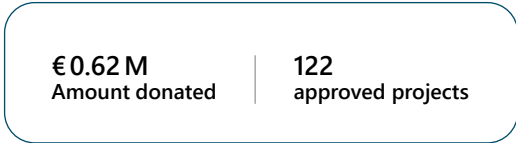


Activities carried out by CaixaBank volunteers



Everyone's project

Programme to support charity projects in which CaixaBank professionals participate, submitting their applications on behalf of a charity organisation they hold dear and with which they collaborate regularly, so that it can receive a financial donation from CaixaBank.



<sup>1</sup>Includes the total number of people who have participated in volunteering activities including and excluding Social Month. The figure does not include duplication of volunteers involved in both areas (including and excluding Social Month).

CaixaBank Dualiza

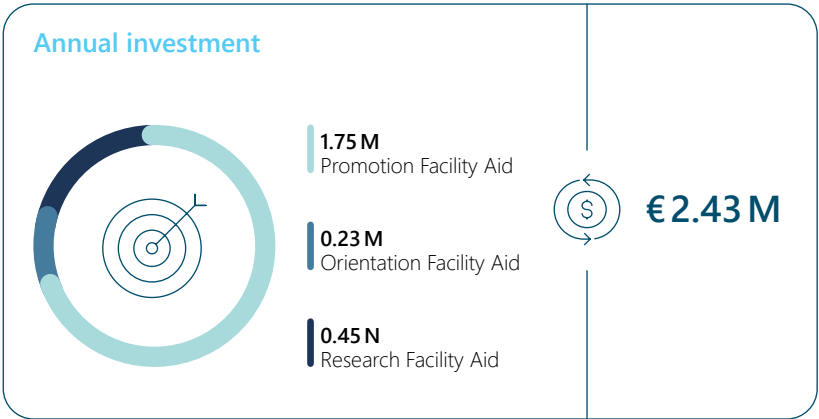


CaixaBank Dualiza is CaixaBank Dual Training Foundation's commitment to promoting and disseminating vocational education and training, and to the essential role that this education and training model will play in the future of society. Only through better training can we achieve a more cohesive society with less inequality.

CaixaBank Dualiza **helps train people joining the job market** providing them with the appropriate skills **for improving their employability** and the competitiveness of companies

Impact in 2023:

6,906 students	1,747 teachers	1,024 companies	944 VET centres
----------------	----------------	-----------------	-----------------



Initiatives to bring VET centres and companies closer together

- 17 Dualiza Meetings: **432 companies** and **320 VET centres**
- Conferences, events and congresses

Initiatives to promote and boost innovation in vocational education and training

- 24 h from Barcelona: **839 students**
- Hackathons and challenges on entrepreneurship: **240 students**

Initiatives on guidance

- Vocational Education and Training (VET) Ambassadors Programme: **2,855 students**
- VET STEAM Programme: **230 students**

Initiatives aimed at improving professional qualifications

From teachers:

- More than 1,200 participants
- Course on AI in Vocational Education and Training
- Training Tools (training modules on topical issues)
- InnovaTec Programme on active methodologies and creation of innovation networks

From the students:

- More than 750 participants
- Soft Skills Programme for work and improvement of job skills in Vocational Education and Training
- Specialisation courses (aimed at specific sectors of activity)

Dualiza Initiative

Promoted jointly with **Asociación FPEmpresa** to foster innovative projects implemented by vocational education and training centres in collaboration with companies and public or private entities and organisations. In the 2023 edition:

30 projects	2,195 students
47 VET centres	96 companies and institutions
€ 403,000 allocated	

CaixaBank Dualiza places research as one of the fundamental pillars of its activity.

The Knowledge and Innovation Centre and its **VET Observatory** platform promotes action-focused research, which is useful for decision-making.

Orientation Initiative

Aimed at recognising and supporting the best orientation actions for raising awareness of vocational education and training and/or dual vocational education and training among young people and their families.

24 initiatives	9,000 students
37 VET centres	164 companies and institutions
€ 60,000 allocated	

## Diversity



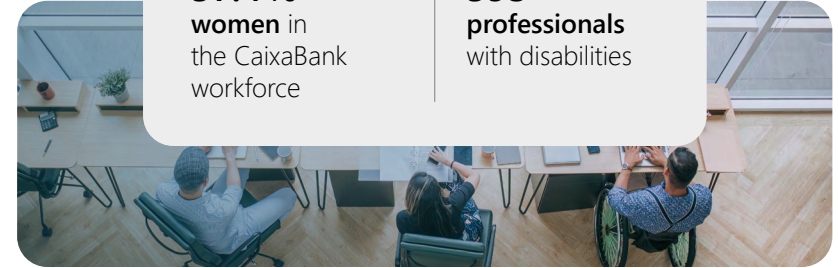
Transversal programme that **develops and promotes the value of diversity and inclusion** inside and outside CaixaBank



**Sponsor of European Month of Diversity.** Initiative of the European Commission and the EU Platform of Diversity Charters

**57.4 %**  
women in  
the CaixaBank  
workforce

**593**  
professionals  
with disabilities



**Family Responsible Company Certificate (EFR, due to Spanish initials) renewed for the thirteenth consecutive year**, maintaining an A Level of Excellence.



**Included for 6th consecutive year in the Bloomberg Gender Equality Index**, ranking as the 3rd company in the world.



**DIE Distinction for Equality in Business**, awarded by the Ministry of Equality. 2023 saw the release of the 2nd annual monitoring report.



**The Diversity Leading Company seal, awarded by Equipos & Talento** to acknowledge commitment to diversity management. Importantly, the Empowering Women's Talent seal was also awarded for commitment to the development of female talent.



**Silver Award and 4th company in the I Ranking of Companies for Gender Equality by the Woman Forward Foundation**, whose objective is to promote female leadership in the business environment.



### FUNCTIONAL DIVERSITY

Dedicated to the visibility of people with disabilities and their role in society.

**Inclusive policy**  
Of people with disabilities

**Functional Diversity Plan**  
2022-2024

**Inclusion in the labour market of young people with ASD**  
in collaboration with Specialisterne

**Guidance service**  
on disability and dependency for employees and immediate family (VivoFácil Foundation)

**Adecco Foundation Family Plan**,  
A programme for children of employees with disabilities, aimed at improving their autonomy and increasing their employability

**Agreement with Specialisterne and Tasubinsa**  
For the inclusion of professionals with disabilities in teams in the Systems area

### Support for adapted sport



**Support for the Spanish Paralympic team**,  
A commitment to the athletes and their values of effort, sacrifice and perseverance.



**Sponsorship of the Spanish Paralympic Committee (SPC)**  
Born out of a commitment to diversity and inclusion in sport



## Diversity



### GENDER DIVERSITY

**43 %**  
women in management positions<sup>1</sup>

**40 %**  
women on the Board of Directors

CaixaBank works to promote gender diversity by implementing impact initiatives, both internally and externally.

#### Promoting equality

As part of leadership promotion processes, at least 1 out of every 3 proposed candidates must be a person of the under-represented gender.

#### Mentoring for women

- Internal female mentoring programme and internal certification consolidating mastery of the mentoring technique.
- Reverse mentoring programme to ensure the transmission of knowledge and culture.
- First Spanish company to obtain AENOR certification for its mentoring programme.
- Closingap mentoring programme. Cross mentoring for women from organisations that are part of the Closingap association.

#### Talent breakfast meetings

Sessions to share experiences focused on women in the lower management segment.

#### Visibility of diversity

As part of networking sessions involving managers, our network of equality agents and the dissemination of news articles on the corporate intranet.

#### Diversity Committee

Defines, promotes and ensures the implementation of initiatives to promote diversity and inclusion in the Entity.

**CaixaBank works to promote gender diversity by implementing impact initiatives, both internally and externally.**

#### External Advisory Committee

Advising on strategic decisions in the field of diversity and inclusion, providing new perspectives through our experience and knowledge.



### Equality Plan

Agreement with 100 % of trade union representation extending the commitments of the Equality Plan 2020.

Together with the Equality Plan, the following were signed:

- Reconciliation protocol
- Harassment and mediation protocol
- Domestic partnership protocol

In 2023, the Equality Plan was adapted to reflect new external regulations, especially with regard to the inclusion of the pay audit and diagnosis.



### Protocols approved in 2023

- Protocol for customer care for victims of gender violence
- Protocol for asset protection for vulnerable groups

**103**

**Cases analysed** since the implementation

**41**

**cases derived to the Prosecutor's Office**

#### Adherences

closingap



CEO & LA DIVERSIDAD



<sup>1</sup>Based on branch A and B sub-directorate.

## Diversity



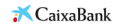
### OUTREACH



Wengage also runs initiatives externally for customers and society, based on the promotion of diversity and equal opportunities in 4 areas of action:

- Leadership and entrepreneurship
- Innovation and education
- Sport
- Women and the rural environment

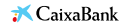
### Leadership and entrepreneurship



**PREMIO A**

Mujer Profesional Autónoma

**Rewarding the careers** of self-employed women in Spain.



Premio Mujer Empresaria

Honouring the **leading businesswomen in Spain**. 7th edition of **Businesswoman Awards**.

**closingap**

Association of companies that **analyse the gender gap in the main sectors** and works closely with both the public and private sectors.

### Innovation and education



**6th Edition of the WONNOW Awards.** Acknowledging academic excellence and talent for students in STEM (science, technology, engineering and mathematics) degrees, with 1,006 applicants registered.



**Collaboration in the Quiero Trabajo Foundation's programme** to promote the inclusion in the labour market of women at risk of exclusion.



**One of the entities adhered to the STEAM Alliance for Female Talent 'Girls in Science'**, an initiative led by the Ministry of Education and Vocational Training to promote STEAM vocations among girls and young women.

### Sport



**Support for women's sport** through sponsorship of the Spanish women's national football and basketball teams and other sporting events.

### Women and the rural environment



- AgroBank Chair, Women, Business and Rural Environment UCLM (University of Castilla La Mancha).
- 4th edition of the Agrobank Chair for the best Master's Thesis (TFM) of the UDL (University of Lleida).
- Support for rural women in the MAPA-CaixaBank Agreement: mentoring programme "Crecemos Juntas-Proyecto Mentorías Rurales".
- Membership of the main associations supporting women in rural areas: FADEMUR (Federación de Asociaciones de Mujeres Rurales), AFAMMER (Asociación de Familias y Mujeres Rurales) and Cooperativas Agroalimentarias de España.



Accessibility

CaixaBank aspires to become the **point of reference and bank of choice for diverse individuals**, in line with the company's values. To this end, it has been working for years on different projects to create an accessible omnichannel experience, eliminating any physical or sensory barriers.



The CaixaBank Group has a **100% accessible corporate design system**

Principles in product and service design



Perceptible senses

the content can be perceived by the different senses



Operable motor, voice

can be used with standard peripherals or specialised support products



Understandable cognitive

content that is easy to understand, and avoids or helps to solve errors



Robust technology

content can be used by different user devices



POS for people with visual disabilities

In 2023, CaixaBank, in collaboration with ONCE, improved the accessibility of POS terminals for the visually impaired. This new functionality allows 'Accessible Mode' to be activated on the POS, which says the amount to be paid aloud.



CaixaBank has a **plan to guarantee the accessibility** of all its products and services.

Our action plan

- **Global overview:** centralise accessibility efforts with a single, expert vision that coordinates and strengthens its reach and impact on both customers and employees with an omni-channel approach.
- **Methodology:** define or launch an accessibility framework applicable to any type of project, which facilitates the development of accessible products and services.
- **Communication and training:** carry out communication and training actions on accessibility and the defined framework, to ensure awareness, knowledge and implementation by the teams.
- **Monitoring:** continuously monitor the state of accessibility with an omni-channel approach, identifying opportunities for improvement and prioritising efforts.

Progress of the Plan in 2023:

- **Allocation of reserves:** reinforcing teams with accessibility experts and investing in projects to develop accessibility in the different channels (app, web and ATMs).
- **Current products and services:** Conducting a detailed analysis of the impact of the new regulations in order to identify opportunities for improvement that will lead to projects to be implemented in the coming years. A project office has been set up to coordinate all efforts and enhance accessibility throughout the bank.
- **Future products and services:** defining a proprietary methodology to ensure that any digital product incorporates the most rigorous accessibility criteria and a 100% accessible design. Quality control processes are in place to verify that products and services meet accessibility requirements before they are launched.

Branches

**89%** accessible branches

**55** branches where barriers have been removed

ATMs

**100%** accessible ATMs

APP

Under the WCAG 2.0 accessibility guidelines<sup>1</sup>  
**Continuous flow of collection and management of isolated improvement points**, identified from user complaints or internal reviews  
**Navigation design** VoiceOver (iOS) and TalkBack (Android) for voice-over of all information and screen actions.

WEBSITE

The corporate portal meets the **AA accessibility level**. of the W3C-WAI Web Content Accessibility Guidelines 2.0. **The only commercial banking portal with such accreditation**



ILUNION

Conducts reviews and audits to identify areas for improvement

<sup>1</sup> Web Content Accessibility Guidelines of the World Wide Web Consortium.

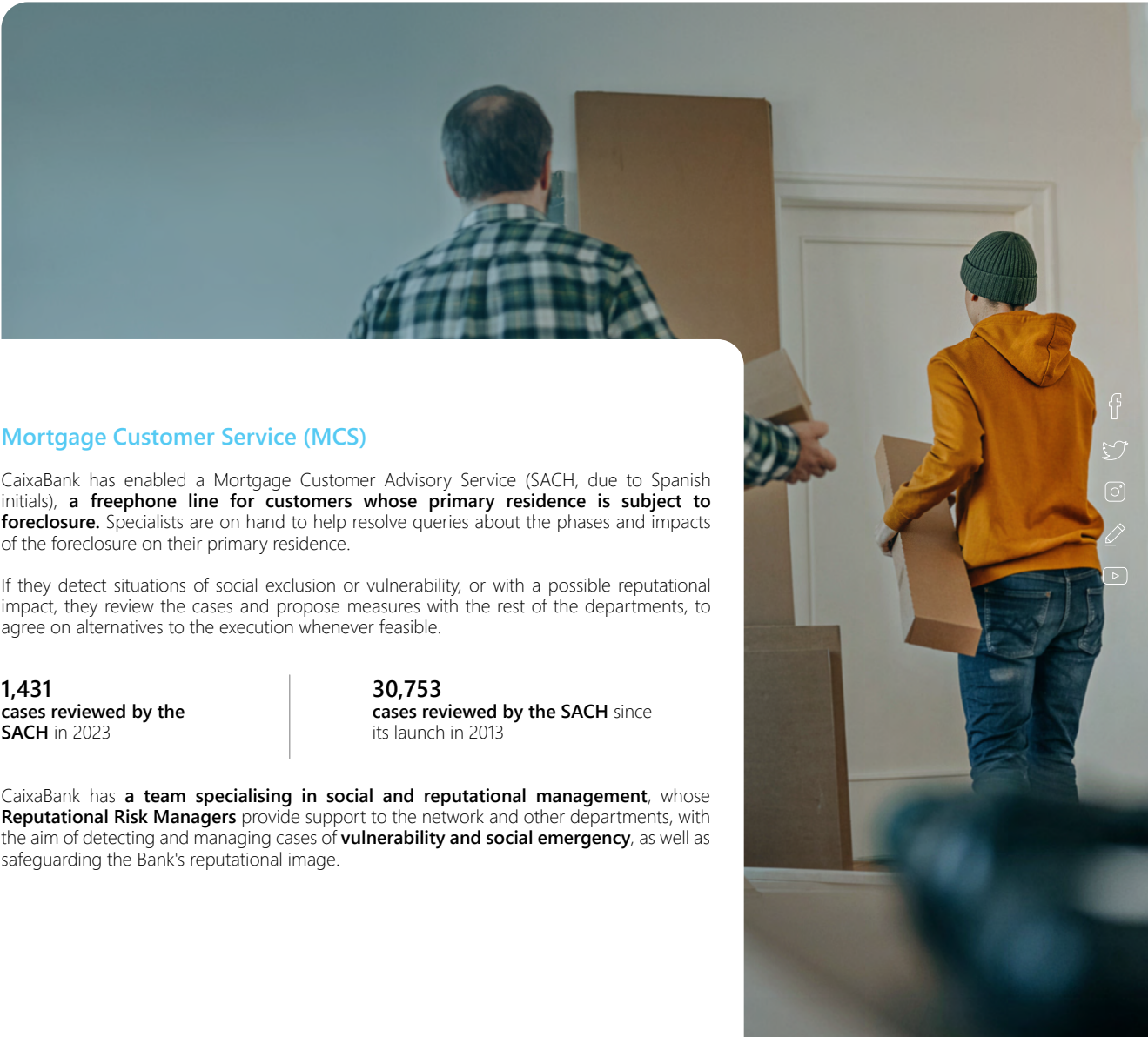


ACCESS TO HOUSING



Active support policy for first-time homebuyers

CaixaBank is the 1st Spanish bank to sign up to the Spanish government-approved Code of Good Practice for the viable restructuring of mortgage loans on primary residences



Social housing

The **Impulsa programme** has been further consolidated with the aim of **helping to improve the socioeconomic situation of tenants**. The main benefits for the tenant include social support to help with their reintegration into the labour market (they are referred to the Incorpora programme of the "la Caixa" Banking Foundation or other occupational programmes in force) and support in managing their household bills and other aid.

**9,992**  
**social housing rental programme**  
(including 445 contracts under the centralised programme of "la Caixa" Banking Foundation)

**6,557**  
**non-subsidised housing**  
(average monthly rent of €216.60)

**2,990**  
**subsidised housing**, (average monthly rent of €307.04)



Mortgage Customer Service (MCS)

CaixaBank has enabled a Mortgage Customer Advisory Service (SACH, due to Spanish initials), **a freephone line for customers whose primary residence is subject to foreclosure**. Specialists are on hand to help resolve queries about the phases and impacts of the foreclosure on their primary residence.

If they detect situations of social exclusion or vulnerability, or with a possible reputational impact, they review the cases and propose measures with the rest of the departments, to agree on alternatives to the execution whenever feasible.

**1,431**  
**cases reviewed by the SACH** in 2023

**30,753**  
**cases reviewed by the SACH** since its launch in 2013

CaixaBank has **a team specialising in social and reputational management**, whose **Reputational Risk Managers** provide support to the network and other departments, with the aim of detecting and managing cases of **vulnerability and social emergency**, as well as safeguarding the Bank's reputational image.

# Engagement with stakeholders

## Engagement with customers

CaixaBank carries out various engagement actions with different stakeholder groups, through each of the business segments, with the aim of adapting to the different customer profiles.

### Corporate & IB

**ESG advisory service** to support corporate and institutional customers in their sustainability strategy and positioning, promoting customer alignment through an engagement process:

**36**  
customers addressed  
through Corporate & IB

**90**  
total customers  
pitched

CaixaBank acts as an ESG Coordinator Sustainable Finance Lending, providing **ESG advice** for corporate customers in the process of structuring financing solutions.

### Business Banking

CaixaBank addresses the **role of financing in the transformation** towards sustainable business models:

**3**  
Specific days  
(Madrid, Barcelona  
and Zaragoza)

**+400**  
Companies,  
SMEs and  
professionals  
gathered

A **'carbon footprint calculator'**, with methodology validated and verified by AENOR, has been made available to companies.

ESG Engagement Project, where workshops are held with customers to compare companies' real appetite for sustainable transition, with CaixaBank as a trusted partner on this path.

### Private Banking

Through the **Social Value Project**, CaixaBank is a pioneer in having a **specialised unit** that offers its Private Banking customers advice and a comprehensive solution to respond to their needs in the **field of sustainable and impact investment and philanthropy**, providing people with ongoing charitable projects.

### Banking Retail

Through CaixaBank Now, a **'carbon footprint calculator'** is available to individual customers, the self-employed, SMEs and companies. This is a tool with methodology validated and verified by AENOR.

## Engagement with shareholders and investors<sup>1</sup>

### Aula

**12**  
**new episodes** of the Aula podcast offering financial training with **7,284 views**

**12**  
**webinars:** online seminars for shareholders **7,755 views**

**Training on wheels** Short videos with **31 episodes and 27,816 views**

**On-site courses**  
4 courses with **236 attendees**

**519**  
**meetings** with domestic and foreign institutional equity and bond investors

**922**  
**attendees**

**32**  
**meetings** with investors specifically on ESG issues

**38**  
**attendees**

## Engagement with employees

### Engagement, Culture and Leadership Study

Results of the 2022 study

**75%**  
Global  
participation

**67%**  
climate and total  
commitment favourability

In 2023, the **Engagement, Culture and Leadership Research Radar** took place, with a target audience of 20% of the workforce, a participation rate of 56% and an overall score of 64%.

### We Plan

Initiative aimed at advancing the improvement of the professional environment

**+ 30 initiatives and improvement actions**

### Internal communications

Highlights

**New platform**

PEOPLENow

**People Xperience**

**New employee office**



## Engagement with suppliers

### Participation in the sustainable supplier training programme

Project promoted by the United Nations Global Compact, together with the ICO Foundation and ICEX Spain Export and Investment, with the aim of **training supply chains in sustainability under the frameworks of the Ten Principles and the 2030 Agenda**.

**200**  
**bank suppliers** have participated

### Implementing ESG supplier development plan



As part of CaixaBank's Sustainable Procurement project to help strategic suppliers to obtain a better positioning in terms of sustainability

<sup>1</sup> VidaCaixa Engagement Information and CAM: see p. 73 and p. 74.

# Responsible action

## / Sustainable Development Goals

covered in this chapter and CaixaBank's contribution



### Gender equality

- Bloomberg Gender Equality Index
- Adherence to the UN's Women's Empowerment
- Principles of the United Nations
- Diversity Committee



### Sustainable cities and communities

- Adherence to United Nations World Tourism Organization
- Adherence to the framework established by the Global Maritime Forum



### Responsible consumption and production

- Signatory member of the Spanish Network of the United Nations Global Compact
- Adherence to the United Nations Principles for Responsible Investment
- Inclusion on the Dow Jones Sustainability Index
- Inclusion on the CDP A List



### Peace, justice and strong institutions

- Control and compliance through various committees
- Due diligence process and evaluation of Human Rights
- Main ethics and integrity policies



### Partnerships for the goals

- National and international adhesions

## RESPONSIBILITY



### Plan

**sustainable banking** in line with the 2022-2024 Strategic Plan

### 1st bank

**certified by AENOR** as an organisation committed to elderly people

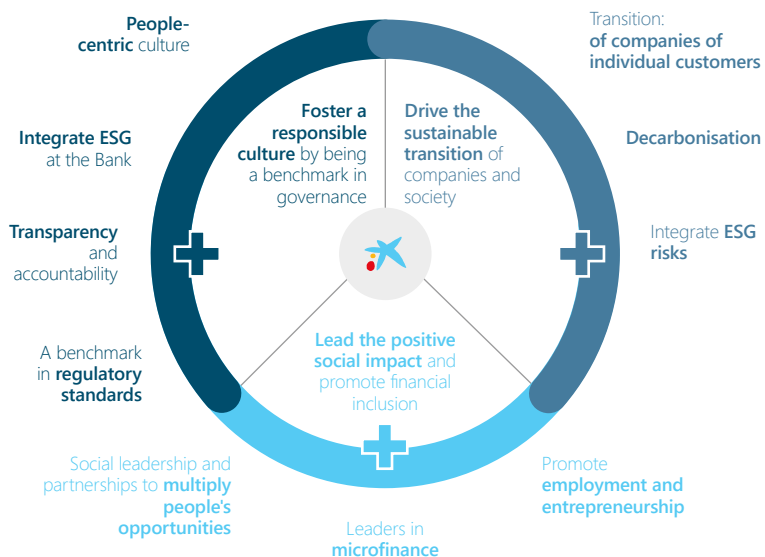
**Included in the S&P 2024 Global Sustainability Yearbook**





# Sustainable Banking Plan

## Aligned with the Strategic Plan 2022-2024



## Goals of the 2022-2024 Sustainable Banking Plan

### Global

€ 64,000 M mobilised in sustainable financing<sup>1</sup>



Until December 2023:  
€ 50,813 M mobilised

Maintain **category A** in the synthetic sustainability indicator

**A**  
December 2023

### Environmental

- Advance the decarbonisation of the portfolio to reach net-zero emissions by 2050
- Reduce financed emissions by 2030:
  - Electricity: - 30 %
  - Oil and gas: - 23 %
  - Auto: - 33 %
  - Iron and steel: - [10-20] %
  - Carbon phase-out: - 100%

**2024 commitment at 68%**

### Social

413,300 beneficiaries of MicroBank, CaixaBank Group's social bank



Until December 2023:  
252,149 MicroBank beneficiaries

### Good governance

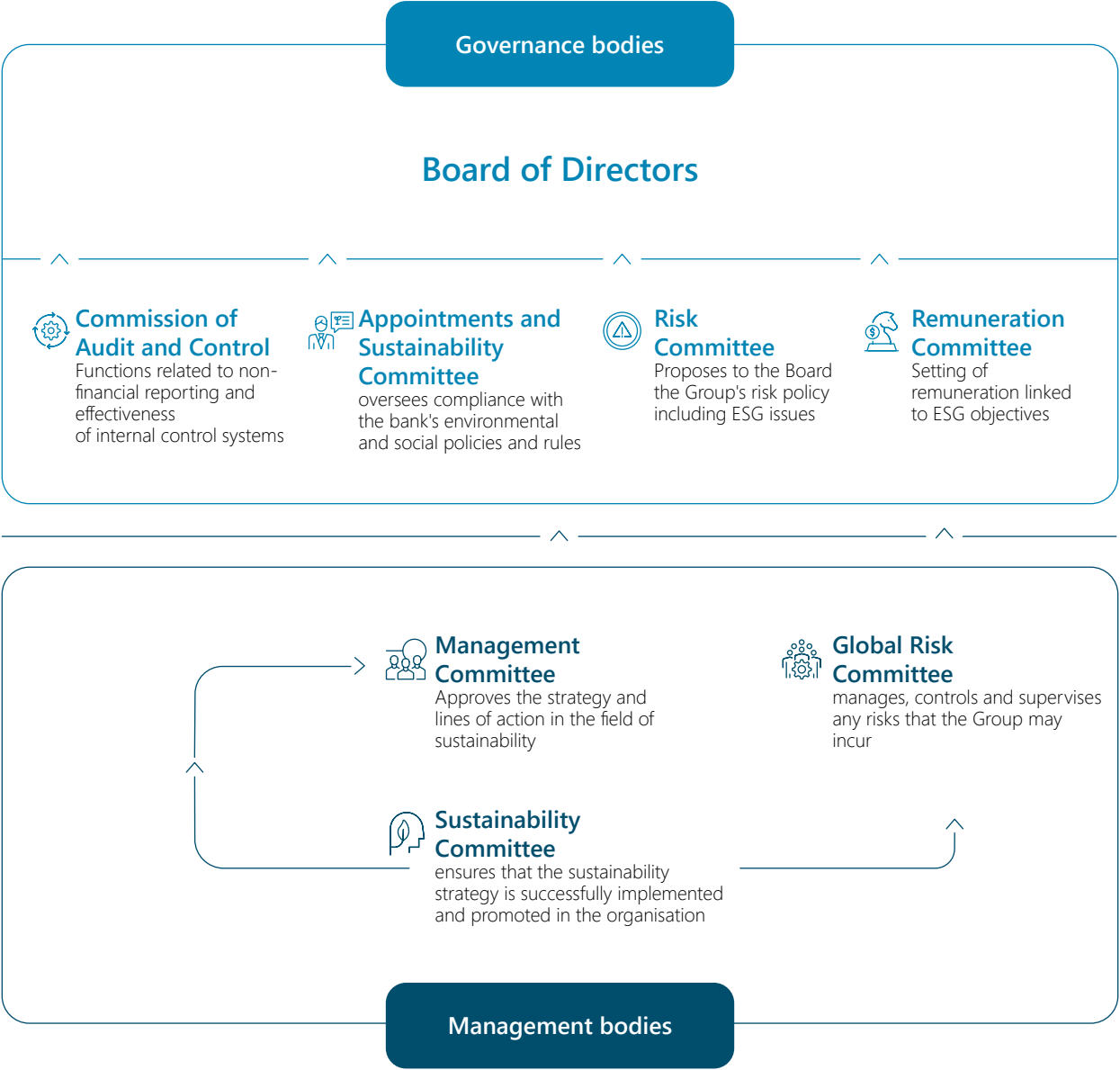
43 %  
women in management positions<sup>2</sup>

43 %  
of women in managerial positions by December 2023

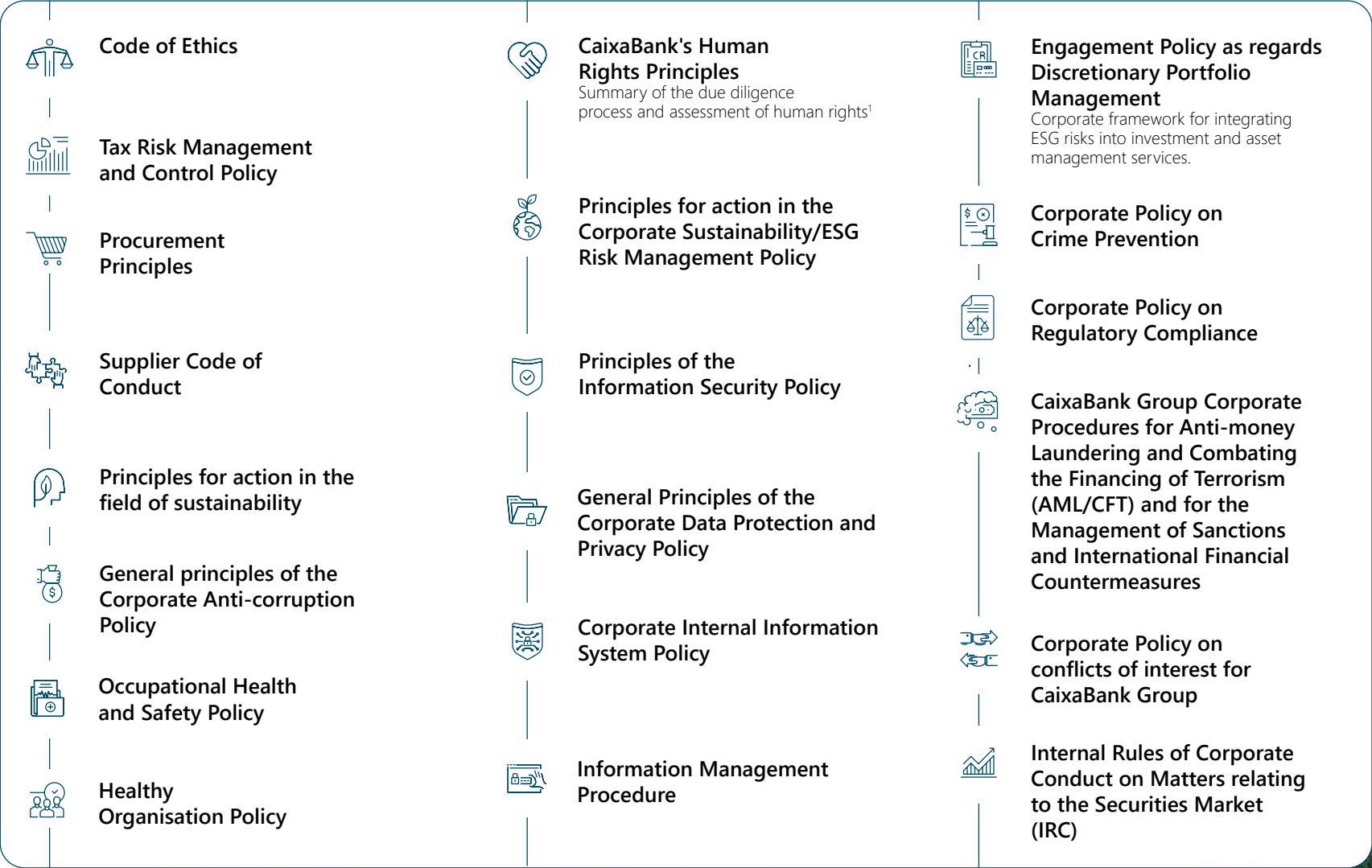
<sup>1</sup> See note 1 on page 61.

<sup>2</sup> From assistant manager on at A and B branches. CaixaBank, S.A.

# Sustainability governance



Main ethics and integrity policies and principles



<sup>1</sup> Updated in July 2023.



# Responsible management

## Main committees

### Sustainability Committee

Approves and monitors CaixaBank's sustainability strategy and practices, while also proposing and implementing the general policies for sustainability management.

**Frequency:** monthly

### Transparency Committee

It oversees all aspects that have or may have an impact on the marketing of products and services to ensure adequate protection of customers through transparency and customers' understanding of the products and services, and their suitability to their needs.

**Frequency:** monthly

### Global Risk Committee

It manages, controls and monitors globally the risks included in the Group's Corporate Risk Catalogue, as well as the implications for solvency management and capital consumption.

**Frequency:** monthly

### Product Committee

Verifies the quality and effectiveness of new products and services, analysing their characteristics, associated risks and their adaptation to transparency and customer protection regulations.

**Frequency:** bi-weekly

**214**  
products/services  
analysed

**5**  
products/services  
denied in the first  
instance

### Reputational Risk Committee

Monitors corporate responsibility strategy and practices, and proposes and escalates general policies for corporate responsibility and reputation management.

**Frequency:** monthly

### Credit Risk Policy Committee

Approves or, where appropriate, takes cognisance of and monitors the policies and criteria linked to the granting and management of credit risk.

**Frequency:** monthly

### Diversity Committee

Creates, promotes, monitors and presents actions to the corresponding bodies to increase diversity with a focus on the representation of women in management positions and avoiding a loss of talent, as well as in the other areas of diversity that are a priority for the company, such as functional, generational and cultural diversity.

**Frequency:** quarterly

### Information Governance and Data Quality Committee

Ensures the coherence, consistency and quality of the information reported to the regulator and to the Group's management, providing a transversal view at all times.

**Frequency:** bimonthly

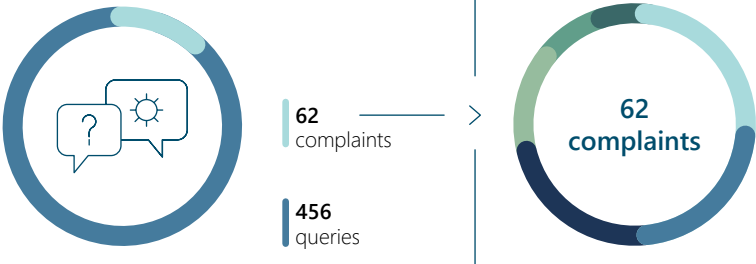


Queries Channel and Whistleblowing Channel


The CaixaBank Group has a **Whistleblowing Channel** that complies with regulatory requirements and national and international best practices, to facilitate the swift and confidential reporting of irregularities that may be detected in the course of professional activity and which may involve infringements.

The **Queries Channel** is another means of communication that the CaixaBank Group makes available to the defined groups for the formulation of specific queries arising from the application or interpretation of the Code of Ethics and the rules of conduct

Complaints and queries received in 2023



Autocontrol



CaixaBank has voluntarily adhered to Autocontrol

The Association for Marketing Self-Regulation, in favour of good advertising practices

Types of complaints received

- |    |   |   |   |
|----|---|---|---|
| 16 | product marketing, transparency and customer protection                                     | 0 | safety and health at work/occupational risk prevention  |
| 14 | other   | 0 | cross-border business/commercial efforts  |
| 14 | workplace and sexual harassment   | 0 | anti-money laundering and counter terrorist financing   |
| 9  | data protection/confidentiality and ethical use of data                                     | 0 | securities market (Internal Rules of Conduct (IRC) on matters relating to the Stock Market and suspicious transactions) |
| 6  | integrity (Code of Ethics, Anti-Corruption Policy, conflicts of interest, crime prevention) | 0 | interest rate benchmark indexes contribution process  |
| 3  | telematic Code of Conduct   | 0 | financial reporting or accounting irregularities  |
| 0  | tax obligations   |   |   |



UNE 19601  
certification obtained  
for Crime Prevention  
Management System



# Adherences and alliances

## Cross-cutting aspects of sustainability



International UN initiative that promotes sustainable development by aligning business activity with ten principles in relation to human rights, employment standards, the environment and anti-corruption. CaixaBank (2005); MicroBank and VidaCaixa (2009); CABK AM (2011) and BPI (2021)<sup>1</sup>.



UNEP FI promotes sustainable finance and the integration of environmental and social aspects in the business (2018). The Principles are a voluntary initiative to promote the alignment of bank actions with the SDGs and the Paris Agreement. CaixaBank (2019) and BPI (2023).



Promote the management of investments based on environmental, social and good governance criteria. VidaCaixa (2009), CaixaBank AM (2016) and BPI Gestão de Ativos (2019).



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



Promoting sustainable and responsible investment in Spain (2011)<sup>2</sup>.



Drives progress towards the SDGs by fostering impact investment. CaixaBank Asset Management holds the chairmanship of SpainNAB, the Impact Investment Advisory Board (2019).



Encourages, promotes and disseminates new sustainability and social impact ideas (2005).



BIS/"la Caixa" Banking Foundation Chair in responsible finance. Promotes research and education on the role of finance in the advancement of society and economic development, in cooperation with the Nova School of Business Economics. BPI (2020).



CaixaBank AM - FundsPeople Sustainable Finance Observatory, focusing on sustainable finance and its role in the transition to a decarbonised economy and the 2030 Agenda for sustainable development. CaixaBank AM (2023).

## Other alliances and adherences

- Forética
- Fundación Seres
- SDG Observatory (by Esade's Center for LeadershipS and Sustainability, in collaboration with the "la Caixa" Banking Foundation).
- FinResp/Barcelona Centre Financer
- DIRSE
- UN World Tourism Organization (UNWTO)

We apply principles /guidelines

We participate in working groups

Related goals set

Founding members, promoters and/or representatives in governing bodies

Collaborative dialogues

<sup>1</sup> Dates of adherence of CaixaBank or other CaixaBank Group companies.

<sup>2</sup> Adherence of Bankia, part of CaixaBank.



## Environment and climate



Commitment to achieve net greenhouse gas emission neutrality of credit and investment portfolios by 2050 (2021).



Initiative promoted by the United Nations and PRI that involves a commitment to transition its portfolios towards a level of net zero greenhouse gas emissions by 2050. VidaCaixa (2022).



Financial Stability Board initiative to encourage climate-related reporting by companies (2018).



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



Commitment to implementing a voluntary risk management framework for identifying, assessing and managing environmental and social risk in project finance (2007).



Framework established by the Global Maritime Forum to evaluate and publish the climate alignment of shipping finance portfolios (2022).



Promoted by Climate Aligned Finance Standard for the Aviation Sector, to enable financial institutions to measure and disclose the climate alignment of their aviation lending (2024).



An initiative that drives dialogue with the world's largest greenhouse gas emitting companies. VidaCaixa and CABK AM (2018).



Collaborative dialogue initiative driven by PRI that seeks to promote the targets of the Kunming-Montreal Global Biodiversity Framework, CaixaBank AM and VidaCaixa (2023).



Promotes economic growth linked to a sustainable, circular and efficient economy through public-private collaboration, CaixaBank is a founding partner (2016).



European Green Hydrogen Alliance. Promotes and implements the production of renewable green hydrogen as a decarbonisation driver to achieve the EU's climate targets (2021).



Chair to support innovation and sustainability in the agribusiness industry (2016).

## Governance



Commitment to achieve net greenhouse gas emission neutrality of credit and investment portfolios by 2050 (2021).



Principles promoted by the United Nations to advance gender equality and female empowerment at work and in the community. CaixaBank (2013) and BPI (2021).



Target Gender Equality, promoted by the Global Compact with the aim of increasing the representation of women on boards and in executive management positions (2020).



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



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

### Other alliances and adherences

- Diversity Charter
- CEO for Diversity
- More Women, Better Companies
- Diversity Leading Company
- STEAM alliance for female talent
- EJE&CON

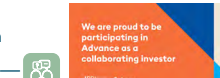
## Social



Alliance with the "la Caixa" Banking Foundation, one of the largest foundations in the world.



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



Advanced is a collaborative dialogue initiative driven by PRI to influence companies and other institutions to take action in relation to human and social rights. CaixaBank AM and VidaCaixa (2022).

### Other alliances and adherences

- European Microfinance Network
- Funcas Financial Education Stimulus Programme, promoted by CECA and Funcas

# Sustainability indexes and ratings

Recognition by the main sustainability indexes and rating agencies



**First Spanish company** to voluntarily submit to the **Sustainable Fitch** ESG assessment in its solicited format, obtaining an **ESG Entity Rating of 2** in its assessment carried out in August 2023, among the highest ratings in the global financial sector.

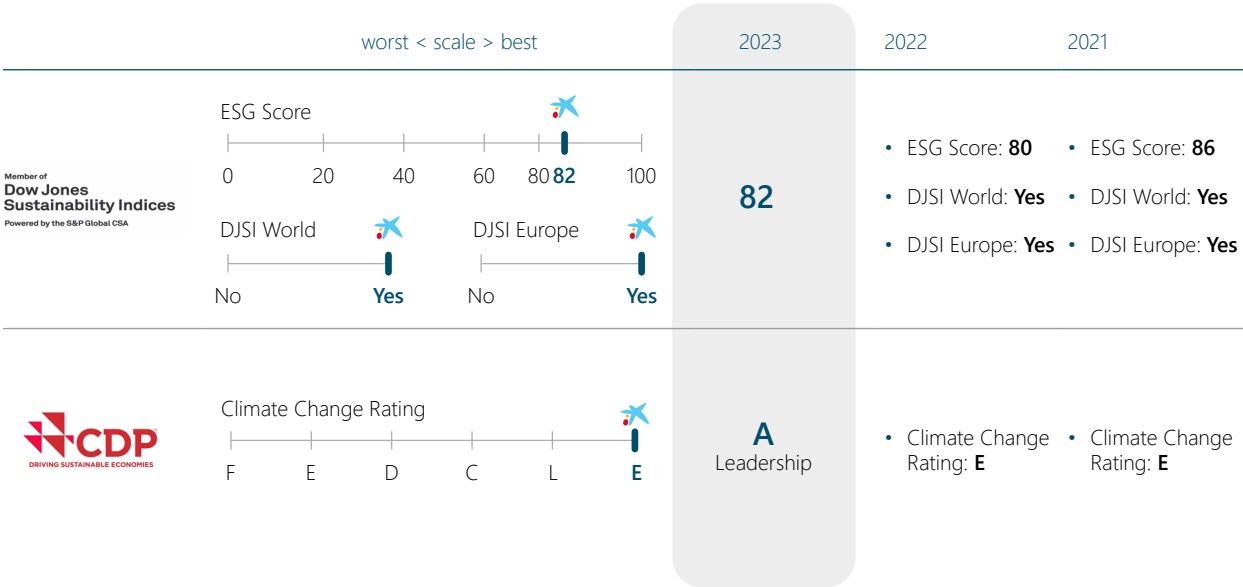
**Included in the S&P Global Sustainability Yearbook 2024** for the twelfth consecutive year and distinguished with the Top 10% S&P Global Corporate Sustainability Assessment (CSA) Score 2023 for its excellent sustainability performance.

Included for the 6th consecutive year in the **Bloomberg Gender Equality Index**, an international index that assesses companies' gender equality policies and programmes and transparency in disclosure, **positioning itself as the 3rd best company in the world.**

Recognised in 2023 with the CDP Supplier Engagement Leader Rating with a score of "A", for its **efforts to reduce climate risk within its value chain.**

**Certification of the Good Corporate Governance Index issued by AENOR**, earning the maximum rating of G++. This index measures the degree of compliance in this area on the basis of 9 variables, 41 indicators and 165 evaluation criteria.

**First bank certified by AENOR as being an organisation committed to the elderly** for its value proposition in the senior segment, structured around improving the experience of its customers with inclusive quality services and specific protocols.





	worst < scale > best	2023	2022	2021
<div> <div>Member 2017/2018</div> <div>STOXX</div> <div>ESG LEADERS INDICES</div> </div> <div> <div>SUSTAINALYTICS</div> <div>ESG Risk Rating</div> <div>100 80 60 40 20 16,1 0</div> </div> <div> <div>ESG Risk Level</div> <div>Severe High Average Low Zero</div> </div>	<div>ESG Risk Rating</div> <div>100 80 60 40 20 16,1 0</div>	<div>Low risk</div> <div>(16.1)</div>	<ul style="list-style-type: none"> <li>ESG Risk Rating: <b>17.5</b></li> <li>ESG Risk Level: <b>Low</b></li> </ul>	<ul style="list-style-type: none"> <li>ESG Risk Rating: <b>19</b></li> <li>ESG Risk Level: <b>Low</b></li> </ul>
<div> <div>Corporate ESG Performance</div> <div>RATED BY ISS ESG</div> <div>Prime</div> </div> <div> <div>ESG Corporate Rating</div> <div>D- C+ L A+</div> </div> <div> <div>ESG Decile Ranking</div> <div>10 8 6 4 2 1 0</div> </div> <div> <div>Corporate ESG Performance</div> <div>Not Prime Prime</div> </div>	<div>ESG Corporate Rating</div> <div>D- C+ L A+</div>	<div>C+</div> <ul style="list-style-type: none"> <li>Category: Prime</li> <li>Transparency: Very high</li> <li>Decile ranking: #1</li> </ul>	<ul style="list-style-type: none"> <li>ESG Corporate Rating: <b>B</b></li> <li>ESG Decile Ranking: <b>1</b></li> <li>Corporate ESG</li> <li>Performance: <b>Prime</b></li> </ul>	<ul style="list-style-type: none"> <li>ESG Corporate Rating: <b>B</b></li> <li>ESG Decile Ranking: <b>1</b></li> <li>Corporate ESG</li> <li>Performance: <b>Prime</b></li> </ul>
<div> <div>MOODY'S ESG</div> <div>ESG Overall Score</div> <div>0 20 40 60 67 80 100</div> </div> <div> <div>ESG category</div> <div>Weak Limited Robust Advanced</div> </div>	<div>ESG Overall Score</div> <div>0 20 40 60 67 80 100</div>	<div>67</div> <div>(Advanced)</div>	<ul style="list-style-type: none"> <li>ESG Overall Score: <b>60</b></li> <li>ESG Category: <b>Advanced</b></li> </ul>	<ul style="list-style-type: none"> <li>ESG Overall Score: <b>60</b></li> <li>ESG Category: <b>Advance</b></li> </ul>
<div> <div>FTSE4Good</div> <div>ESG Rating</div> <div>1 2 3 4 4.2 5</div> </div>	<div>ESG Rating</div> <div>1 2 3 4 4.2 5</div>	<div>4.2</div>	<ul style="list-style-type: none"> <li>ESG Rating: <b>4,1</b></li> </ul>	<ul style="list-style-type: none"> <li>ESG Rating: <b>4</b></li> </ul>
<div> <div>MSCI ESG RATINGS</div> <div>A</div> </div> <div> <div>MSCI ESG Rating</div> <div>CCC L BB BBB E AA AAA</div> </div> <div> <div>Lagging Medium Leader</div> </div>	<div>MSCI ESG Rating</div> <div>CCC L BB BBB E AA AAA</div>	<div>A</div> <div>Measure</div>	<ul style="list-style-type: none"> <li>MSCI ESG Rating: <b>E</b></li> </ul>	<ul style="list-style-type: none"> <li>MSCI ESG Rating: <b>AA</b></li> </ul>



# Sustainable Development Goals

Given its size and social commitment, CaixaBank **contributes to all SDGs** through its activity, social initiatives and strategic alliances.



CaixaBank has been a **Signatory Member** of the Spanish Network of the **UN Global Compact** since 2005



The Bank features the **17 United Nations SDGs** in its Strategic Plan and Sustainable Banking Plan, as well as contributing in a transversal manner to all of them, in line with its commitment to the Principles of Responsible Banking pursued by UNEP FI.

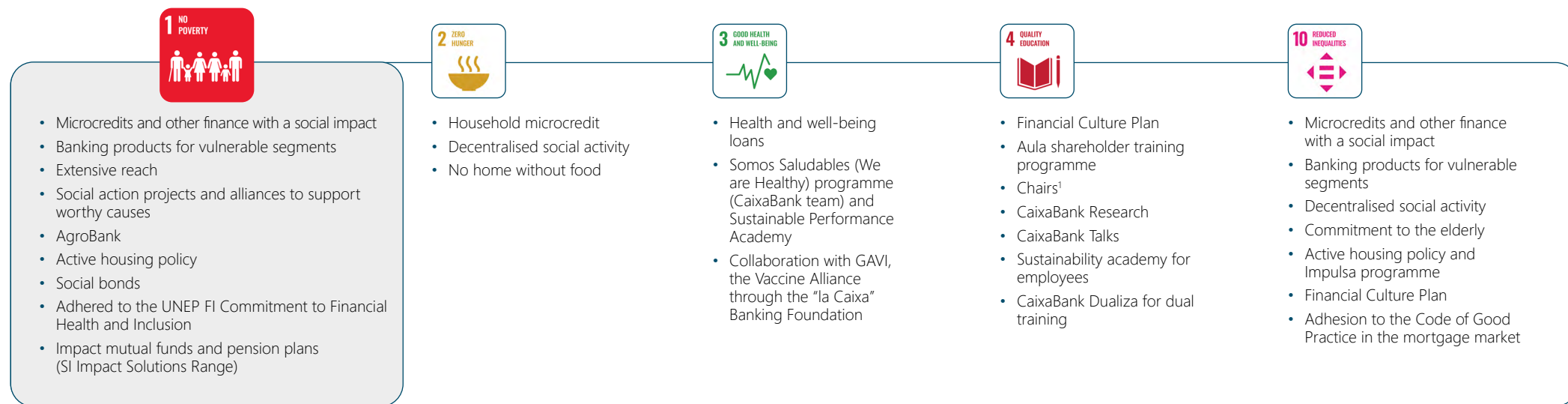


CaixaBank has a **Strategic agreement with "la Caixa" Banking Foundation**, its reference shareholder

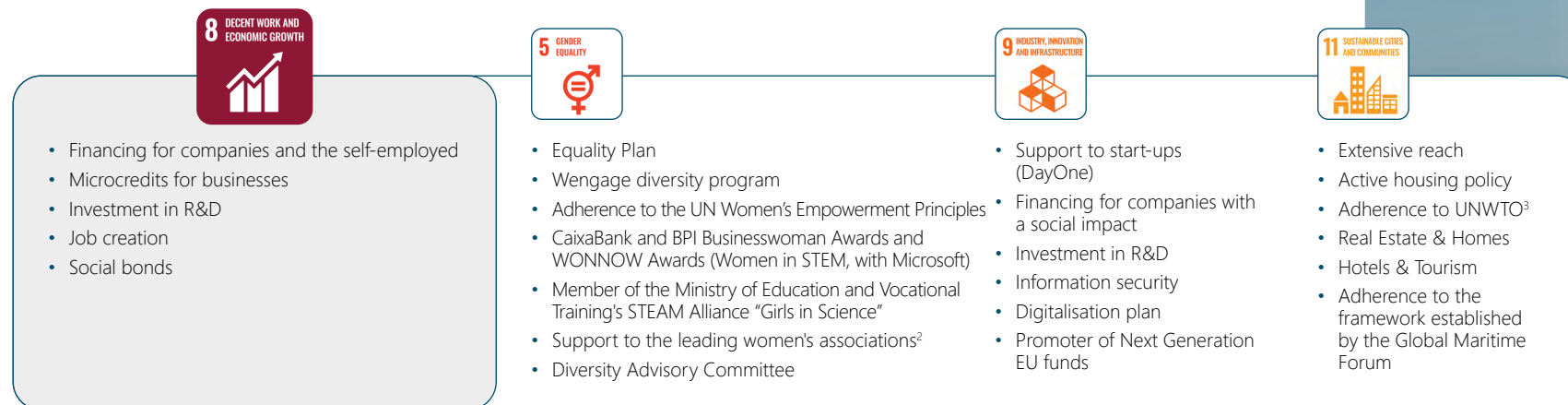
## Priorities / Interrelated SDGs



## Contribution to the progress and well-being of the most vulnerable groups through access to financial services, social initiatives and an active housing policy.



## Driving economic activity by promoting investment in innovation, entrepreneurship and the growth of micro-enterprises and SMEs.



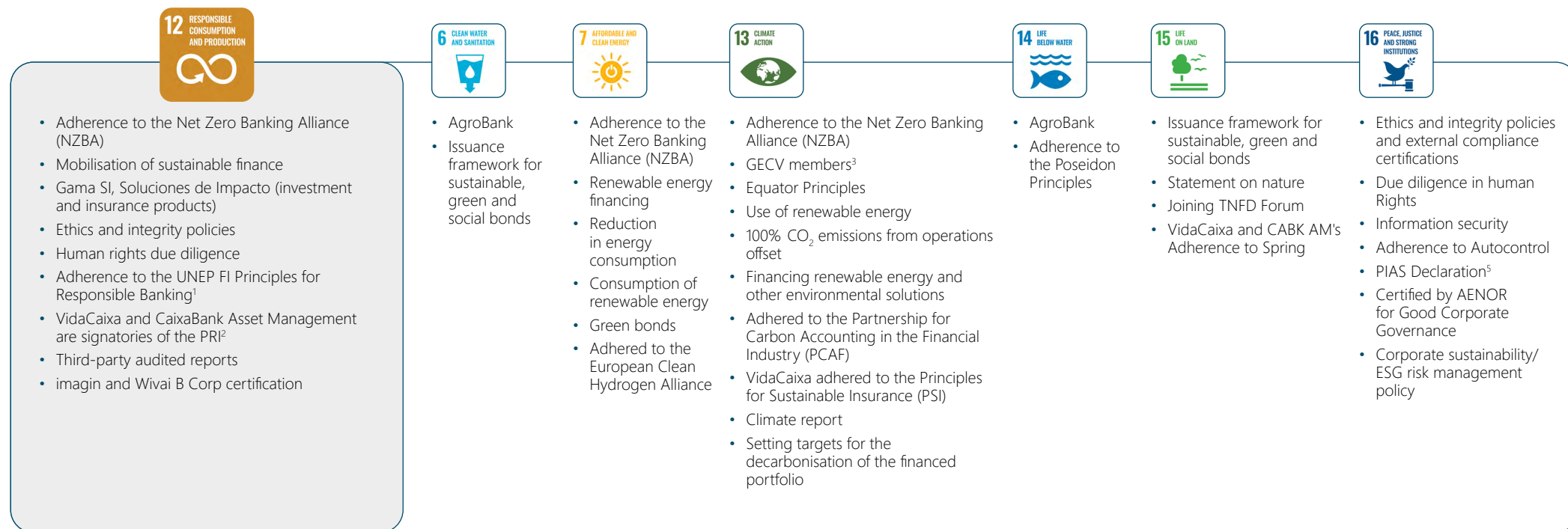
<sup>1</sup> CaixaBank Chair of Sustainability and Social Impact at IESE.

<sup>2</sup> Equality in business; Diversity Charter; More Women, Better Businesses; Eje&Con.

<sup>3</sup> United Nations World Tourism Organisation.

## Implementation of a sustainable banking model

based on sustainable and efficient management of natural resources.



## Contribution to all SDGs through proprietary programmes and partnerships.



<sup>1</sup> United Nations Environment Programme Finance Initiative.

<sup>2</sup> Principles for Responsible Investment.

<sup>3</sup> Spanish Green Growth Group.

<sup>4</sup> For more details, see the section "Adherence and Alliances".

<sup>5</sup> Statement of Principal Adverse Impacts of Investment Decisions on Sustainability Factors.



## Related SDGs

	Scope	Hard indicators	2023	Page
	Microcredits	> Volume of family microcredits in €M	> 862	> 69
	AgroBank	> New lending to customers in the segment €M	> 28,441	> 15
	Decentralised social activity	> Number of initiatives aimed at local charity organisation projects	> 5,833	> 28
	Financing with social impact	> Health loan	> ✓	> 70
	Employees	> Healthy Organisation Certification by AENOR	> ✓	> 23
	"la Caixa" Banking Foundation alliance	> Participating companies, GAVI the Vaccine Alliance	> 4,200	> 30
	Financial Culture Plan	> Funcas-Educa Programme	> ✓	> 26
	Aula Programme	> Attendees	> ✓	> 26
	CaixaBank Talks	> Attendees	> 73,000	> 27
	CaixaBank Research	> Articles published	> 1,119	> 27
	Microcredits and other finance with a social impact	> Volume microcredit and social impact finance €M	> 1,383	> 68
	Inclusive finance	> Customers with vulnerable, social and inclusion basic payment accounts	> ~ 360,000	> 71
	Decentralised social initiatives	> Number of initiatives aimed at local charity organisation projects	> 5,833	> 28
	Home	> Homes in social rental programme	> 9,992	> 40
	Training	> Basic finance workshops by CaixaBank Volunteers Association	> ✓	> 27
	Accessibility	> Fully accessible branches in Spain %	> 89	> 39






**Contribution to the progress and well-being of the most vulnerable groups** through access to financial services, social initiatives and an active housing policy.



✓ Indicator included in the corresponding area according to the SDG-RELATED table.

## SDG-related

	Scope	Hard indicators	2023	Page
	Gender diversity	> Women in management positions %	> 43	> 37
	Adherences	> Adherence to the United Nations Women's Empowerment Principles	> ✓	> 49
	Sponsorships	> Sponsorship of the Spanish Paralympic Committee (SPC)	> ✓	> 36
	Entrepreneurship	> Volume of cash prizes, international training and visibility of 21st Entrepreneur Awards €M	> 0,8	> 16
	Microcredits	> Total business microcredits (€M)	> 253	> 69
	Innovation	> Investment in development and technology (€M)	> 1,263	> 88
	Information security	> Investment in information security (€M)	> 60	> 87
	Digitalisation	> Transactions per second	> ~30,000	> 88
	Extensive reach	> Fully accessible branches in Spain %	> 89	> 39
	Adherences	> United Nations World Tourism Organisation	> ✓	> 48
		> Adherence to the framework established by the Global Maritime Forum	> ✓	> 48



**Driving economic activity by promoting investment** in innovation, entrepreneurship and the growth of microenterprises and SMEs.



✓ Indicator included in the corresponding area according to the SDG-RELATED table.



## Related SDGs

	Scope	Hard indicators	2023	Page
	SDG bonds	> SDG 6 included in the framework for bond issuances linked to the SDGs	> ✓ >	67
	Sustainable financing	> Financing of sustainable activities €M	> 45,729 >	61
	Green bonds	> Green bond issuance €M	> ✓ >	67
	Environmental Management Plan	> Energy consumed from renewable sources %	> 100 >	80
	Adherences	> Member of the Spanish Green Growth Group	> ✓ >	49
	Equator Principles	> Participation in financed operations €M	> 841 >	81
	Sustainable financing	> Financing of sustainable activities €M	> 45,729 >	61
	Environmental Management Plan	> Energy consumed from renewable sources %	> 100 >	80
	Paths	> Setting decarbonisation targets of the financed portfolio	> ✓ >	77
	AgroBank	> Eco-financing line for agricultural projects (water use efficiency)	> ✓ >	15
	Adherences	> Poseidon Principle	> ✓ >	49
	Adherences	> Adherence to TNFD Forum	> ✓ >	54
	Adherences	> Ethics and integrity policies	> ✓ >	45
	Adherences	> Due diligence process and evaluation of Human Rights	> ✓ >	45
	Adherences	> PIAS Declaration	> ✓ >	72
	Adherences	> Corporate sustainability/ESG management policy	> ✓ >	81
	Information security	> Investment in information security €M	> 60 >	87
	Adherence	> Autocontrol, the Spanish Association for Commercial Self-Regulation for good advertising practices	> ✓ >	47
	Certifications	> Certified by AENOR for Good Corporate Governance	> ✓ >	50

✓ Indicator included in the corresponding area according to the SDG-RELATED table.



**Implementation of a sustainable banking model** based on sustainable and efficient management of natural resources.





# Dual materiality study and SDGs

The CaixaBank Group carries out an annual double-sided materiality impact study to **identify significant matters from a dual perspective:** financial impact (on the company) and impact materiality (stakeholders).

## Priority and interrelated SDGs



● Transversal   ● Governance   ● Environmental   ● Social   ● Human rights   ● Labour   ● Environment   ● Anti-corruption

## Material aspects

## Global Compact Principles<sup>1</sup>

● Access to microfinance and solutions with social impact	1, 2, 4, 5, 6
● Promoting financial education	1, 2
● Social initiatives and volunteering	1, 2, 3, 4, 5, 6, 10
● Profitability and financial strength	1, 2, 6
● Cyber security and data protection	1, 2, 6
● Responsible marketing	1, 2, 6, 10
● Clear and transparent communication	1, 2, 3, 4, 6, 10
● Quality, wide-ranging and specialised range of financial products and services	1, 2, 6
● Segmented customer service	1, 2, 6
● Accessibility and inclusion	1, 2, 6
● Diversity and equality	1, 2, 3, 4, 6
● Working conditions and workers' welfare	1, 2, 3, 4, 5, 6
● Talent management and professional development	1, 2, 3, 4, 6
● Ethics, good governance and responsible culture	1, 2, 3, 4, 5, 6, 7, 8, 9, 10
● Financial and non-financial risk management	1, 2, 3, 4, 5, 6, 7, 8, 9, 10
● Promoting sustainability in the value chain	1, 7, 8, 9
● Adaptation to climate change and energy transition	1, 7, 8, 9
● Environmental financing and investment solutions	1, 2, 7, 8, 9
● Decarbonisation of investments	7, 8, 9
● Environmental management and operational carbon footprint	7, 8, 9
● Management of risks derived from climate change	7, 8, 9
● Fostering partnerships to promote sustainability	1, 2, 3, 4, 5, 6, 7, 8, 9, 10



<sup>1</sup><https://www.pactomundial.org/noticia/10-principios-17-ods/>.

# Recognition 2023



## Reputation as a premium brand



- 2023 Best Bank in Spain
- Best Digital Bank in Western Europe 2023
- Best Bank in Sustainability in Spain 2023
- Best Bank for CSR in Spain 2023
- Best Digital Solutions Bank in Spain 2023 Euromoney



- Best Bank in Spain and Western Europe in 2023
- Leading Bank in ESG Lending in the World 2023
- Leading Bank in Supporting Society in Western Europe 2023 Global Finance



- Best Private Banking Operator in Spain in 2023
- Best Private Banking in Spain in Discretionary Portfolio Management 2023
- Best Digital Private Banking in Spain 2023 Euromoney



- In the Top 3 globally for gender equality Code



- Among the 15 top banks in the world for ESG Dow Jones Sustainability Index



- Highest rating (5 stars) in sustainable investment PRI

## Widely recognised as the market leader in IT infrastructure



- Best Retail Digital Bank in Spain 2023
- Best Mobile App (Consumer Banking) in Spain 2023
- Best Bank (Consumer Banking) in Innovation and Transformation in Spain 2023
- Best Integrated Online Banking (Consumer Banking) in Spain 2023
- Best Digital Bank (Consumer Banking) for Online Offering in Spain and Western Europe 2023
- Best Digital Bank (Consumer Banking) in Invoice Management Spain and Western Europe 2023
- Best Digital Bank (Consumer Banking) for Lending in Spain and Western Europe 2023
- Best Digital Bank (Consumer Banking) for Open Banking API in Spain 2023
- Best Digital Bank (Institutional Banking) for Cash Management in Spain 2023 Global Finance



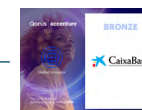
- Global innovative project in the Corporate Financial Services Labs category 2023: customer experience labs and Insights Center
- Global innovative project in Sustainability 2023: Carbon footprint calculator for individuals Global Finance



- Best global innovation in customer experience design: Insights Center BAI (Bank Admin. Institute)



- Best Private Bank in Europe for Digital Marketing and Communication 2023 PWM (FT Group)



- Global Innovator (Bronze) 2023 Qorus-Accenture

## Recognition as a premium and innovative brand



- Best ESG Bank in Portugal 2023 Euromoney



- Best Private Banking in Portugal 2023 Euromoney



- Best Private Banking in Portugal 2023 PWM (FT Group)



- Recognition for best cash and treasury management in 2023 Global Finance



- Best Digital Bank for Innovation and Transformation in Portugal 2023 Global Finance



- Mark of Excellence in 2023 Superbrands



- Most Trusted Banking Brand in Portugal in 2023 Reader's Digest



- Best CRM for Private Banking in Europe 2023 PWM (FT Group)



- #1 Digital Bank 2023
- #1 Prestige Products in 2023
- #1 Mortgages 2023 Cinco Estrelas

# Responsible Business

## / Sustainable Development Goals

covered in this chapter and CaixaBank's contribution



### No poverty

- Microcredits and other finance with a social impact
- Inclusive finance
- Socially Responsible Investment Project



### Responsible consumption and production

- Adherence to the United Nations Principles for Responsible Investment
- Mobilisation of sustainable finance
- Responsible investment



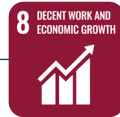
### Affordable and clean energy

- Green bonds



### Climate action

- Funding for renewable energy projects
- Green bonds



### Decent work and economic growth

- Social bonds



### Peace, justice and strong institutions

- Corporate sustainability/ESG risk management policy



### Industry, innovation and infrastructure

- Green bonds

## COMMITMENT



**€50,813 M**  
mobilisation of sustainable finance in 2023

**€1,383 M**  
volume of microcredits and other finance with a social impact

**€1.1 M**  
collected for different social causes

**Sustainable Finance Identification Guide published**

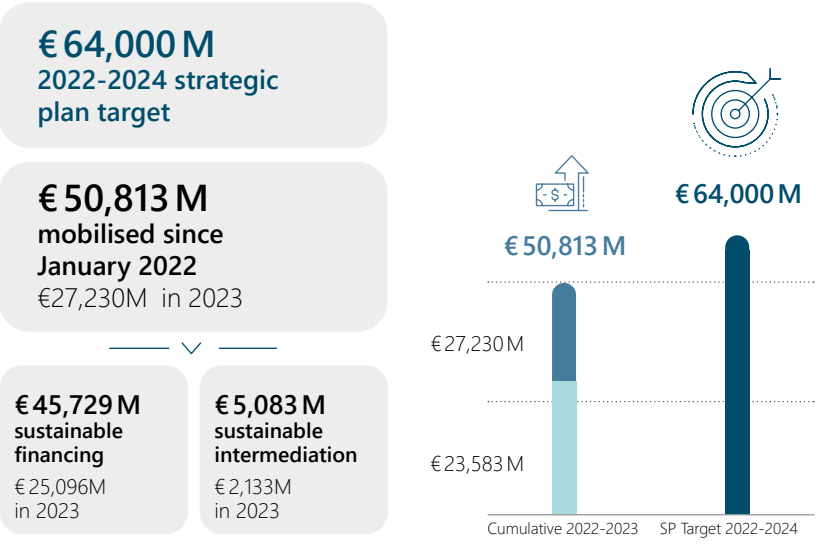


# Sustainable business

## Mobilizing finance in Spain

CaixaBank is committed to sustainability through the design and marketing of products that integrate environmental, social and governance criteria and foster activities that contribute to the transition to a low carbon economy and that are environmentally sustainable.

Aim of mobilising €64,000M<sup>1</sup> of sustainable production between 2022 and 2024 for its business in Spain.



## Green financing

Has a positive environmental impact and the underlying projects or assets are eligible projects or assets: **renewable energies, energy efficiency, sustainable transport, waste treatment and sustainable building.**

Including loans that comply with the Green Loan Principles (GLP) issued by the Loan Market Association (LMA), called "Green Loans".

### Financing by category



51% (€4,790 M)  
renewable energy<sup>1</sup>

34% (€3,149 M)  
real estate

8% (€717 M)  
circular economy

5% (€460 M)  
transport

2% (€182 M)  
infrastructure

0% (€32 M)  
rest/other

### Renewable energies

#### Project Finance

Renewable energy exposure represents 86% of the project finance energy projects portfolio.

**16**  
new projects  
awarded

**€1,196M**  
new projects  
financed

**Which translates into 5,345 MW**  
of installed renewable energy capacity

**62%**  
from the projects has been allocated to wind energy projects

Corporate loans -  
renewable energy

**€3,278M**  
approved

Financing  
photovoltaic panels

**€46M**  
approved

### Real estate business

#### Green mortgages

Mortgage loans to individuals in relation to homes with an A or B energy efficiency certificate.

**€832M**  
approved

#### Financing of energy efficient buildings

Operations are considered environmentally sustainable if there is documentary evidence of an energy efficiency certificate with an A or B rating.

**€1,087M**  
developments arranged  
and expected to be rated A or B

**€1,230M**  
financing  
of commercial real estate

<sup>1</sup> Renewable Energies - Project Finance and others.



Social financing<sup>1</sup>

Social finance is finance that has a positive impact on society. CaixaBank has MicroBank, the Group's social bank, which is a benchmark in financial inclusion through microcredits and other financing with a social impact.



Incentive mechanism for the origination of sustainable transactions (green and social)

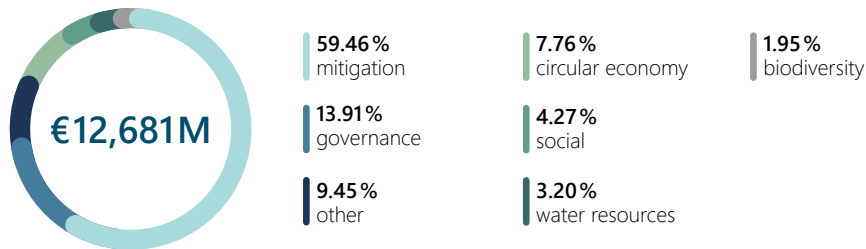
CaixaBank has a Financing Framework linked to the SDGs<sup>2</sup>, as part of which it issues financial instruments, such as bonds, which finance the bank's green, social and/or sustainable financing activities. To promote the origination of green/social/sustainable transactions by the Bank's business teams, the Bank has an internal incentive mechanism in place to promote sustainable financing. The use of this incentive for green assets came into effect in 2022 and its extension to social assets came into effect in 2023.

Loans linked to sustainability variables

Loans linked to ESG indicators where the conditions will vary depending on the achievement of sustainability objectives. In most operations, an external advisor assesses target-setting, following the recommendation of the Sustainability-Linked Loan Principles.



Financing in Sustainability-Linked Loans by category



<sup>1</sup> Pursuant to the eligibility criteria contained in the CaixaBank Sustainable Development Goals (SDG) Funding Framework and additional criteria aligned with prevailing market standards and best practices, including the draft Social Taxonomy, the Loan Market Association's Social Loan Principles and ICMA's Social Bond Principles.  
<sup>2</sup> CaixaBank's Funding Framework linked to the Sustainable Development Goals (SDG) (caixabank.com).



## Sustainable brokering

### Participation in the placement of sustainable bonds

**€2,133M**

**€1,660M**

Stake in the placement of sustainable bonds (excluding own issuances)

**€473M**

Increase sustainable assets under management

**From a total of 20 for €1,660M<sup>1</sup>**

**12 for €1,010M**

Green bonds (amount of stake)<sup>1</sup>

**5 for €533M**

Sustainable bonds (amount of stake)<sup>1</sup>

**3 for €117M**

Sustainability-linked bonds (SLB) (amount of stake)<sup>1</sup>

CaixaBank has been a signatory to the Green Bond Principles established by the International Capital Markets Association (ICMA), since 2015.

Since then, the Bank has participated in the placement of green bonds allocated to projects that will have a positive impact on the climate.



### Green bonds<sup>2</sup>

			Maturity	Coupon	ISIN	Stake in issuance	Issued
	€1,000 M	Green hybrid	No maturity	5.94 %	PTEDP4OM0025	Joint Bookrunner	Jan-23
	€500 M	Green hybrid	No maturity	4.63 %	XS2552369469	Joint Bookrunner	Jan-23
	€750 M	Green Covered Bond	6 years	3.13 %	AT000B049945	Joint Bookrunner	Feb-23
	€600 M	Green bond	12 years	4.63 %	XS2589820294	Joint Bookrunner	Feb-23
	€91.4 M	Green bond	2.6 years	4.90 %	XS2596338348	Sole Bookrunner	Mar-23
	€500 M	Green bond	10 years	3.90 %	ES0200002089	Joint Bookrunner	Apr-23
	€600 M	Green bond	5.4 years	3.36 %	EN00001010L6	Joint Bookrunner	Jun-23
	€750 M	Green hybrid	No maturity	6.75 %	XS2646608401	Joint Bookrunner	Aug-23
	€600 M and €750 M	Green bond	60 years	4,125 % and 4,375 %	XS2699159278 - X22699159351	Joint Bookrunner	Sep-23
	€500 M	Green Senior Unsecured	7.5 years	5.13 %	X226989998593	Joint Bookrunner	Oct-23
	€600 M	Green Senior Unsecured	6 years	5.25 %	X2661068234	Global Coordinator & Green Structuring Agent	Oct-23

### Sustainable bonds<sup>2</sup>

			Maturity	Coupon	ISIN	Stake in issuance	Issued
	€1,000 M	Sustainable Bond	10 years	3.60 %	ES00001010K8	Joint Bookrunner	Feb-23
	€500 M	Sustainable Bond	6 years	3.71 %	ES0001352626	Joint Bookrunner	Feb-23
	€700 M	Sustainable Bond	10.2 years	3.50 %	ES0000106742	Joint Bookrunner	Feb-23
	€600 M	Sustainable Bond	10 years	3.95 %	ES0000090904	Joint Bookrunner	Mar-23
	€500 M	Sustainable Bond	10 years	3.50 %	ES0001351602	Joint Bookrunner	Jun-23

### Sustainability-linked bonds (SLB)

			Maturity	Coupon	ISIN	Stake in issuance	Issued
	€600 M	Inaugural SLB	6.5 years	4.13 %	X52582860909	Joint Bookrunner	Jan-23
	€750 M and €750 M	Sustainable Bond	8 and 20 years	4 % and 4.50 %	X52589260723 X52589260996	Joint Bookrunner	Feb-23

<sup>1</sup>Corresponds to CaixaBank's proportional stake in the issuance and placement of sustainable bonds (green, social or mixed) on behalf of customers. Does not include the placement of own issuances, such as the social bond issued by CaixaBank.

<sup>2</sup>The total amount of the issuance is shown, not just the CaixaBank stake.

Mobilising sustainable finance – Business in Portugal<sup>1</sup>

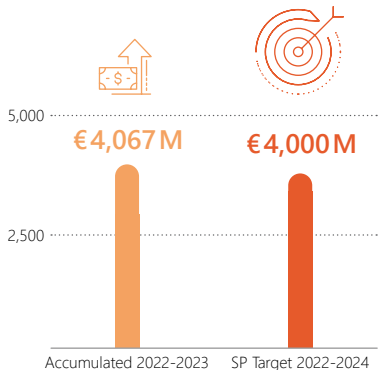
The CaixaBank Group is also committed to mobilising sustainable finance in its Portuguese business, through Banco BPI.

€4,000M  
2022-2024 strategic plan target

€4,067M mobilised since January 2022  
€1,881M in 2023

€1,827M sustainable financing  
€1,041M in 2023

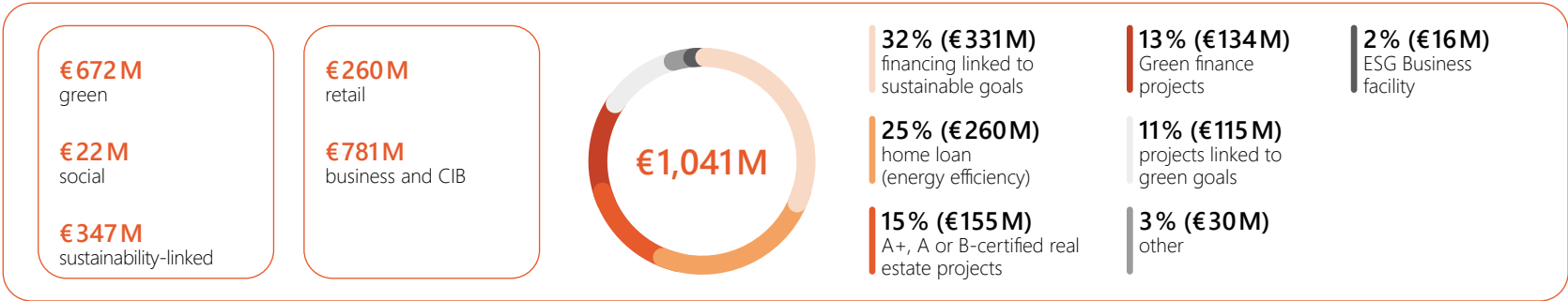
€2,240M sustainable intermediation  
€840M in 2023



Sustainable financing

Aware of the importance of adopting measures to ensure environmental sustainability in its products, Banco BPI offers a range of credit facilities to promote energy efficiency and supports several renewable energy and social investment projects.

BPI has promoted the financing of sustainable activities, lending €1,041M:



<sup>1</sup> Mobilising sustainable finance - Portuguese business: includes lending to companies (corporate + CIBs + institutions) and individuals, as well as participation in the placement of sustainable bonds. As regards sustainable brokerage, articles 8 and 9 funds and insurance are included under SFDR for both liquid fundraising and transformation, as well as third-party funds.



# Own bond issuance

## Social bonds

In 2023, CaixaBank issued a 5th social bond.

### Social bond issued in 2023

**Emissions:** May 2023

**Type:** Senior non-preferred

**Face value:** €1,000M

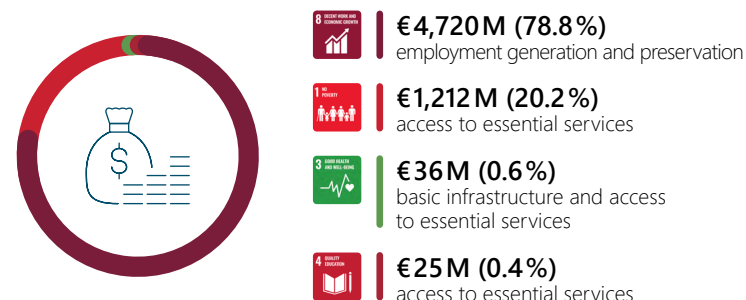
**Maturity<sup>1</sup>:** 16 May 2027

**Coupon:** 4,625 %

The objectives of the social bond focus on financing activities and projects that contribute to the fight against poverty, promote education and welfare and foster economic and social development in the most disadvantaged areas of Spain.

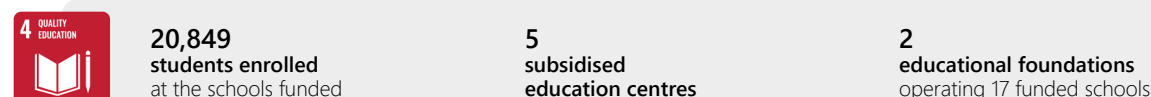
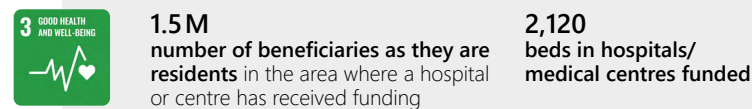
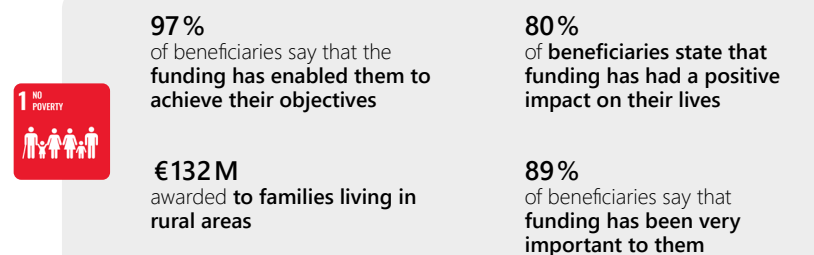


### Social portfolio at 31 December 2022



## Social bond impact

In December 2023, the bank published its 4th social bond impact report, verified by an independent third party, with limited assurance scope.



<sup>1</sup> With the option of early redemption in the past year by the issuer.

<sup>2</sup> [https://www.caixabank.com/deployedfiles/caixabank\\_com/Estaticos/PDFs/AccionistasInversores/Social\\_Bonds\\_Reports\\_Dec22.pdf](https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/AccionistasInversores/Social_Bonds_Reports_Dec22.pdf).



Green bonds

In February 2024, CaixaBank issued 1 green bond for €1,250M.

The portfolio of eligible green assets consists of loans mainly for renewable solar and wind energy projects.

Green bond 2024

Emissions: February 9, 2024

Type: Senior non-preferred

Face value: €1,250 M

Maturity: February 9, 2024 (date of early redemption 9/2/2031)

Coupon: 4,125 %

Impact of green bonds

Green Portfolio as at 31 December 2022

€9,152 M

7

RENEWABLE ENERGY

€6,215 M (67.9%)  
renewable energies

9

ENERGY EFFICIENT BUILDINGS

€2,029 M (22.2%)  
energy-efficient buildings

11

CLEAN AND EFFICIENT TRANSPORT

€497 M (5.4%)  
Clean and efficient transport

12

WASTEWATER MANAGEMENT

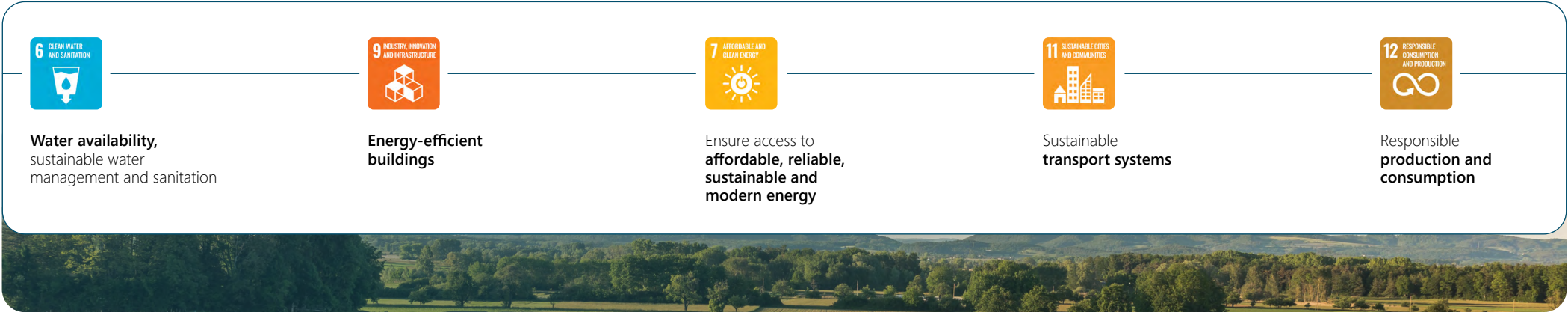
€411M (4.5%)  
Wastewater management

GREEN BOND 2024

REPORT


In December 2023, the 3rd green bonds impact report<sup>1</sup> was published


The funds raised across the two bonds issued in 2024 have been earmarked to finance projects that advance two of the Sustainable Development Goals (SDGs):



<sup>1</sup> Link to the website: [https://www.caixabank.com/deployedfiles/caixabank\\_com/Estaticos/PDFs/AccionistasInversores/Green\\_Bonds\\_Report\\_Dec22.pdf](https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/AccionistasInversores/Green_Bonds_Report_Dec22.pdf).


# Microcredits and other finance with a social impact






MicroBank aims to contribute to financial inclusion, facilitating financing for people and groups that may have difficulties in accessing traditional financing.

Its social banking model follows the parameters of rigour and sustainability of a banking institution, helping it to add value in social terms.




144,473

number of microcredits and other loans with social impact



€1,383 M


volume of microcredits and other finance with a social impact




274

companies collaborating


Support from leading European institutions




EUROPEAN INVESTMENT FUND



CEB  
COUNCIL OF EUROPEAN DEVELOPMENT BANK  
BANQUE DE DEVELOPPEMENT DU CONSEIL DE L'EUROPE

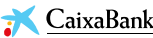


Banco Europeo de Inversiones



MicroBank's strategic vision


is to be the best European bank in the provision of finance with a social impact


CaixaBank


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Main financing options



MICROCREDITS

OTHER FINANCING WITH SOCIAL IMPACT

### Families

Aimed at people with limited income, below 25,200 euros/year<sup>1</sup>, who want to finance projects linked to personal and family development, as well as needs arising from unforeseen situations.

118,753

loans approved

€862M

turnover

7,260 €

Average amount

### Businesses

Aimed at: entrepreneurs and microenterprises with less than 10 employees and a turnover of no more than two million euros per year that need financing to start up, consolidate or expand their business, or to meet working capital needs.

19,267

loans approved


€253M

turnover

13,150 €


Average amount

Economic development and job creation




28,521


jobs created by supporting entrepreneurs through MicroBank



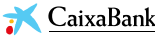
8,621

new business begun with the financial support received





<sup>1</sup>To determine income level, the Public Indicator of Multiple Effect Income (IPREM, due to Spanish initials) has been taken into account.

CaixaBank

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## Main financing options



MICROCREDITS



OTHER FINANCING WITH SOCIAL IMPACT

Loans aimed at **projects that generate a positive social impact on society**, in sectors such as the social economy, health, education and innovation.

**6,453**  
loans approved

**€268M**  
turnover

**41,501€**  
Average amount

Highlights include:

### Skills & Education Loan

- **Students:** aimed at people looking to broaden their training or improve their professional skills.
- **Businesses:** aimed at educational and training centres to finance infrastructure, intangible assets and working capital.

### Social Enterprise Loan

- Aimed at social institutions and enterprises that have a measurable positive impact

### Health loan

- Loan to finance medical treatments and temporary assistance to people suffering from a mental health pathology (eating disorders, behaviour disorders, etc.), with the aim of helping to improve their quality of life and personal autonomy

### Innovation loan

- Aimed at business projects that demonstrate innovation, whether in their products, services or management models

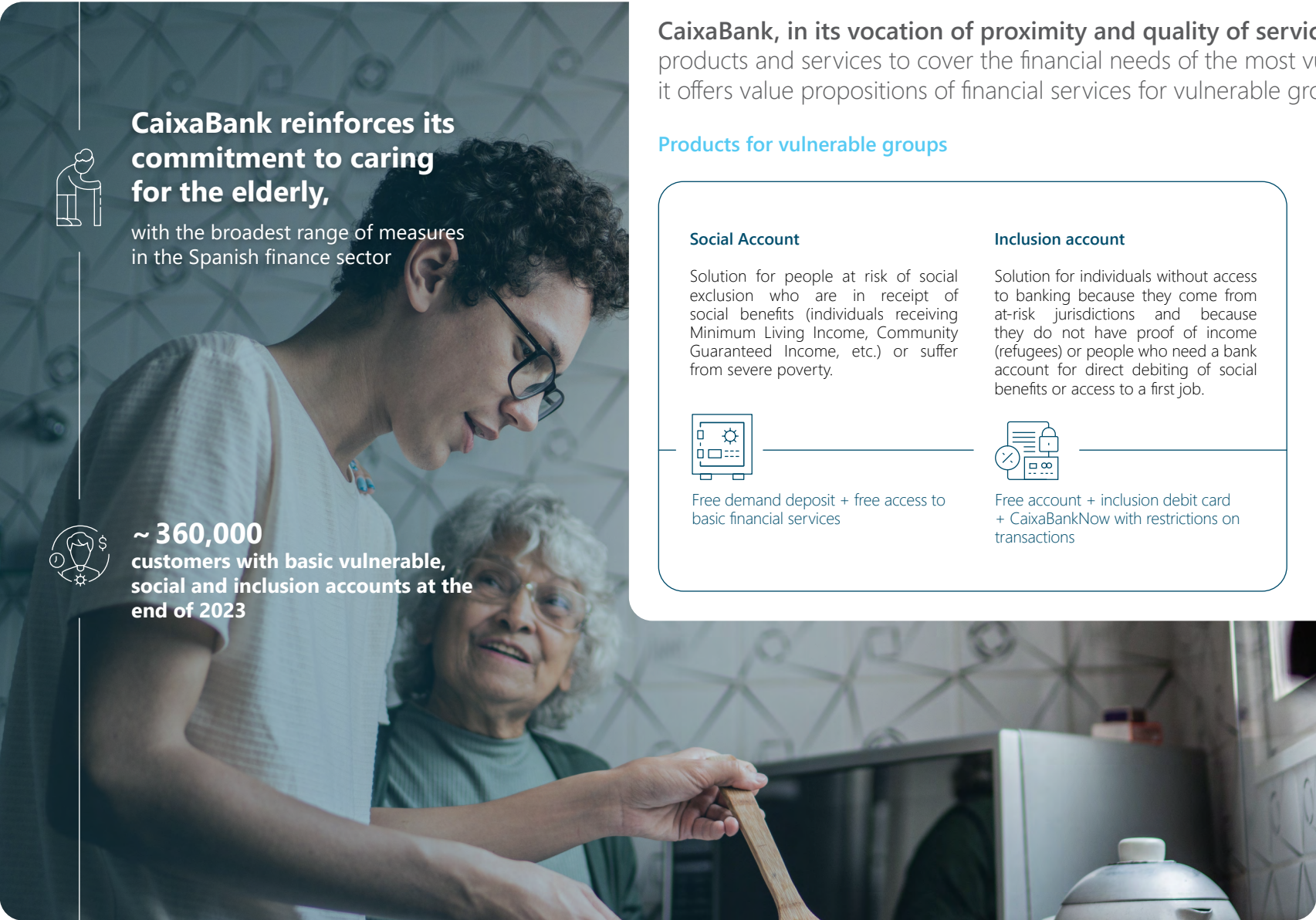


## Skills & Education Programme

Agreement with the European Investment Fund (EIF) to improve access to finance for individuals and organisations wishing to invest in training and education with the aim of improving their employability.



# Inclusive finance



**CaixaBank reinforces its commitment to caring for the elderly,**

with the broadest range of measures in the Spanish finance sector



**~ 360,000**  
customers with basic vulnerable, social and inclusion accounts at the end of 2023

**CaixaBank, in its vocation of proximity and quality of service,** has designed financial products and services to cover the financial needs of the most vulnerable groups. In this line, it offers value propositions of financial services for vulnerable groups.

### Products for vulnerable groups

#### Social Account

Solution for people at risk of social exclusion who are in receipt of social benefits (individuals receiving Minimum Living Income, Community Guaranteed Income, etc.) or suffer from severe poverty.



Free demand deposit + free access to basic financial services

#### Inclusion account

Solution for individuals without access to banking because they come from at-risk jurisdictions and because they do not have proof of income (refugees) or people who need a bank account for direct debiting of social benefits or access to a first job.



Free account + inclusion debit card + CaixaBankNow with restrictions on transactions

#### Basic Payment Account

Any person who is a resident in the EU can have a basic payment account that ensures access to basic personal financial transactions. If the customer is also at risk of financial exclusion or vulnerability, such an account may be exempt from fees and commissions.



Account + debit card + basic financial services

**23,291**  
Customers with a basic payment account

# Responsible investment

CaixaBank Group, of which CaixaBank Asset Management and VidaCaixa form part, is **committed to integrating ESG** criteria into its investments.

The investment management model of VidaCaixa and CaixaBank Asset Management is aligned with the Group's values, policies and principles, complies with the framework of the European Union's Sustainable Finance Action Plan and integrates the best international sustainability management strategies and practices.



VidaCaixa and CaixaBank Asset Management have obtained **Certification in Sustainable Finance under AENOR's ESG criteria.**



VidaCaixa and CaixaBank Asset Management back the **TCFD recommendations on climate risk management**



In 2022, VidaCaixa was the **first insurance and pension fund management company in Spain** to join the Net Zero Asset Owner Alliance (NZAOA). In 2023, the CaixaBank employee pension fund (PC30) has joined the Net Zero Asset Owners Alliance (NZAOA).



## Launch of the CaixaBank Gestión Tendencias FI fund

A fund that invests in major long-term global trends with a sustainable approach



## The CaixaBank Employees' Pension Plan (PC30)

Awarded "Best Pension Fund in Spain" according to IPE Awards 2023

### Assets of products marketed under SFDR



**53.5%**  
assets in products classified under article 6

**44.3%**  
assets in products classified under article 8

**2.1%**  
assets in products classified under article 9

**46,5%**  
**of assets** have a rating under articles 8 and 9 of SFDR

**100%**  
**Of the assets under management** with ESG considerations

### ESG risk integration²



CaixaBank Asset Management has obtained the highest rating with 5 stars in three modules:

- "Policy, Governance and Strategy"
- "Confidence Building Measures"
- "Direct - Listed equity - Active fundamental".



BPI Gestão de Ativos has had the highest rating (5 stars) in five modules:

- "Policy, Governance and Strategy"
- "Confidence Building Measures"
- "Indirect - Listed equity - Active"
- "Indirect - Fixed income - Active"
- "Direct - Hedge funds - Long/short equity"



VidaCaixa has been awarded the **maximum rating (5 stars) in the Investment Policy and Active Ownership category** by PRI.

**100 %**  
**of assets under management** with ESG aspects taken into account at 31 December 2023 (according to UNPRI criteria)

¹ Includes discretionary management of CaixaBank portfolios, CaixaBank Asset Management mutual funds and VidaCaixa pension funds, voluntary pension schemes and unit-linked funds.

² Does not include business from the merger with Sa Nostra Vida.





## Top of the Spanish insurance company ranking

### Spain<sup>1</sup>

**€115,411M**  
managed customer  
funds

### Portugal<sup>2</sup>

**€7,523M**  
managed customer  
funds

### Asset distribution under SFDR



**71,5%<sup>3</sup>**  
of assets have a rating under articles  
8 and 9 of SFDR  
**€31,732 M**



**56,7%**  
of assets have a rating under articles  
8 and 9 of SFDR  
**€3,683 M**

### Spain

### Portugal

Assets and products under Article 6

**28,5 %**  
(€12,659 M)

**43,3 %**  
(€2,809 M)

Assets and products under Article 8

**68,8 %**  
(€30,551M)

**56,7 %**  
(€3,683 M)

Assets and products under Article 9

**2,7 %**  
(€1,181M)

**0%**  
(€0 M)

### Impact

#### Exposure to sustainable bonds



**€3,444 M**  
Green bonds

**€1,801M**  
Social bonds

**€781M**  
Sustainable bonds

**€313M**  
Sustainability-linked bonds

### Engagement

**6**  
collective  
dialogues

**278**  
ESG Due Diligence  
with external asset management

**22 %**  
investment in companies subject  
to engagement processes (direct)

**124**  
dialogues with  
companies on ESG issues

**13**  
dialogues with external asset  
management on ESG matters

**193**  
ESG issues addressed in the  
dialogues with companies

### Proxy voting

**514**  
annual general meeting votes  
during the year

**133**  
meetings where votes have been  
cast in favour of shareholder  
resolutions

**16**  
meetings at which shareholders  
voted against board members  
due to concerns over ESG  
matters or climate risk

**88**  
meetings at which shareholder  
resolutions on environmental  
and social issues were passed

<sup>1</sup> Includes VidaCaixa, S.A. life and pension plans business.

<sup>2</sup> Includes the life and pension plans business of BPI Vida e Pensões, wholly owned by VidaCaixa, S.A.

<sup>3</sup> Percentage and amounts calculated on plans affected by the SFDR, including voluntary pension schemes and unit-linked funds. The calculated percentage of plans and insurance affected by the SFDR was 53.2% at year end.



**CaixaBank AM is the only European fund manager to obtain the "EFQM 500 Seal".**  
for its strategy focused on excellence, innovation and sustainability

## Leaders in asset management

### Spain<sup>1</sup>

**23,6 %**  
market share of mutual funds in Spain

**€89,784 M**  
of assets under management

**€45,446 M**  
discretionary portfolio management

### Portugal<sup>2</sup>

**15,6 %**  
market share of mutual funds in Portugal

**€6,725 M**  
of assets under management

**€3,381 M**  
discretionary portfolio management

### Luxembourg<sup>3</sup>

**€808 M**  
of assets under management

Gender Diversity: CaixaBank AM named "the fund manager with the best gender representation in the world" by CityWire. This marks the second consecutive year that the asset management company has won this award in its category.



**39,5 %**  
of female fund managers out of the total

## Asset distribution under SFDR



**31,7 %**  
of assets have a rating under articles 8 and 9 of SFDR  
**€26,056 M**



**56,4 %**  
of assets have a rating under articles 8 and 9 of SFDR  
**€1,988 M**

### Spain

Assets and products under Article 6

**68,3 %**  
(€56,095 M)

### Portugal

**43,6 %**  
(€3,683 M)

Assets and products under Article 8

**29,7 %**  
(€24,424 M)

**53,5 %**  
(€1,885 M)

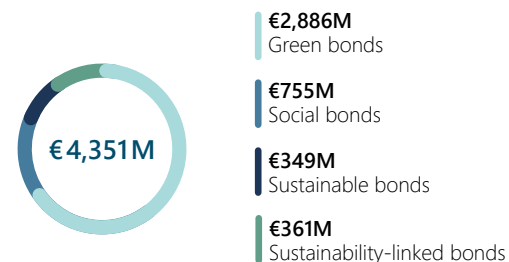
Assets and products under Article 9

**2,0 %**  
(€1,633 M)

**2,9 %**  
(€103 M)

## Impact

### Exposure to sustainable bonds



## Engagement

**3**  
collective dialogues<sup>4</sup>

**200**  
ESG Due Diligence and dialogues with third-party asset managers

**647**  
dialogues with companies on ESG matters

**1,623**  
ESG issues addressed in the dialogues with companies

## Proxy voting

**979**  
annual general meeting votes during the year

**192**  
meetings where votes have been cast in favour of shareholder resolutions

**25**  
at which shareholders voted against Board members on matters relating to ESG or climate risk concerns

**95**  
meetings at which shareholder resolutions on environmental and social issues were passed

<sup>1</sup> Includes CaixaBank Asset Management SGIC fund, discretionary portfolio management and SICAVs business.

<sup>2</sup> Includes the mutual and real estate fund business and discretionary management portfolios of BPI Gestão de Ativos SGFIM, which is wholly owned by CaixaBank Asset Management.

<sup>3</sup> Includes the fund and SICAV business of CaixaBank Asset Management Luxembourg, S.A.

<sup>4</sup> Dialogues include assets at 31/12 as well as assets initiated and completed in 2023.

## Socially responsible project

A comprehensive solution for Private Banking customers **in the field of philanthropy and sustainable investment.**

### Dissemination, outreach and recognition

#### 6th Private Banking Solidarity Awards

To highlight the philanthropic projects undertaken by customers.

**224 participants** from fields such as research, education, integration of vulnerable groups and promotion of culture.

#### Events Philanthropy Dialogues

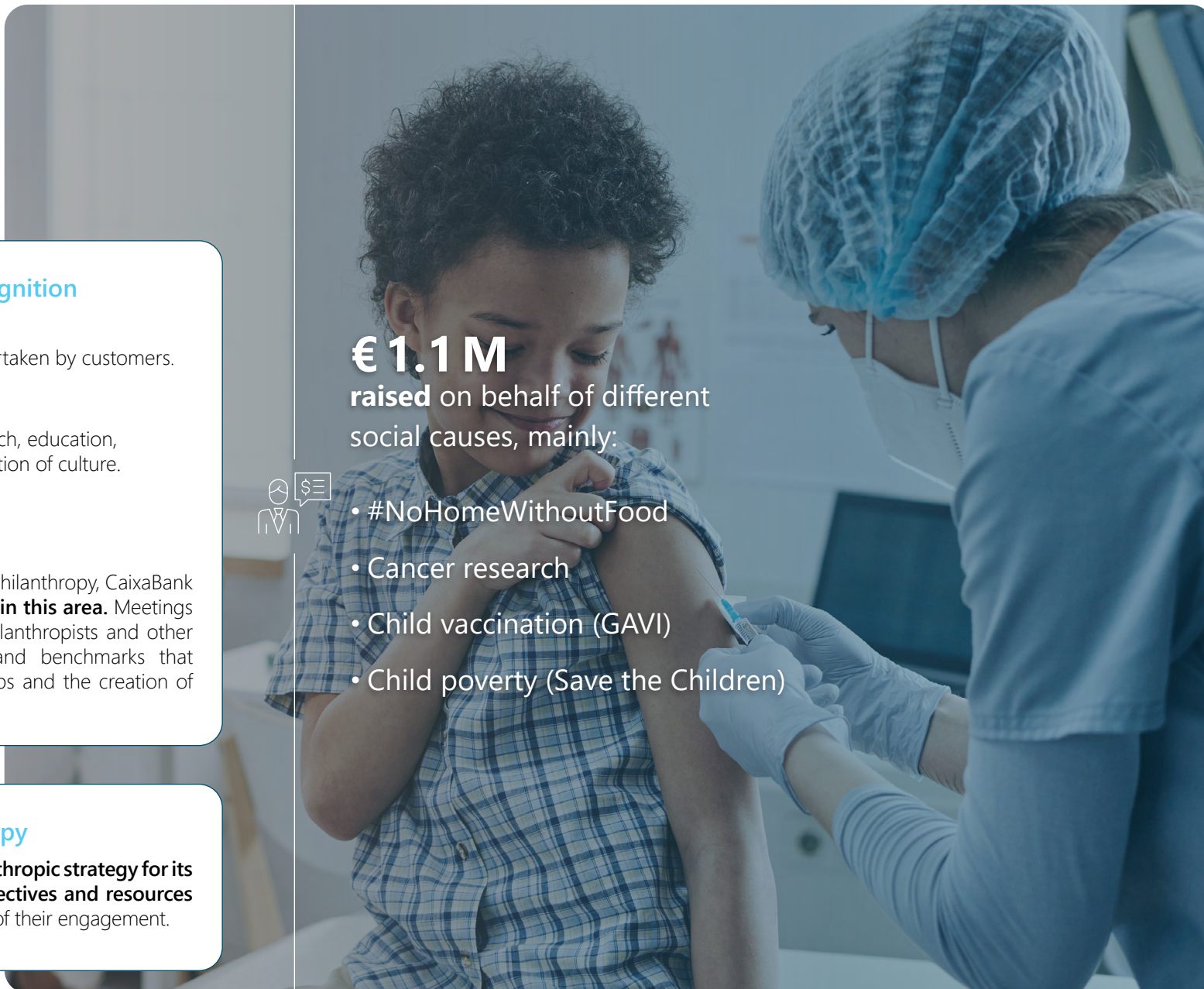
With the aim of stimulating and promoting philanthropy, CaixaBank helps to **analyse, disseminate and reflect in this area.** Meetings are organised that bring together local philanthropists and other stakeholders to identify best practices and benchmarks that stimulate both the formation of partnerships and the creation of new initiatives.

### Personalised advice on philanthropy

CaixaBank **helps to develop the best philanthropic strategy for its clients by addressing their concerns, objectives and resources** to create the greatest impact at every stage of their engagement.

**€1.1 M**  
raised on behalf of different  
social causes, mainly:

- #NoHomeWithoutFood
- Cancer research
- Child vaccination (GAVI)
- Child poverty (Save the Children)





# Climate change, nature and ESG risks

/ Sustainable Development Goals covered in this chapter and CaixaBank's contribution



## Responsible consumption and production

- Net Zero Banking Alliance
- Adherence to the United Nations Principles for Responsible Investment
- 2022-2024 Environmental Management Plan
- Reduction and offsetting of CO<sub>2</sub> emissions



## Climate action

- Net Zero Banking Alliance
- Member of the Board of the Green Growth Group
- Supporting the work of the Task Force on Climate-related Financial Disclosures
- Membership of Climate Action 100+
- 2022-2024 Environmental Management Plan
- Adherence to TNFD Forum



## Life below water

- Publication of a Statement on Nature



## Partnerships for the goals

- Net Zero Banking Alliance
- Adherence to the Collective Commitment to Financial Health and Inclusion
- Member of the Board of the Spanish Green Growth Group
- Joining the Nactiva Platform

PLANET



**100%**  
of electrical energy consumed is from renewable sources

**Publication**  
of a Statement on Nature



# Climate change



## In 2021, CaixaBank signed up to the Zero Net Emissions Banking Alliance (NZBA) as a founding member.

Partnership promoted by UNEP FI whereby the company commits to achieving net zero emissions by 2050 and to setting interim decarbonisation targets by 2030 for the most emission-intensive sectors.



## CaixaBank has published an annual climate report since 2022



**76%**  
exposure calculated according to PCAF methodology

**16%**  
exposure without calculation methodology implemented by PCAF at calculation date

**8%**  
non-calculated exposure (insufficient data)

CaixaBank has calculated the financed emissions for its loan portfolio at 31 December 2022 using the PCAF methodology. The following types of assets are covered: mortgages, commercial, corporate loans, project finance, and vehicle finance loans. The financed emissions linked to the investment portfolio (including corporate bonds and equities) have also been calculated.

## GHG emissions from the financing portfolio

View by sector (corporate finance)	Exposure	Absolute emissions		Emission intensity
	Total exposure (€M)	% calculated exposure	S1+2 (kt CO <sub>2</sub> e)	S3 (kt CO <sub>2</sub> e) (t CO <sub>2</sub> e/€M)
<b>Oil and gas</b>	6,301	74.5%	1,251	9,287
<b>Energy</b>	15,677	95.0%	2,594	5,833
<b>Transport</b>	18,835	80.0%	2,518	6,492
<b>Real estate business</b>	19,684	77.8%	824	1,596
<b>Cement</b>	287	87.7%	591	59
<b>Iron and steel</b>	2,055	92.5%	570	866
<b>Agriculture (including livestock)</b>	4,000	84.7%	1,295	705
<b>Aluminium</b>	507	79.3%	82	254
<b>Coal</b>	4	98.3%	11	5
<b>Other non-intensive sectors</b>	70,247	79.9%	3,928	26,804
<b>Total</b>	<b>137,595</b>		<b>13,664</b>	<b>51,901</b>

## Interim decarbonisation targets 2030

To date, CaixaBank has published the following decarbonisation targets for 2030:

Summary of sectoral decarbonisation targets set for 2030

Sector	Emissions scope	Metric	Scenario	Base year	Base-year metric	Reduction target (2030)	Metric target (2030)	2022 reduction compared to base year	Year of publication
<b>Electricity</b>	1	Physical intensity	IEA Net Zero 2050 <sup>1</sup>	2020	136 kg CO <sub>2</sub> e/MWh	-30%	95 kg CO <sub>2</sub> e/MWh	(13)%	2022
<b>Oil and gas</b>	1, 2, 3	Total emissions financed	IEA Net Zero 2050 <sup>1</sup>	2020	9.08 Mt CO <sub>2</sub> e	-23%	6.99 Mt CO <sub>2</sub> e	(19)%	2022
<b>Auto</b>	3 <sup>2</sup>	Physical intensity	IEA Net Zero 2050 <sup>1</sup>	2022	154 g CO <sub>2</sub> /vkm	-33%	103 g CO <sub>2</sub> /vkm		2023
<b>Iron and steel</b>	1+2	Physical intensity	IEA Net Zero 2050 <sup>1</sup>	2022	1,230 kg CO <sub>2</sub> e/t steel	-[10-20]%	1,107 - 984 kg CO <sub>2</sub> e/t steel		2023
<b>Coal</b>	N/A	Total exposure	N/A	2022	€2,845M (€213M considering mitigating factors <sup>3</sup> )	-100%	€0M		2023

Since the first published targets, cross-cutting methodological and data improvements have been made that affect all sectors and are part of the normal dynamics of metrics performance, as well as the inclusion of BPI and the investment portfolio in the metrics. These changes have a non-significant impact on the metrics, although they greatly improve the robustness of the data considering the use of this data. The metric for the oil and gas sector has been redesigned to be based on allocated risk. This avoids over-attribution of emissions, is consistent with the PCAF methodology and facilitates comparability, but does not diminish the ambition of the target.

\* The calculation has been made from an operational control approach following the methodology developed by PCAF and described in The Global GHG Accounting and Reporting Standard for the Financial Industry (Part A). Second Edition".

\* The information on emissions and financial data for the companies in CaixaBank's portfolio corresponds to the end of the 2021 reporting period.

\* Exclusions: No financed emissions have been calculated for assets with insufficient data, and exposure to credit institutions and sovereign risk (including €19,160M of Sareb bonds) are not part of the perimeter.

\* Business financing (non-financial corporations): includes loans for general corporate purposes (including SMEs) and project finance.

\* The calculation of company value for the Corporate Finance and Fixed Income categories is the sum of equity and debt (book value) for both listed and unlisted companies.

\* Scope 3 has been calculated for all the sectors in CaixaBank's portfolio. Given the high risk of double counting of emissions for the calculation of Scope 3, the emissions intensity per million euros is only reported for Scope 1+2.

\* The information has been verified by the external auditor (PwC)<sup>4</sup>.

<sup>1</sup> Net Zero by 2050. A Roadmap for the Global Energy Sector May 2021.

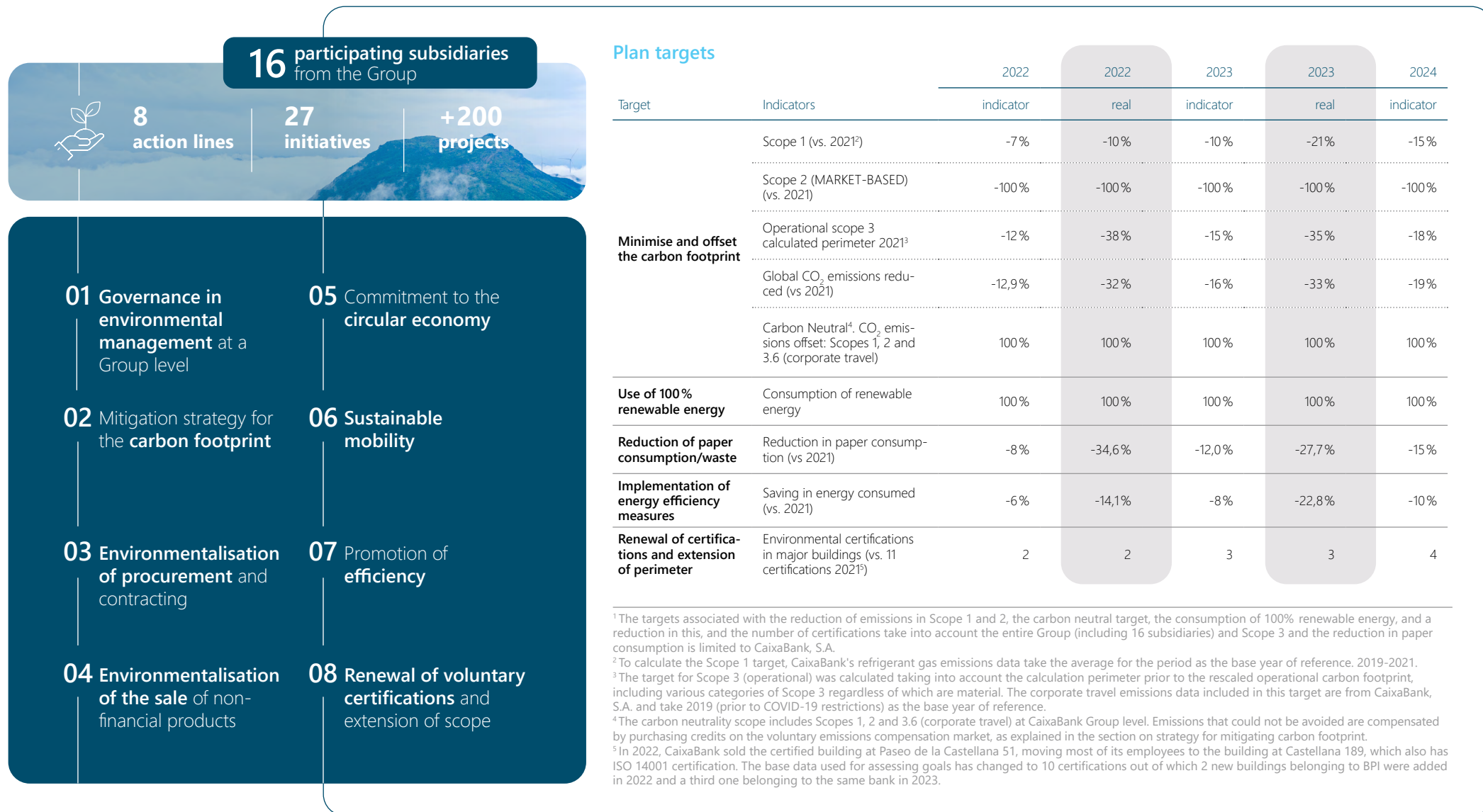
<sup>2</sup> Emissions considered are scope 3 category 11: tank-to-wheel.

<sup>3</sup> Commitments to phase out certain activities by 2030 or to finance only renewable energy projects are considered mitigating factors.

<sup>4</sup> Limited assurance carried out in accordance with the International Standard on Assurance Engagements 3410 (ISAE 3410).

# Environmental management

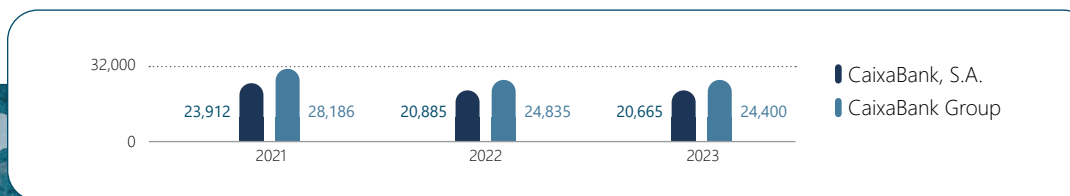
## Environmental Management Plan 2022-2024





## CaixaBank Group operational carbon footprint (TCO<sub>2</sub>EQ)

			2023		2022		2021 <sup>1</sup>	
Item		Source	CaixaBank, S.A.	CaixaBank Group	CaixaBank, S.A.	CaixaBank Group	CaixaBank, S.A.	CaixaBank Group
Scope 1	Combustion in stationary sources	Diesel C	290.82	467.92	326.46	415.48	682.61	817.43
		Natural gas	621.62	654.55	791.13	892.75	970.07	1,017.72
		Propane gas	3.56	3.56				
	Combustion in mobile sources	Rental vehicles	395.90	3,858.33	960.40	4,161.52	1,291.95	4,096.07
	Leaks of refrigerant gasses	Refrigerant gasses	3,376.72	3,438.98	3,548.13	4,106.54	2,818.00	3,326.17
Scope 2		Market-based method	-	-	-	-	374.17	1,153.55
		Location-based method	21,082.12	29,383.94	31,994.66	42,670.71	32,784.12	43,978.80
		Electricity auto-consumption	-	-	-	-	-	-
Scope 3	3.1 Purchase of goods and services	OpEx	63,566.73	158,000.89	51,980.66	128,005.67	59,185.22	146,723.85
	3.2 Capital assets	CapEx	43,338.53	46,755.71	50,164.90	60,810.78	36,448.54	45,841.97
	3.3 Fuel and activities	Value chain and transport of electricity and fuels	3,996.56	6,142.58	4,584.67	6,715.65	6,358.27	8,829.47
	3.6 Travel	Air, train, car and hotel	9,006.43	10,964.72	5,809.91	6,794.80	4,473.40	5,038.83
Total (current perimeter)	Scope 1		4,688.62	8,423.34	5,626.12	9,576.29	5,762.63	9,257.38
	Scope 2 (market-based)		-	-	-	-	374.17	1,153.55
	Scope 2 (location-based)		21,082.12	29,383.94	31,994.66	42,670.71	32,784.12	43,978.80
	Scope 3		119,908.25	221,863.91	112,540.14	202,326.90	106,465.44	206,434.11
	Total (market-based)		124,596.86	230,287.25	118,166.26	211,903.19	112,602.24	216,845.05
	Total (location-based)		145,678.98	259,671.20	150,160.92	254,573.90	145,012.20	259,670.30
	Total per employee (market-based)		3.45	5.18	3.22	4.80	2.64	4.37
	Total per employee (location-based)		4.18	6.11	3.94	5.64	3.41	5.64
Scope 3 <sup>2</sup>	3.1 Purchase of goods and services	Mains water	162.38	162.38	153.31	153.31	195.14	195.14
		A4 paper	1,649.59	1,649.59	2,054.94	2,054.94	3,105.14	3,105.14
		Other paper	2,346.78	2,346.78	3,489.20	3,489.20	4,126.67	4,126.67
		Other goods (toner, stickers and cards)	575.03	575.03	647.63	647.63	824.34	824.34
	3.2 Capital assets	Towers, laptops, monitors and keyboards	979.45	979.45	1,440.47	1,440.47	3,946.41	3,946.41
	3.3 Fuel and activities	Value chain and transport for non-renewable electricity	0.00	0.00	-	-	122.64	122.64
	3.4 Waste generation	Toner and computer support	1,436.76	1,436.76	1,783.20	1,783.20	1,359.62	1,359.62
	3.5 Corporate travel	Plane, train and car	8,826.88	8,826.88	5,689.98	5,689.98	4,094.93	4,094.93
Total (old perimeter)	Scope 1		4,688.62	8,423.34	5,626.12	9,576.29	5,762.63	9,257.38
	Scope 2 (market-based)		-	-	-	-	374.17	1,153.55
	Scope 2 (location-based)		21,082.12	29,383.94	31,994.66	42,670.71	32,784.12	43,978.80
	Scope 3		15,976.88	15,976.88	15,258.72	15,258.72	17,774.90	17,774.90
	Total (market-based)		20,665.49	24,400.22	20,884.84	24,835.02	23,911.70	28,185.83
	Total (location-based)		41,747.61	53,784.16	52,879.50	67,505.72	56,321.65	71,011.08
	Total per employee (market-based)		0.57	0.55	0.57	0.56	0.56	0.57



<sup>1</sup> The data for the operational carbon footprint presented in the 2021 Consolidated Management Report included the sum of the historical calculation scopes for CaixaBank and Bankia, which were not the same. These figures have been recalculated with respect to the publication of the 2021 Consolidated Management Report in order to unify this scope and be able to compare emissions in 2021, 2022 and 2023, as well as the achievement of targets set.


<sup>2</sup> The Scope 3 calculation for the old scope is only calculated for CaixaBank, S.A.

Renewal and extension of certifications




CaixaBank, S.A. has 5 ISO 14001 certified buildings, 1 ISO 50001 certified building and 1 building certified under the EMAS Regulation, as well as having the Environmental Quality Mark at all branches across the network in Catalonia.

Dimensions of the Sustainable Mobility Plan



**Company**  
Internalise sustainable mobility policy and implement associated governance measures (own fleet, corporate travel, events, etc.)



**Suppliers**  
Make progress reducing pollution-related emissions and encourage their decarbonisation





**Human Resources**  
Facilitate more sustainable home-to-work mobility for our employees while minimising travel needs.



**Customers**  
Offer sustainable mobility products to our customers (individuals, entrepreneurs and companies) especially those in relation to electromobility.

**Energy**

**100 %**  
of electrical energy consumed is from renewable sources

**-22,7 %**  
reduction in electricity consumption<sup>1</sup> compared to the previous year

**1,071**  
branches monitored

**1,130**  
branches managed remotely

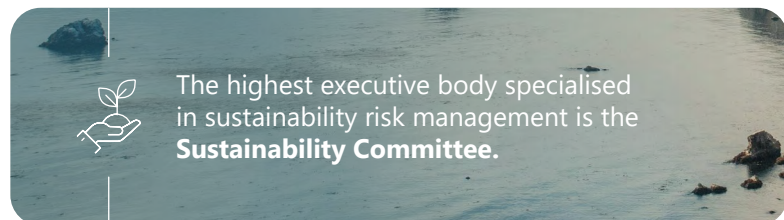
**29**  
buildings monitored and/or managed remotely

<b>Paper<sup>2</sup></b>	2021	2022	2023
Paper consumption (t)	1,246	815	902
Paper consumption per employee	0.03	0.02	0.02
<b>Water<sup>2</sup></b>	2021	2022	2023
Water consumption (m³)	506,848	398,206	421,769
Water consumption per employee	11.89	10.84	11.69
<b>Waste<sup>2</sup></b>	2021	2022	2023
Toner cartridges (kg)	42,337	38,040	34,693
IT equipment (tonnes)	1,262	984	855



<sup>1</sup> CaixaBank Group energy consumption data.  
<sup>2</sup> Data from CaixaBank, S.A.

# ESG risk management



The highest executive body specialised in sustainability risk management is the **Sustainability Committee**.

## ESG materiality assessment

Based on the assessment of the materiality of ESG risks as part of their relationship with traditional risks carried out in 2023 (and updated periodically), the phased deployment of ESG risk management at CaixaBank has prioritised climate risks.

## Corporate sustainability/ESG risk management policy

- Establishes criteria for ESG analysis as part of the bank's customer admission and credit financing approval processes.
- It establishes general and sectoral exclusions linked to activities that may have a significant impact on human rights, the environment, biodiversity and the climate, in which CaixaBank will not assume credit risk.
- Sectors to which specific exclusions apply:
  - Defence
  - Energy
  - Mining
  - Infrastructure
  - Farming, fishing, livestock and forestry



Approved in March 2022 by the Board of Directors<sup>1</sup>

## Equator Principles

Established to identify, assess and manage potential environmental and social risks, including those related to human rights, climate change and biodiversity.

**10** projects financed | **7,949** total investment | **€841M** of holding

## Operations financed

	2023	
	Units	€M
Category A <sup>2</sup>	3	346
Category B <sup>3</sup>	3	225
Category C <sup>4</sup>	4	270
<b>Total</b>	<b>10</b>	<b>841</b>

## Reputational Risk Support Service

Internal service organised by the Communication and Institutional Relations Department that contributes to compliance with the **Corporate Reputational Risk Management Policy**, providing support to the branch network and other corporate departments.

Analyses queries about potential transactions that may be in breach of codes of conduct or that may have an impact on the bank's reputation.

**284** queries handled

**18 %** queries related to the Corporate Sustainability/ESG Risk Management Policy



<sup>1</sup> The Corporate ESG/Sustainability Risk Management Policy has been reviewed throughout 2023 and a new updated version is expected to be published in the 1st quarter of 2024.

<sup>2</sup> Projects with potential significant environmental/social impacts.

<sup>3</sup> Projects with limited potential ESG impact that is easily mitigated.

<sup>4</sup> Projects with minimal or no adverse social or environmental impact, including certain financial intermediary projects with minimal or no risk.



# Nature

**Biodiversity and ecosystems** are key to the planet, the economy and social well-being, and their degradation and loss, as well as resource scarcity and associated impacts, threaten the livelihoods of society at large.

**One area with a direct impact on nature is climate change** and protecting nature and limiting global warming are therefore additional goals.

For financial institutions, **the main impacts, risks and opportunities related to nature come mainly from their value chain.**

**CaixaBank works to reduce negative impact on nature, preserve it and help strengthen biodiversity and ecosystems, through:**

- Equator Principles signatory since 2007
- Issuance of green bonds, which include projects related to water (SDG 6) or sustainable consumption and production (SDG 12).
- Considering the main adverse impacts of investment decisions.

## Statement on nature

It establishes the main lines of action to be taken in the coming years.

- |   |  |   |   |
|---|--|---|---|
| <b>01</b><br>Assessment of impacts, dependencies and materiality of risks | <b>02</b><br>Consideration of nature in sustainability risk management             | <b>03</b><br>Supporting customers (business solutions and engagement) | <b>04</b><br>Management of operational impacts (waste, plastics, water consumption, etc.) |
| <b>05</b><br>Staff training (focus on specialised teams)                  | <b>06</b><br>Active dialogue with stakeholders (e.g. issuers, watchdog, customers) | <b>07</b><br>Participation in collaborative initiatives               | <b>08</b><br>Transparency and reporting   |

Approved by the Board of Directors in February 2024

## Main actions in 2023

- **Performing a materiality analysis** regarding sustainability risks (including areas with an impact on nature).
- Pilot with other entities **to measure and monetise the negative externalities of the financing portfolio (by business activity, top-down vision) of customers** (and their immediate value chain) **with a higher potential impact on nature.**
- **Participation in a pilot project by the Taskforce on Nature-related Financial Disclosures (TNFD)**, coordinated by UNEP FI, in relation to the draft TNFD framework.
- **Start of the review of the Corporate Policy** on Sustainability/ESG Risk Management to clarify the nature-related aspects considered.
- **Joining Nactiva**, a platform for the protection and regeneration of natural capital.
- **EmprendeXXI Awards:** driving innovation in areas such as the preservation of natural resources and sustainable agriculture.
- **Incorporation of purposes linked to water management** into the framework for sustainable financing and the framework for **issuances of sustainable bonds.**
- Launch of pilot **sessions for awareness-raising and dialogue on sustainability** (also focusing on nature) with **Business Banking** customers.
- **Adherence to Spring**, which promotes collaborative dialogue about nature by VidaCaixa and CABK AM.

## Roadmap 2024

Defined an internal roadmap for the year 2024 to continue advancing in the lines of action, prioritising the most material areas.

-  **Identify action sectors and areas that put pressure on nature that are a priority** for CaixaBank, according to exposure, impact, risks and potential opportunities, in order to focus its actions on these.
-  Strengthen internal knowledge in this area (especially of the teams most involved), **through training and participation in external forums.**
-  Advance the **integration of nature into existing sustainability policies**, both in more global ones and the Sustainability/ESG Risk Management Policy and the Framework for Sustainable Financing.
-  **Maintain nature as one of the areas included in the active dialogue processes** with stakeholders, especially with customers and issuers.
-  Identify **new business opportunities** related to the protection and enhancement of nature.
-  Make progress in identifying and, where possible, obtaining **data from external partners and databases** necessary to advance in the assessment and management of risks and opportunities.

# Digital transformation

## / Sustainable Development Goals

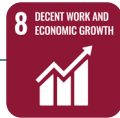
covered in this chapter and CaixaBank's contribution

### TECHNOLOGY



#### Quality education

- imaginAcademy



#### Decent work and economic growth

- Investment in development and technology
- Investment in information security
- Strategic Digitalisation Project



#### Industry, innovation and infrastructure

- Investment in development and technology
- Investment in information security
- Strategic Digitalisation Project



#### Production consumption and responsible

- imagin B Corp Certification



#### Peace, justice and strong institutions

- Investment in information security

**Best**  
**Best Digital Bank in Individual Banking in Spain 2023 – Global Finance**

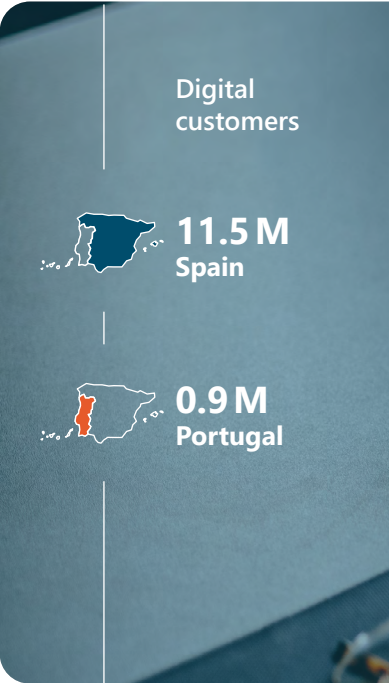
**€1,263M**  
**invested in development and technology**

**+ €60M**  
**invested in information security**

**Leader in digital banking in Spain**

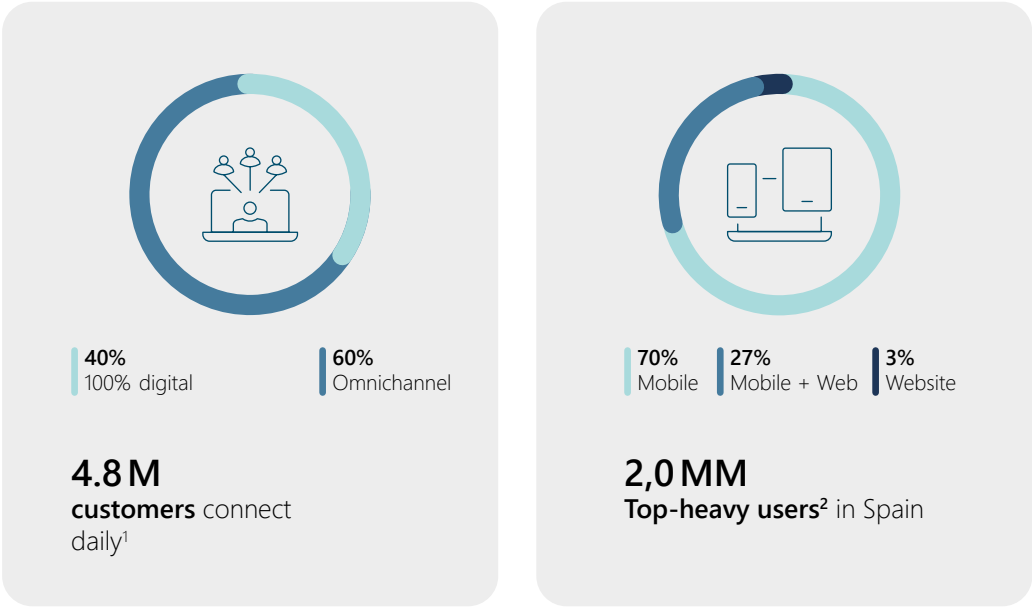
# Digital relationship

CaixaBankNow



CaixaBankNow groups all the bank's digital services under a single concept.

Breakdown of digital customers



Best Digital Bank in Western Europe 2023

Best Consumer Digital Bank in Spain 2023

Best Consumer Digital Banking Mobile App in Spain 2023

Best Integrated Online Consumer Bank in Spain 2023

Best global innovation in customer experience design: Insights Center

<sup>1</sup> Daily volume of individual customers who connect to digital channels, on average over the past 6 months.  
<sup>2</sup> Customers who have connected to digital channels more than 130 days during the past 6 months.



The key mobile channel

**NowMobile** is an app with personalisation features and artificial intelligence that allows you to sign transactions via mobile.

€2.6 M

in mobile phone purchases

€4.9 M

cards downloaded to mobile phones

Marketing through digital channels

The digital channel is becoming a sales-generating channel and grown steadily in recent years.

44,6 %

Charge

24,7 %

Mutual funds

30,5 %

of cards

BPI NET



0.9 M digital customers



367 thousand regular Digital Banking users



765 thousand Regular BPI app users

Payment methods

€106,146 M card billing



611,844 points of sale



€7.9 M Bizum customers

#1 Payment methods (20% share)

Alliances to improve the value proposition with new services.



## inTouch

### Remote customer relationship model

This service is particularly suitable for customers who interact with the Entity mainly through digital channels. **The customer has a dedicated manager to whom they can address queries** and who has a commitment to respond within 24 hours.

The customer can also receive specialised advice on products and arrange them online if they wish.



**3.3 M**  
Customers within the  
InTouch relationship model

**1,920**  
InTouch managers



100% digital customer lifestyle community.

**46 %**  
of imagin users log in to the app more  
than 3 times a week

**9 M**  
monthly Bizum transactions via imagin

**61 M**  
logins to the app

**3.3 M**  
users



**B CORP certification**  
for its positive impact on the  
environment and society

### Commitment to sustainability

**imaginPlanet** encompasses initiatives with a positive impact on sustainability run by imagin and its community by promoting actions that care for the planet and people, always linked to community actions:

#### Reforestation of devastated areas

**403,859 trees** planted

**760 tonnes of CO<sub>2</sub>** compensated

#### Marine and ocean conservation projects

- **Plastic-free Oceans:** collection and cleaning of plastics from the Mediterranean Sea

**100 tonnes of plastics** collected

**367 tonnes of CO<sub>2</sub>** equivalent

- **Med coral:** an innovative marine reforestation project is underway to protect orange corals (a species at risk from degradation of the seabed):

**60,000 sea corals** restored

- **Imagin Seabins:** installation of an innovative marine device in 9 Spain ports to help to keep the seas and oceans clean by capturing plastics, floating debris and microfibres:

**5,118 kg of plastic** collected from the sea with seabins to date

- **Imagin Planet Challenge:** The sustainability entrepreneurship programme where young university students develop their business ideas:

**+ 2,500 participants**

**+ 700 teams**

**Winning project:** Utopia with the aim of improving efficiency in the response to a catastrophe, such as a fire, through artificial intelligence.



#### ImaginAcademy

The digital content programme for **promoting financial literacy and economic management**. imagin's TikTok profile has become the main channel through which this type of financial education content for young people is disseminated:

**+ 63,9 M**  
views on TikTok





# Efficiency and digitisation

€1,263 M invested in development and technology at CaixaBank Group.



## Technological infrastructure

Several high-performance Data Processing Centres (DPCs) are available to cover the business' needs.

€ 240,604 M  
in transactions  
processed

~ 30,000  
transactions per  
second

1,117  
applications managed in  
the internal cloud

~ 84 %  
significant incidents resolved  
in less than 4 hours

### IT strategic plan

Designed with current and future needs in mind to be at the forefront of technology and aligned with business priorities.

Progress continues to be made with the implementation of the Plan's main lines of action.

88 %  
CaixaBank Tech workforce with  
Agile training  
(2024 goal: 80 %)

### Data-driven

Information platform equipped with a centralised repository of the governance required to ensure data quality and availability and technological solutions to extract maximum value from data for analytical and artificial intelligence uses.

14,544  
metrics certified in DataPool

22 TB  
of data managed daily

### Journey to Cloud

CloudNow is the programme dedicated to transitioning CaixaBank systems towards the public cloud.

€13.9 M  
savings CloudNow  
Strategic Plan 2022-2024,  
2024 goal: €8.5 M

30 %  
absorption cloud  
Strategic Plan 2022-2024,  
2024 goal: 32 %

## Implementation of new technologies

### The implementation of new technologies is key to operational efficiency.

- Development of the **new Document Artificial Intelligence platform** for the automation of document management. Implemented the first use case of Document AI, with document signature verification.
- Launch of the **new Generative Artificial Intelligence initiative (GenIAI)**, where 6 use cases are implemented to test Generative AI. The development of use cases, such as the Wall, Customer Service and Noa, have been completed, with employees performing end-to-end testing in the production environment.

### Improved productivity is key for the adoption of latest technologies

502  
cases of robotics  
implemented<sup>1</sup>

15  
cognitive assistants to provide support  
during administrative procedures

89 %  
automated responses given  
by the virtual assistant to  
Branch Channel employees

8,872,366  
chats initiated with virtual assistant  
byBranch Channel employees

109  
transactions automated via the virtual assistant

## Agreements and alliances

### Microsoft Agreement

**New 3-year contract** (2024-2026) with Microsoft, under the Enterprise Agreement (EA), aimed at:

- Renewing the Office 365-E3 suite **of user licences**
- Protecting the environment of Group identities by arranging **Defender for Identity**
- Leveraging collaboration analytics in Office 365 through **VIVA Insights**
- Adding the Group company **Banco BPI** to the corporate agreement and integrating it into the CaixaBank tenancy

### SAP Agreement

Renewal of the **single corporate agreement** for SAP product licences for a period of 3 years, with a **change of model aligned with the strategy of adaptation to the cloud for on-prem licences**, moving to SAP RISE, which **implies a project of transitioning to the cloud** over an estimated 4 years.

### FUJITSU/NCR Atleos agreement

New agreement with NCR Atleos and Fujitsu for the **supply of 3,200 ATMs**, which will enable CaixaBank to:

- Provide ATMs with latest features for customers
- Retain stability and contain costs over the coming years
- Minimise operational risk by having two suppliers

### Agreement with Google Cloud

New contract with Google Cloud, as a partner in **Data, Analytics and Artificial Intelligence** services to:

- Respond to the bank's needs in relation to capacity, agility and innovation.
- Benefit from the economic conditions of Google Cloud and access engineers and product managers that guarantee the adaptation of its services to the bank's needs.

<sup>1</sup> Accumulated data. In 2023, 87 new robots were created and 29 were decommissioned.

# Appendices



INDICATORS CLASSIFIED ACCORDING TO ESG





## ESG Criteria - Environmental



Hard indicators		2023	Page
CaixaBank sustainable financing	>	✓	> 61
CaixaBank sustainable brokerage	>	✓	> 64
Mobilising sustainable finance – business in Portugal	>	✓	> 65
Green bond issuance	>	✓	> 67
Climate change	>	✓	> 77
Environmental management plan	>	✓	> 78
CaixaBank Group operational carbon footprint	>	✓	> 79
Dimensions of the sustainable mobility plan	>	✓	> 80
Electrical energy consumed from certified renewable sources	>	100%	> 80
Monitored branches	>	1,071	> 80
Remote managed branches	>	1,130	> 80
Buildings monitored and managed remotely	>	29	> 80
Reduction in electricity consumption compared to the previous year	>	-22.7%	> 80
Paper consumption	>	902 t	> 80
Paper consumption per employee	>	0.02	> 80
Water consumption	>	421,769m³	> 80
Water consumption per employee	>	11.69	> 80
Toner cartridges	>	34,693	> 80
IT waste	>	855 t	> 80
ESG risk management	>	✓	> 81
Nature	>	✓	> 82

✓ Set of indicators related to the corresponding area available on the page indicated.



## ESG Criteria - Social



Hard indicators		2023		Page
Incorpora: companies contacted and referrals	>	178	>	7
Total employees - CaixaBank	>	36,225	>	7;22
% Male employees – CaixaBank	>	42,6%	>	7;22
% Female employees – CaixaBank	>	57,4%	>	7;22
Total employees - BPI	>	4,263	>	7;22
% Male employees – BPI	>	42,7%	>	7;22
% Female employees – BPI	>	57,3%	>	7;22
Direct jobs created through supporting entrepreneurs	>	28,521	>	7;69
New business initiated with receipt of financial support	>	8,621	>	7;69
Total branches – Spain	>	3,876	>	9
Retail branches – Spain	>	3,618	>	9
Business Centre branches – Spain	>	157	>	9
Private Banking branches – Spain	>	86	>	9
Institutional Banking branches – Spain	>	14	>	9
Corporate Banking branches – Spain	>	1	>	9
Total branches – Portugal	>	315	>	9
Retail branches – Portugal	>	271	>	9
Corporate Banking branches – Portugal	>	29	>	9
Premier/Private Banking branches – Portugal	>	15	>	9
Spanish towns and cities where CaixaBank is present	>	2,233	>	9
No. of citizens who have a branch in their town or city – Spain	>	92%	>	9
Presence in towns with more than 5,000 residents in Spain	>	99%	>	9
Number of Spanish towns in which CaixaBank is the only bank	>	483	>	9
Presence in towns with more than 5,000 residents in Portugal	>	61%	>	9
Retail branches in Spain by autonomous community	>	✓	>	10
Store Retail centre branches	>	691	>	10
Store Premier centre branches	>	81	>	10
SME Store centre branches	>	73	>	10
Business Store centre branches	>	67	>	10
ALL-IN-ONE centre branches	>	7	>	10

✓ Set of indicators related to the corresponding area available on the page indicated.

## ESG Criteria - Social

Hard indicators		2023		Page
Rural branches in towns with <10,000 inhabitants	>	1,416	>	10
Towns served by mobile 'branch-buses'	>	687	>	10
ATMs in Spain	>	11,335	>	11
ATMs in Portugal	>	1,259	>	11
Representative offices	>	17	>	11
International branches	>	7	>	11
Spanish desks	>	2	>	11
Hard indicators for DayOne	>	✓	>	16
Hard indicators for HolaBank	>	✓	>	16
Retail Branch NPS	>	73,7	>	18
Private Banking Branch NPS	>	93,4	>	18
Business Banking Branch NPS	>	86,7	>	18
Microenterprises Branch NPS	>	81	>	18
Corporations Experience Index	>	92,2	>	18
Institutions Experience Index	>	93,4	>	18
Real-time NPS surveys submitted	>	2.8M/month	>	18
Real-time survey comments received	>	1,186,060M	>	18
BPI Individuals Experience Index	>	88,9	>	18
BPI Companies Experience Index	>	85,5	>	18
BPI Premier Experience Index	>	86,6	>	18
CaixaBank Branch Net Promoter Score	>	78	>	18
CTL Management	>	80.60%	>	18
Best CTL	>	5.2 p.p.	>	18
Complaints received (Customer Service Department)	>	✓	>	19
Complaints management (Customer Service Department)	>	✓	>	19
Total CaixaBank Group employees	>	44,863	>	22
% Male employees – CaixaBank Group	>	42.60%	>	22
% Female employees – CaixaBank Group	>	57.40%	>	22
Executive positions filled internally at CaixaBank	>	99%	>	22
CaixaBank Group staff adhered to a collective agreement	>	100%	>	22

✓ Set of indicators related to the corresponding area available on the page indicated.





## ESG Criteria - Social



Hard indicators		2023		Page
Employees with disabilities at CaixaBank Group	>	593	>	22
Pay gap at CaixaBank Group	>	1.10 %	>	22
Women holding management positions at CaixaBank	>	43 %	>	22;37
Female Board members	>	40 %	>	22;37
Investment in training at CaixaBank	>	€15.1M	>	23
Training hours	>	2,955,351	>	23
Online training	>	93.70 %	>	23
Classroom-based training	>	6.30 %	>	23
Hours of training per employee	>	66.1	>	23
People who have undergone training	>	100 %	>	23
CaixaBank employees certified in MiFID II	>	31,843	>	23
CaixaBank professionals certified in the Spanish Mortgage Law	>	29,189	>	23
Employees certified in Insurance Distribution Directive (IDD)	>	30,510	>	23
Employees with bonus linked to training	>	41,433	>	23
Educa	>	✓	>	26
Much to do	>	✓	>	26
imaginAcademy	>	✓	>	26
elBullifoundation	>	✓	>	26
Aula Programme	>	✓	>	26;41
CaixaBank Research (separate and not italicised)	>	✓	>	27
CaixaBank Talks (separate and not italicised)	>	✓	>	27
CaixaBank Volunteering	>	✓	>	27
Social initiatives	>	✓	>	28
GAVI, child vaccination programme	>	4,200	>	30
"la Caixa" Banking Foundation budget	>	€538 M	>	30
BPI social initiatives	>	✓	>	31
CaixaBank Dualiza	>	✓	>	35
Women in the CaixaBank workforce for the first time	>	57.4 %	>	36
Employees with disabilities	>	593	>	36
Functional diversity	>	✓	>	36

✓ Set of indicators related to the corresponding area available on the page indicated.



## ESG Criteria - Social

Hard indicators		2023	Page
Gender diversity	>	✓	> 37
Accessible CaixaBank branches	>	89%	> 39
Barrier-free offices	>	55	> 39
Accessible ATMs in Spain	>	100%	> 39
Social housing	>	✓	> 40
SACH	>	✓	> 40
Issuance of social bonds	>	✓	> 66
At MicroBank level – Microcredits and other loans with social impact	>	144,473	> 68
At MicroBank level – volume of microcredits and other finance with a social impact	>	€1,383 M	> 68
At MicroBank level – active collaborators	>	274	> 68
Microcredits for Families	>	✓	> 69
Microcredits for Businesses	>	✓	> 69
Other financing with social impact	>	✓	> 70
Customers with vulnerable, social and inclusion basic payment accounts	>	~ 360,000	> 71
Customers with a basic payment account	>	23,291	> 71
Socially Responsible Investment Project: amount raised for different social causes	>	€1.1M	> 75
Digital customers Portugal	>	0.9M	> 84
Digital customers Spain	>	11.5 M	> 84
100% digital customers	>	40%	> 84
Omnichannel customers	>	60%	> 84
Web customers	>	3 %	> 84
Mobile customers	>	70%	> 84
Mobile + Web customers	>	27%	> 84
Top-heavy User customers	>	2.0M	> 84
Customers logging in daily	>	4.8M	> 84
Volume of purchases made using a mobile phone	>	€2.6M	> 85
Cards downloaded to mobile phone	>	€4.9M	> 85
Marketing through digital consumer channels	>	44.60 %	> 85
Mutual funds and portfolios marketed through digital channels	>	24.70 %	> 85
Cards marketed through digital channels	>	30.50 %	> 85

✓ Set of indicators related to the corresponding area available on the page indicated.



## ESG Criteria - Social

Hard indicators		2023		Page
Points of sale	>	611,844	>	85
Bizum customers	>	€7.9M	>	85
BPI digital customers	>	0.9M	>	85
Regular Digital Banking users	>	367 thousand	>	85
Regular BPI app users	>	765 thousand	>	85
InTouch: customers	>	3.3 M	>	86
InTouch: expert	>	1,920	>	86
imagin: users	>	3.3 M	>	86
imagin: monthly Bizum transactions	>	9M	>	86
imagin: app access	>	61M	>	86
imagin: users log into the app more than 3 times a week	>	46%	>	86
imagin: commitment to sustainability	>	✓	>	86
imaginAcademy	>	> 63.9M	>	86



✓ Set of indicators related to the corresponding area available on the page indicated.



## ESG Criteria - Governance

Hard indicators		2023		Page
Direct and indirect contribution to Spain's GDP	>	€16,897 M	>	6
% Direct and indirect contribution to Spain's GDP	>	1.16%	>	6
Direct and indirect contribution to Portugal's GDP	>	€1,444 M	>	6
% Direct and indirect contribution to Portugal's GDP	>	0.54%	>	6
CABK's gross added value to the financial and insurance sector	>	16.00%	>	6
BPI's gross added value to the financial and insurance sector	>	9.00%	>	6
Taxes paid and collected from third parties - Spain	>	€3,938 M	>	6
Profit attributable to the Group	>	€4,816 M	>	6
Deposit Guarantee Fund contribution	>	€419 M	>	6
Contribution to the Single Resolution Fund	>	€216 M	>	6
Extraordinary contribution to the banking sector (Portugal)	>	€26 M	>	6
Monetisable DTA equity benefit	>	€148 M	>	6
Taxes collected on behalf of third parties	>	€2,036 M	>	6
Indirect taxes	>	€621M	>	6
Social security contributions	>	€650 M	>	6
Direct taxes	>	€631 M	>	6
Jobs created through purchasing from suppliers – Spain	>	68,929	>	7;24
Jobs created through purchasing from suppliers – Portugal	>	7,878	>	7;24
Customer funds – Spain	>	€630,330 M	>	12
Total assets – Spain	>	€607,167 M	>	12
Gross loans and advances to customers	>	€354,098 M	>	12
Business shares in Spain	>	✓	>	12
Market share – Portugal	>	✓	>	12
Hard indicators for Consumer Banking	>	✓	>	13
Key indicators for Premier Banking	>	✓	>	13
Hard indicators for Business and Entrepreneurs	>	✓	>	13
Hard indicators for Private Banking	>	✓	>	14
Hard indicators for Corporate & IB	>	✓	>	14
Hard indicators for Business Banking	>	✓	>	14
Hard indicators for AgroBank	>	✓	>	15

✓ Set of indicators related to the corresponding area available on the page indicated.





## ESG Criteria - Governance



Hard indicators		2023		Page
CaixaBank Group customers	>	20.1M	>	18
CaixaBank customers	>	18.2M	>	18
BPI customers	>	1.9M	>	18
Penetration among individual customers in Spain	>	41.00%	>	18
Penetration – Main bank for individual customers	>	30.00%	>	18
Percentage interest – free float for management purposes	>	48.93%	>	20
Percentage interest – “la Caixa” Foundation	>	31.92%	>	20
Percentage interest – FROB	>	17.32%	>	20
Percentage interest – treasury, directors and other shareholders with Board representation	>	1.83%	>	20
Free float – international institutional investors	>	62%	>	20
Free float – national institutional investors	>	8%	>	20
Free float - non-controlling interests	>	28%	>	20
Free float – employees	>	1%	>	20
Shareholders	>	590,313	>	20
Stock market capitalisation	>	€27,450M	>	20
Share buyback	>	€500M	>	20
Interim	>	€0.3919/share	>	20
Payout ratio	>	60%	>	20
Shareholders informed monthly via the shareholder newsletter	>	+ 223,000	>	21
Shareholders connected to virtual corporate events	>	2,603	>	21
Shareholder Advisory Committee members	>	12	>	21
Shareholder Advisory Committee meetings	>	4	>	21
Free float held by institutional investors	>	70,5%	>	21
Analyst reports on CaixaBank published, including sector reports	>	266	>	21
CaixaBank wages and salaries	>	2,413	>	23
Number of active suppliers	>	2,037	>	24
Invoiced CaixaBank Group suppliers	>	€2,960M	>	24
Local suppliers in Spain	>	87%	>	24
New active suppliers	>	171	>	24
Average payment period to suppliers	>	11.9	>	24

✓ Set of indicators related to the corresponding area available on the page indicated.

## ESG Criteria - Governance

Hard indicators		2023		Page
Recruitment volume via special employment centres	>	€ 5 M	>	24
Processes traded via electronic trading	>	1,294	>	24
Electronic trading volume	>	€1,526 M	>	24
Suppliers who have provided social and environmental certifications.	>	721	>	25
Audits performed including all procurement categories	>	31	>	25
Engagement with customers	>	✓	>	41
Engagement with shareholders and investors	>	✓	>	41
Engagement with employees	>	✓	>	41
Engagement with suppliers	>	✓	>	41
New 2022-2024 Sustainability Master Plan	>	✓	>	43
Sustainability governance	>	✓	>	44
Main ethics and integrity policies	>	✓	>	45
Main Committees	>	✓	>	46
Product Committee – products and services analysed	>	214	>	46
Product Committee – products and services refused at first instance	>	5	>	46



✓ Set of indicators related to the corresponding area available on the page indicated.



## ESG Criteria - Governance



Hard indicators		2023		Page
Consulting channel and whistle-blowing channel	>	✓	>	47
Adherences and alliances	>	✓	>	48
Sustainability indexes and ratings	>	✓	>	50
Sustainable Development Goals	>	✓	>	52
Materiality study and SDGs	>	✓	>	58
Awards and Recognition 2023	>	✓	>	59
Responsible investment	>	✓	>	72
VidaCaixa	>	✓	>	73
CaixaBank Asset Management	>	✓	>	74
Card turnover	>	€ 106,146 M	>	85
Investment in CaixaBank Group information security	>	> € 60 M	>	87
Main information security indicators	>	✓	>	87
CaixaBank Group investment in development and technology	>	€ 1,263 M	>	88
Main efficiency and digitalisation indicators	>	✓	>	88



✓ Set of indicators related to the corresponding area available on the page indicated.





Sustainability, socioeconomic impact and  
contribution to the United Nations SDGs