



Advisory Shareholders' Committee

Meeting of 10 March 2020

Participants

Members of the Advisory Committee present:	Region
Susana del Castillo Bello	Canary Islands
Gérard Arfinengo	Madrid
Yolanda Torres Lusarreta	Navarre
Julián Gómez del Campo	Castilla-León
Aleix Riñé Casajuana	Catalonia
Josep Antoni Díaz Salanova	Catalonia
Mónica de Quesada Herrero	Valencia
Josep Francesc Moragrega Font	Catalonia
Antonio Lucio-Villegas Ramos	Andalusia
Ramon Grau Sala	Catalonia
Mercedes Basterra Larroude	Basque Country
Xavier Martínez Serra	Catalonia

CaixaBank personnel

Gonzalo Gortázar Rotaeché – CEO of CaixaBank

Javier Pano Riera – Executive Director of Finances

Edward O’Loughlen Velicia – Head of Investor Relations

Jaume Roca Torrent – Head of Accounting Policies and Regulation

Meritxell Soler Farrés – Director of Shareholder Relations and Committee Secretary

Maria Josep Sanchez Estadella – Accounting Policies and Regulation

Meritxell Quintana Puigbò – Shareholder Relations

Zaida García Castelló – Shareholder Relations

Anna Moix Socorregut – Shareholder Relations

Josep Lop Casañas – Shareholder Relations

Agenda:

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9.30am Welcome and breakfast.

10.00am Gift handed out to members who are leaving the Advisory Committee by the CEO, Gonzalo Gortázar, and a group photo.

Final meeting of following members of the Advisory Committee:

- Josep Antonio Díaz Salanova
- Mónica de Quesada Herrero
- Xavier Martínez Serra
- Julián Gómez del Campo
- Josep Francesc Moragrega Font

10.00am Presentation by CaixaBank CEO, Gonzalo Gortázar.

11.15am First working session.

- Rankia Award for the best Shareholder Attention
- Presentation of the new Advisory Committee landing page
- Virtual Corporate Meeting
- 2020 Aula Programme

12.30am Second working session.

- Presentation of the management report by Jaume Roca, CaixaBank Head of Accounting Information

2.00 Lunch with the CaixaBank Executive Director of Finances, Javier Pano.

4.00pm Third working session.

- Analysis of the Aula and corporate meetings evaluation surveys
- Topics of interest to bring up by the Chairman or CEO in the next General Shareholders' Meeting

5.30pm End of the meeting.

Conclusions from the work sessions

First work session

Rankia Award for the best Shareholder Attention

Members of the Advisory Committee were informed of the Rankia Award received recently for best Shareholder Attention. The award, which is organised by popular vote, was handed out in February at a ceremony held in Madrid, attended by Meritxell Soler, Director of Shareholder Relations.

Presentation of the new Advisory Committee landing page

During the second half of 2019, the section on the Advisory Committee was redesigned on the CaixaBank corporate website (www.caixabank.com). The aim of the process was, on the one hand, to increase the visibility of the Advisory Committee, as well as its mission, functioning and composition. On the other hand, it was also to make it easier for shareholders to submit nominations and suggestions through online forms.

The process finished at the end of 2019 and there were various improvements as a result:

- Organisation of more visual content, arranged by areas of interest.
- Incorporation of graphic content and multimedia (photos, video, etc.).
- Smoother and more intuitive browsing.
- Easier access to information and features.

The Committee brought up the question of whether content could be filtered by age. Work is being carried out on making content appear in a more transversal way on the website in the future, according to user interests.

Virtual Corporate Meeting

In 2019, the first virtual corporate Meeting for shareholders was held, in a broadcast that took place over YouTube. This first trial edition was broadcast to a limited public (121 shareholders joined). In 2020, there is an aim to increase the number of sessions and open the broadcast to all shareholders who want to join.

2020 Aula Programme

The financial training programme for shareholders of CaixaBank Aula 2020 is presented to Committee members. This programme outlines its actions through four different channels:

- Aula in person: a 2-hour course that takes place where most of CaixaBank's retail shareholders are located. For this year, a proposal was made to carry out a single course that covers the whole territory. This is the *Introduction to stock market operations course*. This topic is highly valued among our shareholders, as it has a very significant practical component. The course is taught by Enrique

Castellanos, director of the BME Institute, who, after several years of teaching courses of the Aula programme, has been very highly rated by shareholders. The basic subject of the course allows shareholders who want to complete their training to do so through more specialised or advanced webinars.

- Aula webinars: courses taught online with a duration of 30-45 minutes. After beginning the webinar programme in mid-2018, and consolidating this channel in 2019, 2020 will be a time to evolve the programme, offering shareholders 'premier' webinars, which people will be able to attend in person and with a dynamic view of the speaker. Furthermore, making the most of the new All in One office with a 100-seat hall, as well as 3 cameras and a comprehensive microphone system, this is considered the ideal stage to broadcast the webinars from for all shareholders, with a capacity for 1,000 users simultaneously. Members of the Advisory committee proposed topics such as how CaixaBank Research elaborates its forecasts, analyses of the current environment, implications of technological innovation on the economy and economic keys for 2021 at year-end.
- Aula Talks: initiated in 2019, these talks can be heard by shareholders in the form of 10-20-minute recordings. This is a very carefully designed product, where relevant speakers discuss relevant topics, in the style of Ted Talks. The first edition was successfully carried out in 2019 with 4 recordings, with almost 5,000 hits. For 2020, plans are in place to create 4 new sessions to be published quarterly.
- Animated infographics: We will continue to create animated infographics that explain basic concepts, such as how the stock market works.

Furthermore, to continue with the initiative of the Aula Comic launched in 2018, the company is working on its third edition, which will explain how the Governing Bodies of a listed company work, focusing on the General Shareholders' Meeting, the Board of Directors and the Management Committee, as well as practices of Good Corporate Governance.

Second work session

Presentation of the management report

Jaume Roca, CaixaBank Head of Accounting Information, accompanied by María Josep Sánchez, part of his team, presented the 2019 Management Report, whose new format aims to reflect the transformation of the business performance assessment into a document that combines financial information with non-financial information. This non-financial information reinforces the intangible value of the company and allows for a better approximation of future performance and business sustainability.

After the presentation, Jaume Roca and his team prepared an online survey for all committee members to complete on their smartphones, sparking an interesting discussion on the main functions of the management report, stakeholders it is aimed at, and how shareholders' expectations are being met.

Analysis of the Aula and Corporate Meetings evaluation surveys

At the request of Advisory Committee members in the last meeting of October 2019, an analysis was carried out of the Aula evaluation surveys since it was created in 2011. The ratings have always been between 8.1 and 8.7 out of 10, whilst attendance at in-person courses has been between 64 and 82 people on average. An analysis of which courses and professors have the highest ratings in recent years shows that both Enrique Castellanos and the stock market introduction course improve the averages in the last few years. When it comes to webinars, the history of ratings is not so extensive, as the initiative only began in 2018. Nevertheless, it can be seen that both stock market courses in 2019 also improved the total year's average (8 vs. 7.7 out of 10).

With respect to corporate meetings, evaluations also varied between 7.8 and 8.6 out of 10 during the 2016-2019 period. We also observed that in 2019 there was a strong increase of meetings in Store branches, the type of meeting with the least attendees that allow for a closer approach, whilst being more efficient with a lower density of shareholders. Corporate meetings in Store branches received slightly better ratings, between 8.6 and 8.7 out of 10.