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1

**CAIXABANK
IN BRIEF**



2

**SOCIALLY RESPONSIBLE
BANKING PLAN**



3

**RANKINGS, ALLIANCES AND
GLOBAL INITIATIVES**



1

2

3

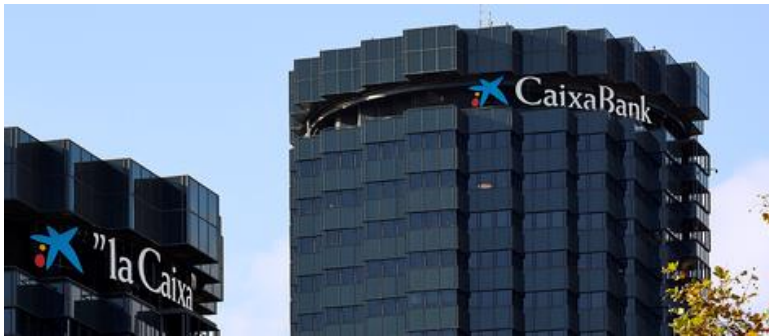
CAIXABANK
IN BRIEF



Flagship Group in Iberian retail banking

Leading bancassurance franchise

- ▶ **Main banking** relationship for 26.3% of Spaniards⁽¹⁾ and **leader in online & mobile** banking in Spain
- ▶ **15.6M clients**: 13.7M in Spain, 1.9M in Portugal
- ▶ **4,916 branches⁽²⁾; 9,229 ATMs⁽³⁾**: best-in-class omni-channel platform
- ▶ **Highly-rated brand**: based on trust and excellence in quality of service



Robust financials

- ▶ **€15 Bn Market capitalisation⁽⁴⁾**. Listed since 1 July 2011
- ▶ **Net profit 1H19: €622M**; Group RoTE trailing 12M at 9.4% adjusted⁽⁵⁾; bancassurance RoTE trailing 12M at 9.8%⁽⁶⁾
- ▶ **Solid capital metrics**: CET1 BIII at 11.6%; Total Capital at 15.3%
- ▶ **Outstanding NPL Coverage** ratio: 54%
- ▶ **Ample liquidity**: €88 Bn in liquid assets
- ▶ **Stable funding structure**: LTD ratio 100%



Responsible banking

- ▶ Aiming at a **sustainable and socially responsible banking model**
- ▶ Included in **leading sustainability indices** (MSCI Global Sustainability, DJSI, FTSE4Good, Ethibel Sustainability Index (ESI), STOXX® Global ESG Leaders)
- ▶ **Proud of our heritage: over 115-year history**, 78 acquisitions
- ▶ **Deeply rooted values**: quality, trust and social commitment



(1) Retail clients in Spain aged 18 or above. Source: FRS Inmark 2018.

(2) # of branches in Spain and Portugal, of which 4,219 are retail branches in Spain.

(3) # of ATMs in Spain.

(4) Share price multiplied by the number of issued shares excluding treasury shares at closing of 30 June 2019.

(5) Excluding restructuring charges in 2Q19 (€685M post-tax); considering such expenses, RoTE ttm stands at 6%. It includes the AT1 coupon accrued in the last 12 months.

(6) Bancassurance RoTE excluding extraordinary items. It includes the AT1 coupon accrued in the last 12 months.

A responsible bank from inception

Delivering responsible banking since 1904



It is in our DNA

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

It is in our responsible actions

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

It is in our strategic vision and mission

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



1904

2019

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

Francesc Moragas
Founded "la Caixa" in 1904



Managing the business distinctively for 115 years

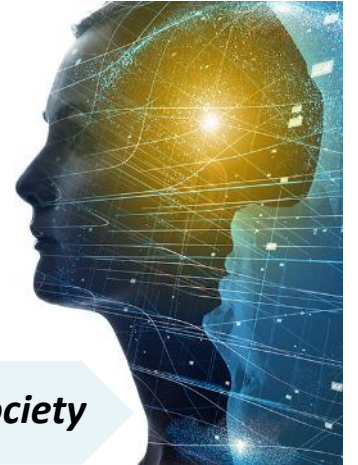


Long term vision

Anticipating change

Prudent risk management

Long track-record of commitment to service and society



"la Caixa"



Our activity cannot be conceived without a strong social and sustainability commitment

1 | Inclusive banking

Universal banking

A bank for everyone

Capillarity

We strive to provide the most widespread coverage in Spain

Accessibility

Best-in-class omni-channel platform with maximum accessibility

Microcredit and social accounts

*Microcredit
→ #1 in Europe*

L/t savings and financial planning

#1 in Spain

Specialised rural network



2 | Sustainability and social awareness in our financial activity

Promoting green business

Green loans; green bonds; eco-finance; climate action lines; green funds (MicroBank)

Managing ESG and climate-related risks

Integrating ESG risks into risk management

Public statement on climate change

Fostering low-carbon transition

“Code of Good Practices”

For families with mortgage debt on primary homes

>25,000

Deeds in lieu of foreclosure ⁽¹⁾

3 | Volunteering and social action

€43.6M⁽²⁾ allocated to CABK branches

To finance local social projects

More than 11,500 social projects in 2018

Carried out jointly with local NGOs and associations

Social housing

>22,000 units in stock of social housing ⁽³⁾

Fostering diversity

Externally and internally



Western Europe's Best Bank for Corporate Responsibility 2019

Euromoney

(1) Cumulative data as of YE2018 and since the beginning of the economic crisis. CaixaBank ex BPI.

(2) CaixaBank ex BPI. From “la Caixa” Social Programme budget. In 2018.

(3) As of 31 December 2018. CaixaBank ex BPI.

Creating long-term value for our stakeholders

Our mission:

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

Our values:



Quality



Trust



Social commitment

Our corporate culture - attributes:

- **Committed**
- **Close**
- **Responsible**
- **Demanding**
- **Honest**
- **Transparent**
- **Collaborative**
- **Agile**
- **Innovative**



Creating value for our stakeholders and society at large

15.6 M

Clients ⁽¹⁾

~590,000

shareholders ⁽¹⁾



~37,500

employees ⁽¹⁾

>15,000

**Participants in CaixaBank
Social Weeks ⁽²⁾**

People at the core

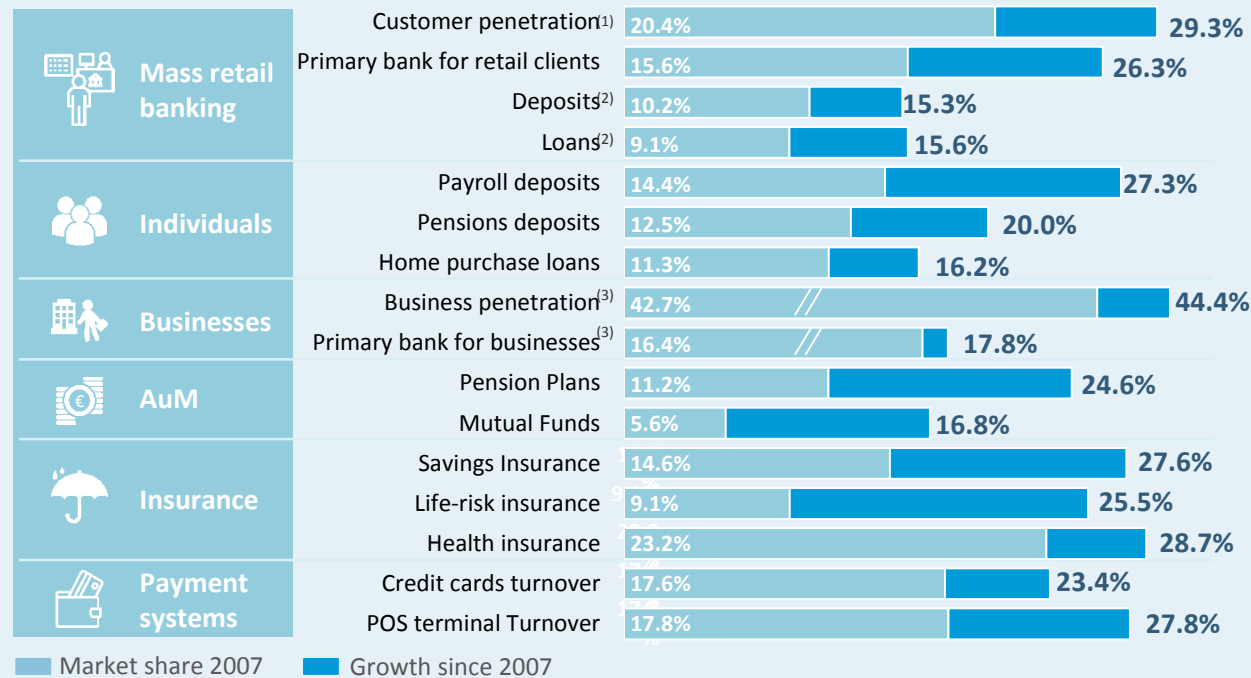
(1) Data as of 30 June 2019.

(2) Participants in 2 social weeks in 2018.

Comprehensive coverage of customer financial needs through a universal banking model

Strong market shares across the board underscore strength of franchise

Market share in Spain (%) – Key products



A one-stop distribution model for lifetime finance and insurance needs based on specialisation and proximity



Scale & capillarity



IT & digitalisation



Advisory & proximity



Comprehensive offering

(1) Spanish customers older than 18 years of age.

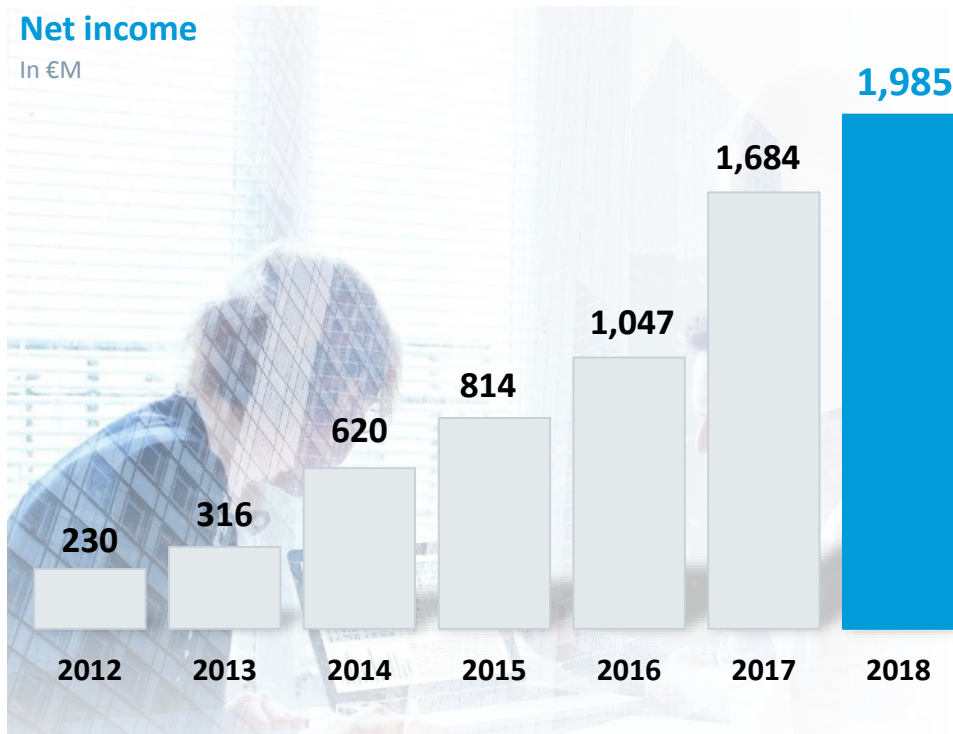
(2) Deposits include demand and time deposits and loan data to other resident sectors as per Bank of Spain data.

(3) Businesses: firms with turnover €1M-€100M. Latest data for 2019; initial data for 2008 (bi-annual survey). Source: FRS Inmark survey. Latest available data. Source: FRS Inmark 2018, Social Security, BoS, INVERCO, ICEA, AEF and Cards and Payments System.

Profitability and returns to society are fully aligned

Net income

In €M



1H19

€622M Net income

9.4% RoTE TTM adj. ⁽¹⁾

40% stake at CaixaBank owned by “la Caixa” Banking Foundation

“la Caixa” Banking Foundation Social Welfare budget 2019: breakdown in % of total ⁽²⁾

22%

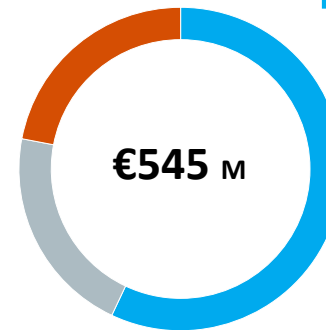
Culture & education

57%

Social

21%

Research



Main programmes: Beneficiaries since program began and as of 31 December 2018



Child poverty

>303,900



Job access

>223,800



Palliative care

>365,300

~590,000

Retail shareholders and diversified institutional investor base

(1) Group RoTE adjusted to exclude restructuring expenses in 2Q19 (€685M post-tax); considering such expenses, RoTE ttm stands at 6%. It includes the AT1 coupon accrued in the last 12 months.

(2) Source: “la Caixa” Banking Foundation Annual Report 2018.

Responsible banking is a key priority in the Group strategy

2019-2021

STRATEGIC PRIORITIES

Offer the best customer experience



Accelerate digital transformation to boost efficiency and flexibility



Foster a people-centric, agile and collaborative culture



Attractive shareholder returns and solid financials



A benchmark in responsible banking and social commitment



STRATEGIC VISION

A leading and innovative financial Group, with the best customer service and a benchmark in responsible banking

1

2

3

SOCIALLY RESPONSIBLE
BANKING PLAN



We are a socially responsible bank – and we intend to reinforce it



Socially Responsible Banking Plan



Priorities | 2019-2021



- ▶ Reinforce our culture of integrity & transparency
- ▶ Build the most diverse and talented team
- ▶ Consolidate CSR ⁽¹⁾ governance with Group vision



- ▶ Foster responsible and sustainable financing
- ▶ Manage ESG and climate-related risks
- ▶ Improve efficiency and reduce carbon footprint



- ▶ Maintain commitment to financial inclusion
- ▶ Contribute to improve society's financial culture
- ▶ Promote social initiatives at local level

(1) Corporate Social Responsibility.

Delivering in responsible banking: some examples

01. Integrity, transparency and diversity



Responsible commercial practices – focus on responsible advisory



100%
Employees trained in code of ethics ⁽¹⁾; variable remuneration linked to quality of service and compliance training

~ 17,200
Employees certified in financial advisory ⁽²⁾; 100% of commercial force



Both AM and Insurance subsidiaries are signatories of UN PRI



Process simplification and information security



~ 100%
Digital processes ⁽²⁾⁽³⁾ with 99% digital signatures

€844M
Invested in IT and development in 2018



Advanced information security model with certified standards



Fostering diversity while taking action to raise awareness



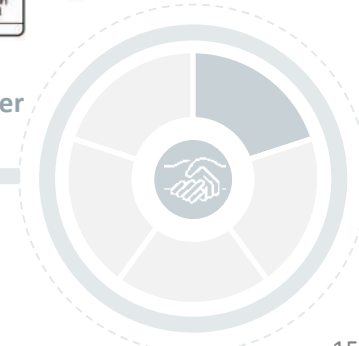
~ 54%
Of Group employees are women ⁽¹⁾; women take ~40% of management positions ⁽⁵⁾



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



Included in BBG gender equality index 2019



(1) As of 31 December 2018.

(2) As of 30 June 2019. In Spain.

(3) % of documentation related to product acquisition that is digitalised. CABK ex BPI.

(4) InfoProtect comprises all initiatives aimed at preparing employees against information security risks. Co-founder of APWG EU, one of the main international alliances in matters of cybersecurity (it represents in Europe the global campaign by topThinkConnect.org). Refer to the appendix for additional information on information security.

(5) CaixaBank S.A. (as of 31 December 2018). Considering deputy-director positions in branches type A and B and above.

(6) Talks on the role of women in banking, science and multi-cultural teams. 11 talks in 2018.

Delivering in responsible banking: some examples

02. Governance: best-in-class governance is a corporate priority



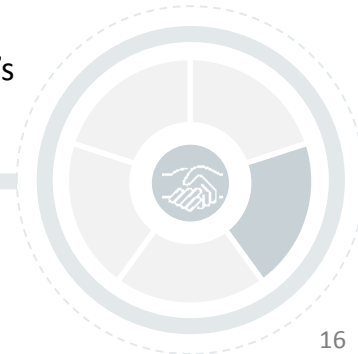
Best-in-class governance practices

- ▶ One share, one vote
- ▶ Non-executive chairman separate from CEO
- ▶ Reduced number of Directors to 16 (vs. 18 in 2018) ⁽¹⁾
- ▶ Lead independent director appointed since 2017
- ▶ Increased proportion of female directors⁽¹⁾: to 38% (vs. 28% in 2018)
- ▶ % female directors on the Board in the upper range of the Ibex 35
- ▶ Protection of minority shareholders and incentives to foster their involvement
- ▶ Significant resources dedicated to best-in-class Investor Relations programme

“la Caixa” Foundation no longer controls the bank



- ▶ Reorganisation of “la Caixa” Group in 2014
- ▶ Prudential deconsolidation since 2017
- ▶ Relationships governed by internal relations protocol and performed on an arm’s length basis



(1) Including the changes agreed at the AGM on the 5th April 2019. Refer to Significant Event number 276874 (CNMV) for additional information.

(2) Includes 6 proprietary directors representing “la Caixa” Banking Foundation.

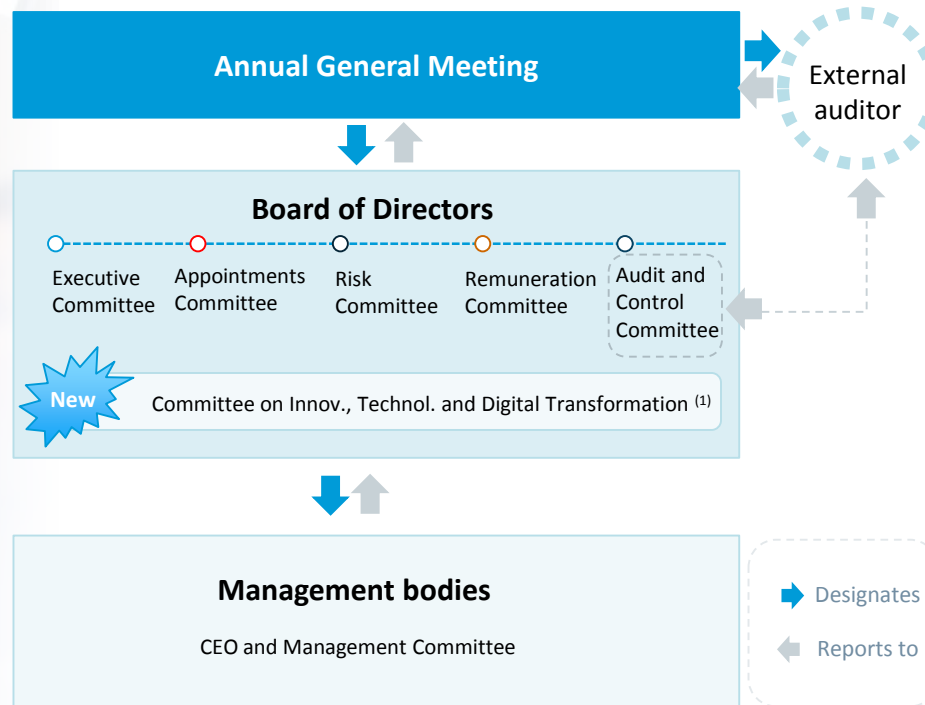
Delivering in responsible banking: some examples

02. Governance: best-in-class governance is a corporate priority



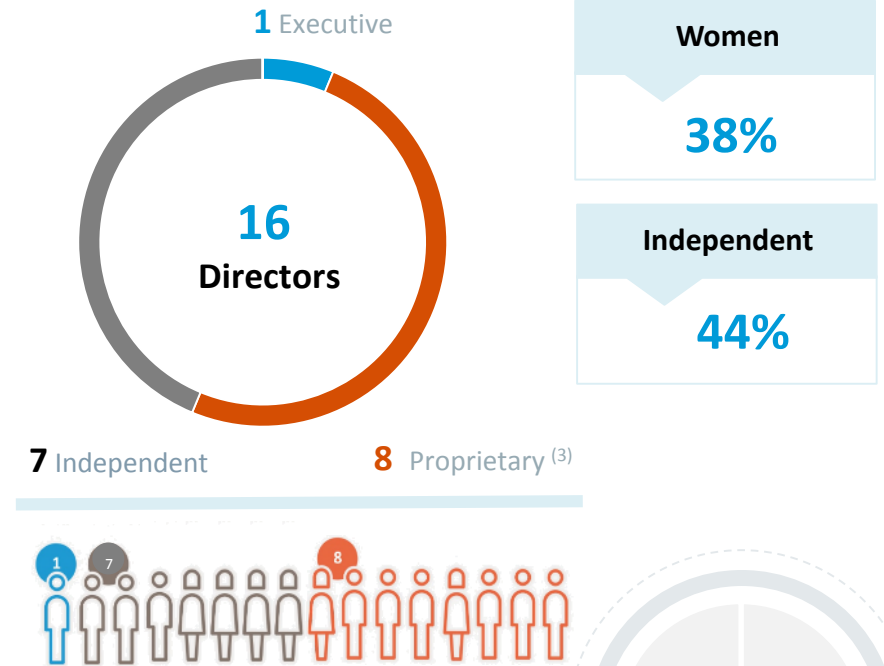
CaixaBank control and management structure

Governing bodies

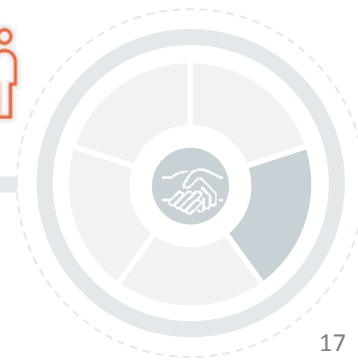


Board of Directors

Composition and other details (2)



(1) On the 23rd May 2019, the BoD agreed, at the proposal of the Appointments Committee, to establish the Committee on Innovation, Technology and Digital Transformation, as an advisory committee to the BoD.
 (2) Including all the changes agreed at the AGM on the 5th April 2019. Refer to Significant Event number 276874 (CNMV, 5 April 2019) for additional information.
 (3) Including 6 directors representing “la Caixa” Banking Foundation, 1 director representing Banking Foundation of Caja Navarra, Banking Foundation of Caja Canarias and Banking Foundation of Caja de Burgos and 1 director representing Mutua Madrileña.

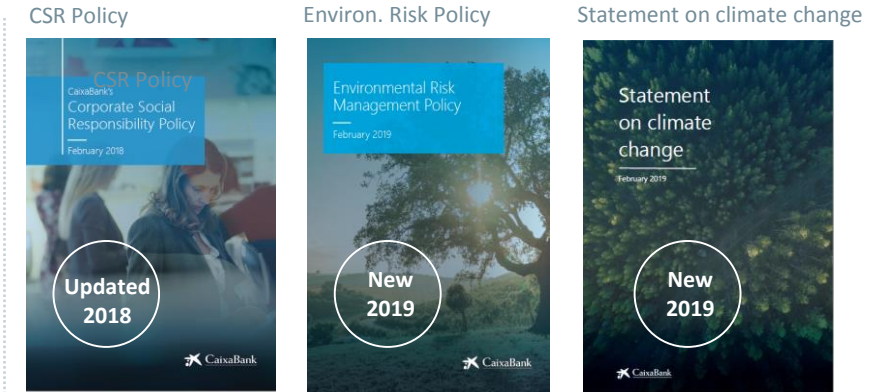


Delivering in responsible banking: some examples

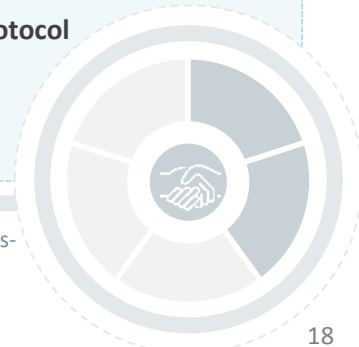
Socially responsible banking commitment supported by a strong governance structure

- ▶ **Board of Directors:** Responsible for the approval of CSR policy and strategy and the supervision of its implementation
 - ❑ **Appointments Committee:** supervises performance in CSR matters and elevates to the BoD CSR related proposals
 - ❑ **Risk Committee:** supervises ESG risk management and reporting
 - ❑ **Management Committee (C-suite):** responsible for approving policy and main action lines in CSR and reputational management. Supervising:
 - **Corporate responsibility and Reputation Committee:** cross-departmental management of ESG matters. Chaired by a member of the Management Committee; with senior members from different areas⁽¹⁾. With the Management Committee, determines policy and main action lines of CSR and reputational management. Also sets CSR management and monitoring measures and reviews and approves CSR programmes
 - **Environmental Risk Committee:** cross-departmental management of environmental strategy while also identifying, managing and controlling the associated risks as a first line of defence.
 - **Communication, Institutional Relations, Brand and CSR Executive Division:** in charge of CSR strategy implementation and monitoring; the CSR team is an active member of other committees including Risk Policies and Product Committees
- ▶ **Creation in 2019 of a New Environmental Risk Department** (new department within the Risk Area specialised in environmental risk management and related business opportunities) and a new **Transaction Appraisal Unit**⁽²⁾
- ▶ **Employee remuneration linked to training in internal conduct, compliance and quality of service**
- ▶ **Director remuneration policy:** aiming at encouraging conduct that will ensure l/t value generation⁽³⁾
- ▶ **L/t remuneration scheme** for executive directors, C-suite members and other senior managers **linked to CaixaBank's Global Reputation index** (including ESG & customer experience/quality metrics)

Responsible banking policies



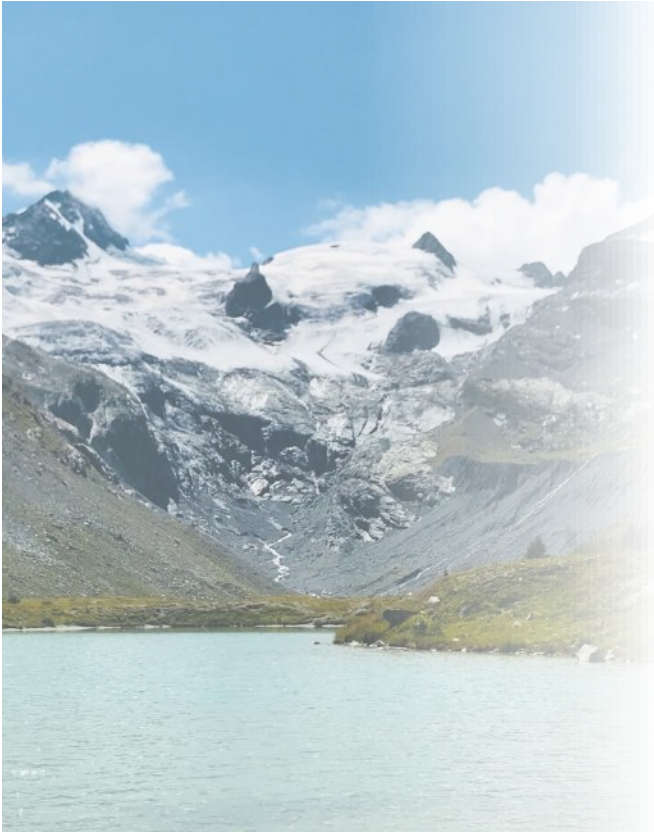
- ▶ **CaixaBank Code of Business and Ethics**
- ▶ **Responsible policies:**
 - ❑ CSR
 - ❑ Human Rights
 - ❑ Anti-corruption
 - ❑ ESG-sector⁽⁴⁾
 - ❑ Task-risk mgmt. and control
 - ❑ Information; market communic.
 - ❑ Privacy commitment
 - ❑ Occupational health and safety
- ▶ **Responsible marketing committees:** Transparency; Product⁽⁵⁾
- ▶ **Personal data protection/security protocol**
- ▶ **ESG criteria for suppliers**
- ▶ **Tax duties:** transparency, due-diligence and cooperation with tax authorities



(1) Including among other CSR; Global Risk Management; Control & Compliance; Business management; HR; Legal services; General Secretary of the Board; IR; Security and Governance; Accounting and control. (2) Cross-departmental in direct dependence from the Environmental Risk Committee, supporting the Environmental Risk Department in the daily decision-making processes. (3) Non-executive Directors: fixed components only. CEO: fixed remuneration; social insurance and other social benefits; variable remuneration linked to achievement of previously established targets (for 2019: RoTE, Core efficiency ratio, NPA evolution, risk appetite framework, quality, conduct and compliance) and prudent risk management. Annual targeted incentive scheme linked to 2019-21 Strategic Plan, considering Group's Global reputation index as key metric. (4) Including Defence policy and Environmental risk management policy covering mining, power, infrastructure and agribusiness. (5) Refer to the appendix for additional details.

Delivering in responsible banking: some examples

03. Environmental strategy



RESPONSIBLE ACTION



PUBLIC POSITIONING

Public commitment

CaixaBank statement on climate change ⁽¹⁾



4

Transparency

Reporting to markets



Ongoing working group to implement its recommendations

5

ALLIANCES & PARTNERSHIPS



(1) February 2019.

Delivering in responsible banking: some examples

03. Environment: responsible action



1. Promoting green business ⁽¹⁾



~ **US\$1.4Bn**

Green loans ⁽²⁾, including renewable energy projects ⁽³⁾, RE, tourism and ecoLoans

€1.3Bn



Joint book-runner in two green bonds in 2018 ⁽⁴⁾

€13.7M

Ecological fund by MicroBank

Green loans through BPI

€161M

2. Managing climate risks: ESG risks integrated in risk management



Signatory since 2007

Avoid, minimise, mitigate, remedy potential risks for environment or community

0.9%

Total carbon-related asset exposure ⁽⁵⁾



Dedicated team in environmental risk-management



Ongoing working group to implement its recommendations

3. Minimising environmental footprint



100%

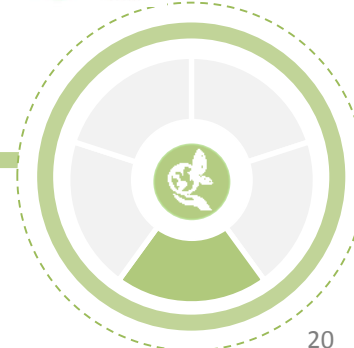
Carbon neutral. 1st listed bank in Spain to offset its carbon footprint ⁽⁶⁾

-69%

Reduction in emissions since 2009 ⁽⁶⁾ ⁽⁷⁾

99% **RE 100** ⁽⁶⁾ ⁽⁸⁾

Renewable energy; 935 branches with new LED lighting



(1) Refer to the appendix for additional detail. All data for FY 2018. (2) Global Syndicated Loans, League Tables FY2018 (Bloomberg). US\$593M as a Global bookrunner and US\$855M as a Global Mandated Lead Arranger. (3) >23,700 MW in installed capacity since 2011; 5,216 MW in 2018. CaixaBank ex BPI. (4) €700M Iberdrola Green bond (PNC6) in March 2018 and €600M EDP Green Bond (7y) in November 2018. (5) Including credit, fixed income and equity exposure. (6) CaixaBank S.A. (7) 34,778 Tones compensated in 2018 through the purchase of credits in a Verified Carbon Standard (VCS) approved project in India and re-forestation in Spain. CaixaBank S.A. (8) First Spanish organization to adhere to RE100, a global initiative including firms committed to 100% renewable energy. CaixaBank S.A.

Delivering in responsible banking: some examples

03. Environment: Minimising the environmental footprint



Priorities 2019-2021

- 1 Carbon Neutral Strategy**
Minimising and offsetting all calculated CO₂ emissions

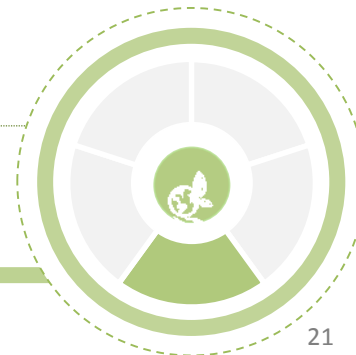
KPIs – 2018 vs. 2021 ambition	2018	2021e
% of CO ₂ emissions offset	100%	100%
% reduction in CO ₂ emissions (vs. 2015)	-10%	-14.5%
% renewable energy consumed	99%	99%
% consumed energy (vs. 2015)	-5.5%	-10%
% renewed environmental certifications	100%	100%

- 2 Environmental efficiency**
Minimising the bank's impact, implementing new energy saving measures and renewing certifications and environmental commitments

- 3 Extending environmental commitment to the value chain**
Action plans for suppliers to assume our environmental values as their own and comply with the acquired commitments

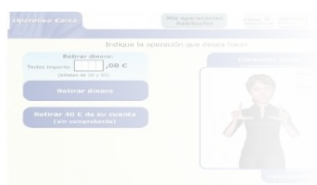
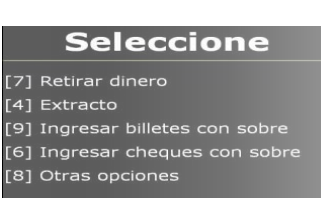
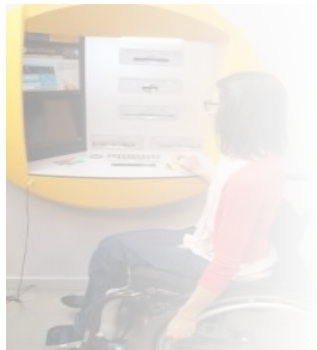
- 4 Driving sustainable mobility**
Actions encouraging sustainable mobility to minimise the emissions of the company, staff and suppliers → sustainable mobility plan; process automation

- 5 Commitment, transparency and engagement**
Engagement actions with employees and reinforcing the commitment and public environmental information



Delivering in responsible banking: some examples

04. Financial inclusion: a bank for everyone



Social and micro-financing



99,553

Active social accounts ⁽¹⁾;
24,110 opened in 2018

116,789

Micro-credits granted for
a total of €773M (2018);
45% granted to women

€65.6M

Ethical fund by MicroBank



#1 in micro-finances in Europe ⁽²⁾

Accessibility, proximity and omni-channel banking



94%/100%

Presence in towns/cities
with >5,000/>10,000
inhabitants ⁽³⁾

86%

of branches are accessible
(physical disability) ⁽³⁾;
accessibility in all channels

96%

of ATMs 100% accessible ⁽³⁾,
with design considering all
impairments/disabilities



Financial culture



Financial Culture

New plan to
foster financial
culture in
society



Aula

26 economics and finance
courses/webinars for
shareholders →
1,685 participants



CaixaBank Research

Creating and spreading
knowledge through
economic and CSR
research and analysis ⁽⁴⁾

IESE
Executive School
University of Navarra

Cátedra CaixaBank
de Responsabilidad
Social Corporativa

Cátedra AgroBank
CaixaBank



(1) These accounts guarantee financial inclusion people with serious economic difficulties, enabling them to access (free of charge) the basic financial services of a current account.

(2) Source: "Microfinance in Europe: A survey Report 2016-2017". European Microfinance Network (EMN), December 2018

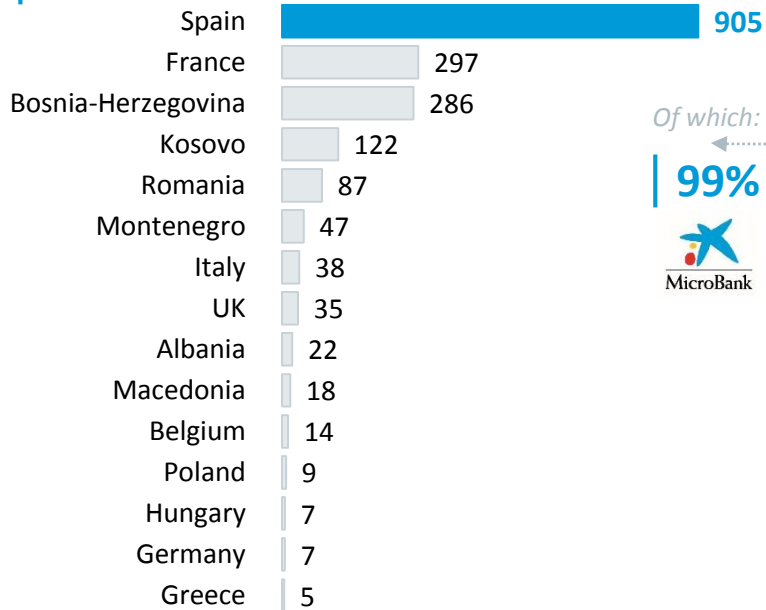
(3) In Spain. Moreover, CaixaBank is the only bank in 203 towns in Spain (2018).

(4) 173,475 mailings of the Monthly report; 2,076 articles published in the web; 3,901 followers on Twitter; 87 conferences by economists in several forums; 2,190 participants in the conferences Cátedra "la Caixa"

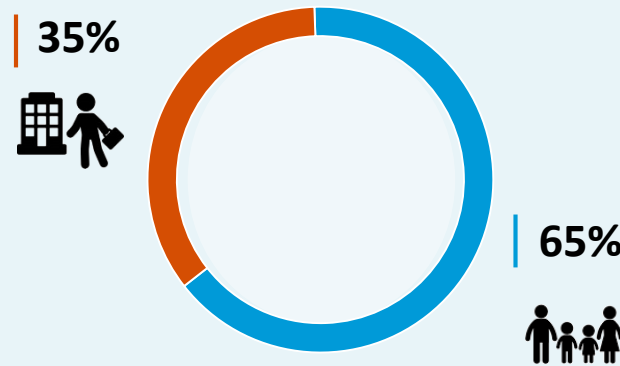
Microbank: leading micro-credit in Spain and a reference in Europe

European and Spanish reference in micro-credit ⁽¹⁾

Microcredit production (2017), €M



Micro-credit portfolio breakdown, since 2007



FY 2018

Micro-credits granted

116,789

€ Granted in micro-credits

€773M

New jobs created with support from micro-credits

25,820

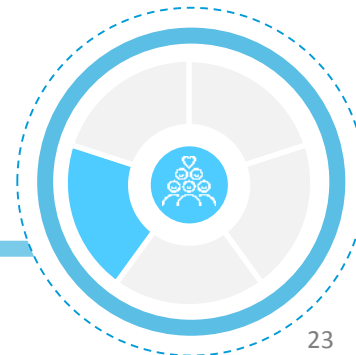
New businesses created w/ support of the micro-credits

9,561

>885,000 micro-credits granted since MicroBank was created in 2007



With support of European institutions



(1) Source: "Microfinance in Europe: A survey Report 2016-2017". European Microfinance Network (EMN), December 2018.

Delivering in responsible banking: some examples

05. Social action and volunteering: by people, with people, for people



Decentralised social welfare



€44 M

Of "la Caixa" Foundation budget ⁽¹⁾ managed through CABK network for local needs

~70%

Of the budget allocated to poverty, health, disability and addiction ⁽¹⁾

>11,500

Activities targeting local social entities → >9,400 beneficiary entities ⁽¹⁾

Juntos sumamos más
~ €300,580 raised in solidary crowdfunding, to finance 20 projects

Active housing policy



>22,000

Units in stock of social housing ⁽²⁾

Of which 3,069

Housing units contributed to the Spanish Government Social Housing Fund (FSVE) ⁽²⁾

25,471

Deeds in lieu of foreclosure since 2010; 1,889 in 2018 ⁽²⁾

- ▶ Customer service for mortgage clients (SACH) since 2013
- ▶ Signatory of Good Practice Code (Spain) since 2012

Participation in "la Caixa" volunteering programme



>15,000

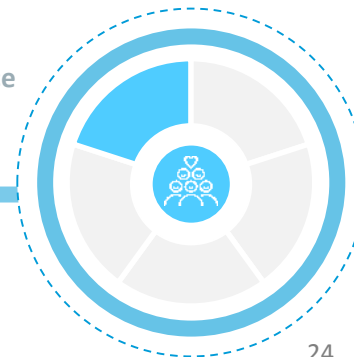
Participants in 2 CaixaBank Social Weeks in 2018

>5,400

Local volunteering activities in 2018 Social Weeks



>1.6M Beneficiaries since beginning of "la Caixa" Volunteer Programme



(1) In 2018.
(2) Data as of 31 December 2018. CaixaBank ex BPI.

ESG key strategic ambitions 2021

Governance - ESG

- 1. Integrity, transparency and diversity
- 2. Governance

	2018	2021e
% of employees trained in the code of ethics and anti-corruption policy	100%	100%
% of responsible policies ⁽¹⁾ reviewed every 18 months	100%	100%
% of managerial positions carried out by women ⁽²⁾	39.9%	43%

Environmental - ESG

- 3. Environment

	2018	2021e
% reduction in energy consumption (vs. 2015)	5.5%	10%
% reduction in CO2 emissions (vs. 2015)	10%	14.5%
% contracting with environmental criteria/total with significant environmental impact	40%	70%

Social - ESG

- 4. Financial inclusion
- 5. Social projects and volunteering

	2018	2021e
New MicroBank credits granted (€Bn)	0.8	~2.2 <i>Trailing 3y</i>
Number of branches in rural towns	1,070	>1,000
Number of employees who volunteer	14,500	>10K

(1) CSR, Human Rights, Defence, Environmental Management policies.

(2) CaixaBank S.A. (as of 31 December 2018). Considering deputy-director positions in branches type A and B and above.

1

2

3

**RANKINGS, ALLIANCES AND
GLOBAL INITIATIVES**



Strong sustainability performance: ample recognition by the main sustainability analysts and rating agencies

Sustainability indexes and ratings



Sustainability Yearbook 2019
Amongst the most sustainable firms in the world for the 8th year in a row

- ▶ Included in the Sustainability Yearbook for the 8th year in a row
- ▶ Obtained SAM Bronze class for the 3rd consecutive year
- ▶ Included in the DJSI World and DJSI Europe since September 2012



Top 500 Banking Brands (The Banker and Brand Finance)
Amongst the Top 20 in Europe

- ▶ Escalating 4 positions up to #66 in the global ranking
- ▶ Brand value +US\$ 742M yoy
- ▶ Brand rating improves from AA to AA+



ISS QualityScore
Top rated in all categories ⁽¹⁾

- ▶ **Governance: #3**, with maximum score in compensation and shareholder rights
- ▶ **Environment: #1**, with maximum score in risk & opportunities, carbon & climate and natural resources
- ▶ **Social: #1**, with maximum score in human rights, stakeholders & society and product-quality & brand



(1) Score scale: 1-10. Scores as of June 2019

Active participation in key initiatives

Alliances and partnerships in global initiatives



Alliance with "La Caixa" Banking Foundation, the leading foundation in Spain and the one of the biggest in the world



CaixaBank has chaired the presidency of the Spanish Network of the United Nations Global Compact since 2012



Public commitment to ensure that its policies promote gender equality (2013)



Commitment to ESG risk assessment in project financing of over 10 Million US dollars (2007)



Founder member, promotes economic growth linked to a low-carbon economy (2016)



The pension plans manager, VidaCaixa (2009), and the Group asset manager, CaixaBank Asset Management (2016), are signatories



Promotes sustainable finance and the integration of environmental and social aspects in the business (2018)



Defines the role and responsibilities of the financial sector to guarantee a sustainable future (2018)



Principles that promote integrity in the green and social bonds market (2015)



Global and collaborative initiative of companies committed to using 100% renewable energy (2016)



Organisation that works for the reduction of greenhouses gas emissions and the sustainable use of water (2012)



Commitment to foster, promote and spread new CSR ideas (2005)



UN Guiding Principles on Business and Human Rights



OECD Guidelines for multinational enterprises



European Microfinance Network

Join effort is essential to foster ESG and exchange best practices

SDG are integrated into the Strategic Plan and the Socially Responsible Banking Plan 2019-2021

CaixaBank's contribution to SDGs

Examples



Priority



- ▶ €773M in micro-credits granted
- ▶ 25,820 jobs created through micro-credits granted
- ▶ ~18,000 micro-credits to entrepreneurs and businesses
- ▶ Strategic alliance with “la Caixa” Banking Foundation

Important



- ▶ 40% of management positions are women ⁽¹⁾ (CABK S.A.)
- ▶ €844M invested in IT and development at CABK
- ▶ 100% of estimated CO₂ emissions offset (CABK S.A.)
- ▶ €645M renewable energy financing (CABK S.A.)

Complementary

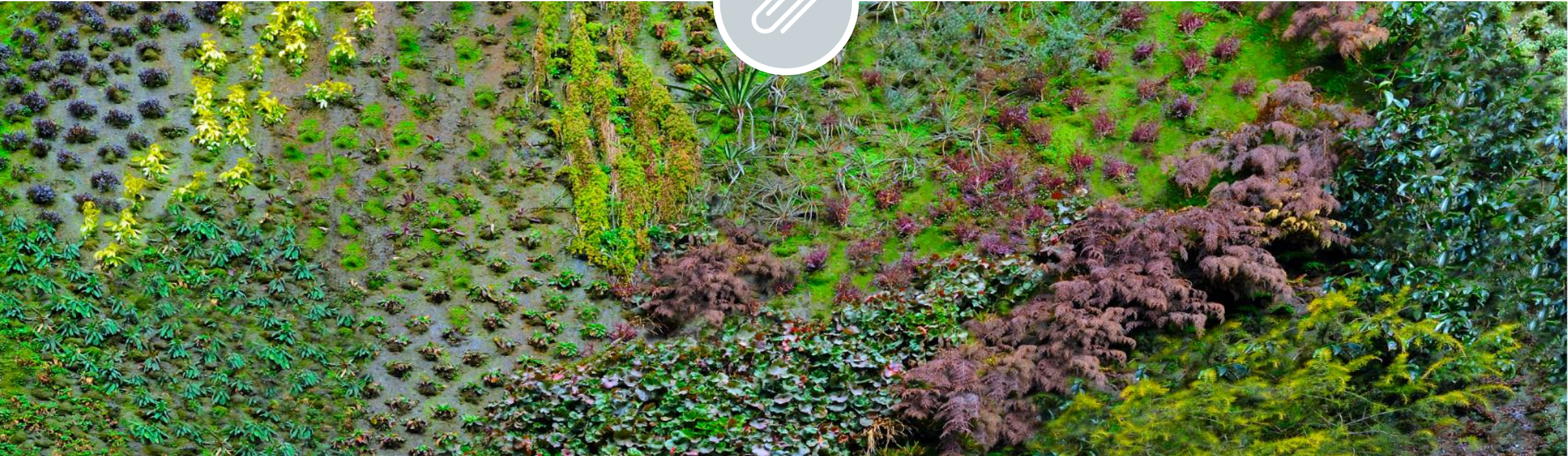


- ▶ Collaboration with GAVI (the vaccine alliance) through LCBF ⁽²⁾
- ▶ 5,212 beneficiaries from basic finance training workshops for adults
- ▶ Adhered to the RE 100 initiative
- ▶ >22,000 social housing units
- ▶ Human rights policy and adhesion to Auto-control ⁽³⁾

CaixaBank holds the presidency of the Spanish Network of the UNGC since 2012

(1) Considering deputy-director positions in branches type A and B and above.
 (2) “la Caixa” Banking Foundation.
 (3) Spanish association for commercial self-regulation for good advertising practices.
 Data as of 31 December 2018.

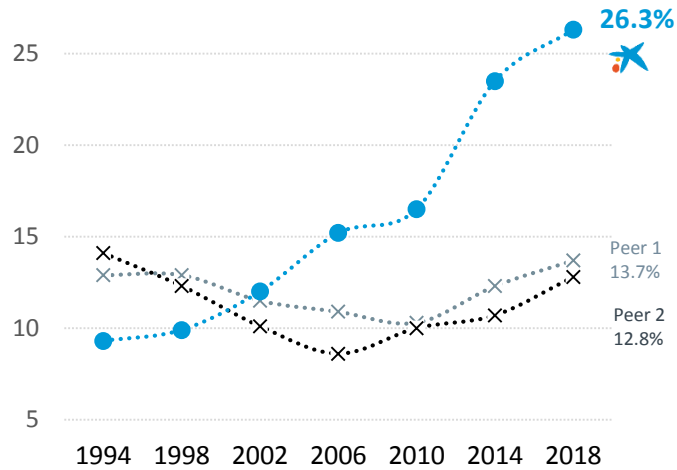
Appendix



Track record of growth based on scale, customer loyalty and customer satisfaction

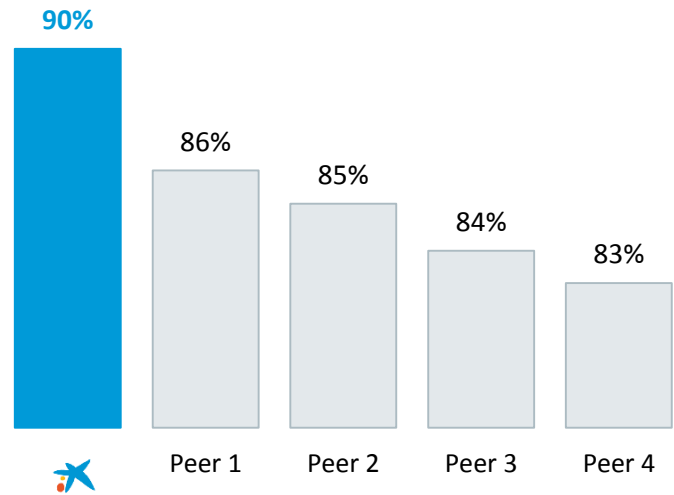
The largest scale and the best access to the market

Market penetration among retail clients (primary bank) ⁽¹⁾, %



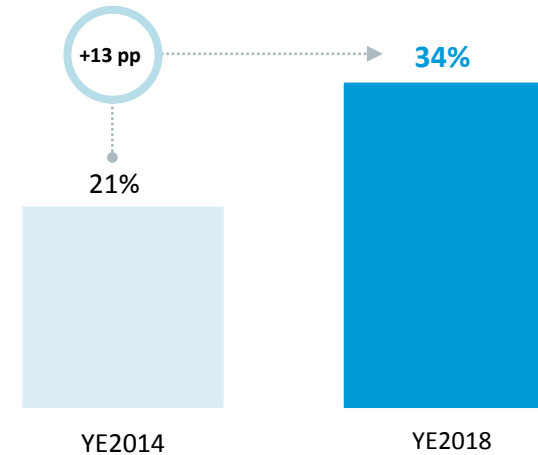
The primary bank for 90% of our customers

% retail clients considering relationship as primary⁽²⁾



High customer satisfaction

Net Promoter Score in retail banking ⁽⁴⁾



13.7 million customers in Spain



+1.9 million
in Portugal (BPI)

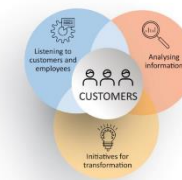
27.3%

Market share in payroll deposits (Spain)⁽³⁾

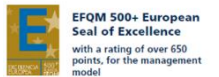


98.5%

Retention rate of high-value customers



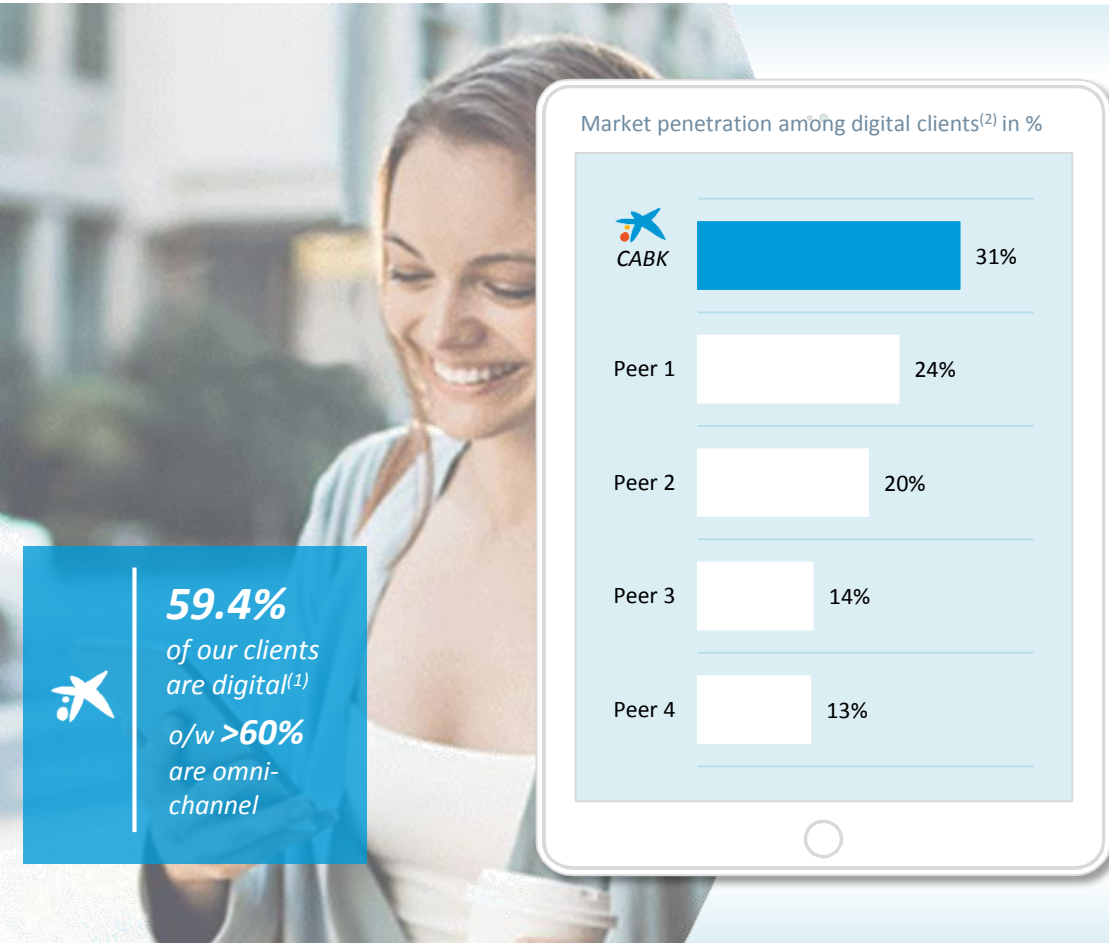
- Quality of service
- Specialised service
- Customer intimacy



(1) Retail clients in Spain aged 18 or above. Source: FRS Inmark 2018. Peers include SAN (including POP) and BBVA.
 (2) Retail clients in Spain aged 18 or above. Source: FRS Inmark 2018. Peers include SAN, BBVA, Bankia, SAB.
 (3) Source: CABK estimates based on data from Social Security. As of 30 June 2019.
 (4) Percentage of promoters minus percentage of detractors. Internal data.

At the forefront of digitalisation

The highest digital penetration



Innovative products and services

>1.2 M clients

Mis Finanzas

4.1 M users

Leveraging IT for commercial effectiveness...

SMART PCs

~ 100%

NEW BRANCH FORMAT (STORES)⁽³⁾

405 With extended opening hours

DIGITAL SALES

38% of consumer loans⁽⁴⁾

...while boosting efficiency and facilitating compliance

DIGITAL PROCESSES⁽⁵⁾

~ 100%

DIGITAL SIGNATURES

99%

AUTOMATION

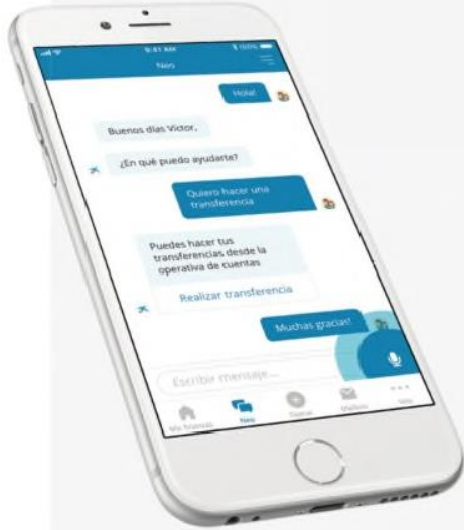
19.5% administrative tasks in branches vs. 42% in 2006



(1) Individual customers aged 20-74 years old with at least one transaction in the last 12 months. June 2019.
 (2) 12 month average, latest available data as of June 2019. In Spain. CaixaBank ex BPI; peer group includes: Bankia, Banco Sabadell, Banco Santander, BBVA. Source: Comscore.
 (3) Including 49 store branches work-in-process. Opening hours extended to 18:30h.
 (4) Sales executed via electronic channels (web, mobile and ATM).
 (5) % of documentation related to product acquisition that is digitalised. CABK ex BPI.

Continued investment in innovation

Key milestones in 2018



CaixaBank joins the **blockchain commercial financing platform** which simplifies cross-border trade for companies and SMEs

CaixaBank successfully completes the **first instant cash transfer using the ECB's new TIPS platform**. CaixaBank was chosen by the Bank of Spain and the European Central Bank

CNMV, BME and financial institutions join forces to innovate with blockchain technology. **The Fast Track Listing (FTL) projects aims to simplify and reduce the time** needed to register issuances

First Bank in Spain available on Google Home and Amazon Alexa (artificial intelligence in customer service). A chatbot called Neo lets customers make enquiries, request help, and obtain recommendations about products and services.

New employee assistant based on artificial intelligence. An instant chat resolves the most frequently asked questions that arise in the day-to-day branch activity.

Pioneers in carrying out foreign trade transactions with end customers on a blockchain platform (in this case, Batavia)

Priorities 2019



Reduce time-to-market for new product launches



Enhance back-office processes' efficiency



Seize potential offered by big data



Continue to improve flexibility, scalability and efficiency of our infrastructure

Strong cybersecurity standards and protection measures

Comprehensive information security and cybersecurity approach

Advanced cyber security model externally certified

- ▶ **ISO 27001** certification over all security processes annually renewed
- ▶ Established **CERT official** through a team of specialists (100% externally certified), trained and prepared 24/7 to prevent, detect and take action when facing any cyber threat. Active cooperation with other national and international CERTs
- ▶ Contingency Technological Governance framework designed, developed, and certified, in accordance with **ISO 27031** standard, ensuring implementation of best practices in ICT Readiness for Business Continuity (IRBC) areas

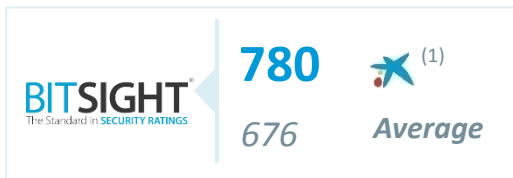


Continued training for all employees and security awareness for employees and clients

- ▶ Since 2015, **Infoprotect** integrates all the security awareness initiatives aimed at all employees to protect information and to foster a company-wide culture of global security
- ▶ Bimonthly security newsletter with security news and recommendations
- ▶ Monthly phishing simulation campaign
- ▶ Face-to-face training sessions
- ▶ New (June 2019) quarterly newsletter for Now and credit card clients with security tips (CaixaBankProtect)



Outperforming in benchmarks



~€20M	Invested in information security	2018
77	Security control projects completed	
100%	Cyber attacks blocked	
>27,600	Employees that have taken cybersecurity courses	
96	DJSI points for information security	

(1) CaixaBank Group.

Responsible management: Internal whistle-blowing channel to ensure compliance with internal policies and rules

Global Risk Committee

Responsible for the end-to-end management, control and monitoring of credit, market, operational, concentration, reputational, legal, regulatory compliance and any other risks included in the Corporate Risk Catalogue, and the implications of these risks for capital adequacy management and capital consumption

Risk Policies Committee

Reviews and approves the policies and procedures governing actions linked to the approval of credit and market risks. Likewise, it defines the policies for mitigation and management of non-performing loans and recovery of impaired risks

Environmental Risk Committee

Cross-departmental management of environmental strategy while also identifying, managing and controlling the associated risks as a first line of defence. Co-chaired by 2 members of the Management Committee

Product Committee

Approves new products or services designed and/or marketed by the Bank, after analysing the features and risks associated with each product, its suitability for its target market and its compliance with consumer protection and transparency rules

261

Products and/or services analysed

26/28

Classroom/non-classroom based sessions

11

Products and / or services rejected (not approved or rectified)

7

Products approved that had been previously rejected and were subsequently rectified

Transparency Committee

Ensures transparency in the design and marketing of financial instruments, banking products, and investment and savings insurance plans

Product Committee monitoring and control unit

Supports the Transparency Committee in its duties of monitoring and control of the products and services approved by the Product Committee to ensure their suitability for the interests, objectives and characteristics of their target market

Reputational Risk Support Service

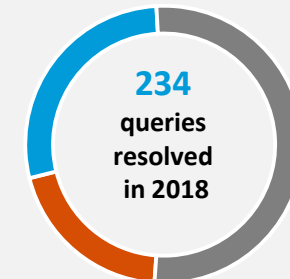
Service provided to the commercial branch network to channel queries about potential transactions that might infringe the codes of conduct

28%

Defence

52%

Other



234
queries
resolved
in 2018

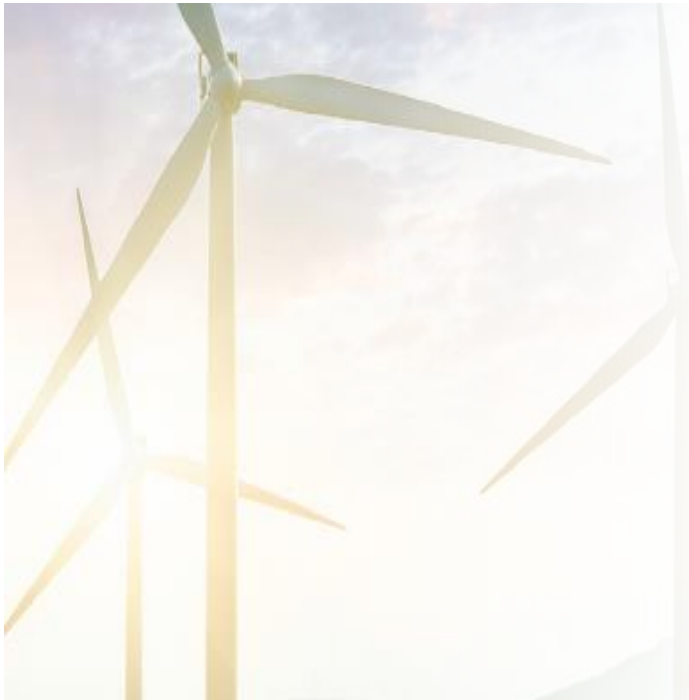
20%

Equator principles

Self-control

CaixaBank voluntarily adheres to *Autocontrol*, the Spanish Association for Commercial Self-Regulation, which promotes good advertising practices

Promoting green business



Promote sustainable business

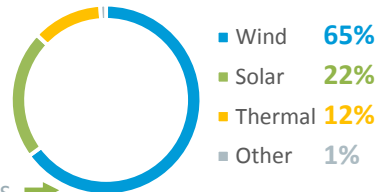
Corporates

Green loans: US\$1.4Bn new loans⁽¹⁾ in 2018

- Including renewable energy projects, RE, tourism and ecoLoans⁽²⁾
- Top 10 Global Bookrunner ranking (6 loans)⁽³⁾⁽⁴⁾
- All loans green-certified based on Green Loan Principles
- €161M in green financing through BPI

Project Finance: €645M new financing in 2018

- Projects related to water, waste treatment, clean transport, infrastructures, renewable energy
- 5,216 MW of installed capacity in 12 renewable energy projects in 2018⁽⁵⁾
- 37% of project finance exposure corresponds to energy projects, o/w 81% to renewable energy projects →



Green bonds



- Signatory of the Green Bond Principles since 2015
- Joint book-runner in two green bonds in 2018 → €1.3Bn⁽⁶⁾

ESG-indexed loans

- Loans linked to the performance of sustainable (ESG) indexes such as MSCI or GRESB (energy and real estate loans)

Retail clients and SMEs

EcoFinancing: €6.7M

AgroBank

- Specific financing lines to promote environmentally-friendly investments and to boost loans for agricultural projects related to energy efficiency, water use, organic farming, renewable energy, waste mgmt., and the development of rural areas

Green Funds: €13.7M

MicroBank

- From MicroBank Ecological Fund, investing in environmentally-responsible funds in sectors s.a. renewable energies, organic food, recycling and water treatment...
- ...managed under ESG criteria

Climate Action Lines

- Agreement with EIB to fund investments in SMEs, individuals and public sector to combat climate change: €30M for climate action initiatives; €35M for wind farm project
- CaixaBank also acts as a broker for EIB funds related to renewable energy projects
- BPI: green financing lines such as for energy efficiency and urban rehabilitation projects



(1) Global Syndicated Loans, League Tables FY2018 (Bloomberg). US\$593M as a Global bookrunner and US\$855M as a Global Mandated Lead Arranger.

(2) Source: Global Loans, League Tables FY 2018 (Bloomberg). Part of the green loans included in the volume of renewable energy financing.





(3) Criteria established by the International Capital Markets Association. Source: Global Syndicated Loans, League Tables FY 2018 (Bloomberg).

(4) And top 14 Global Mandated Lead Arranger ranking.

(5) >23,700 MW in installed capacity since 2011.

(6) €700M Iberdrola Green bond (PNC6) in March 2018 and €600M EDP Green Bond (7y) in November 2018.

Credit ratings

	Long term	Short term	Outlook	Rating of covered bond program
 (1)	Baa1	P-2	stable	Aa1 (5)
 (2)	BBB+	A-2	stable	AA (6)
 (3)	BBB+	F2	stable	-
 (4)	A	R-1 (low)	stable	AAA (7)

(1) As of 17 May 2019

(2) As of 31 May 2019

(3) As of 8 October 2018

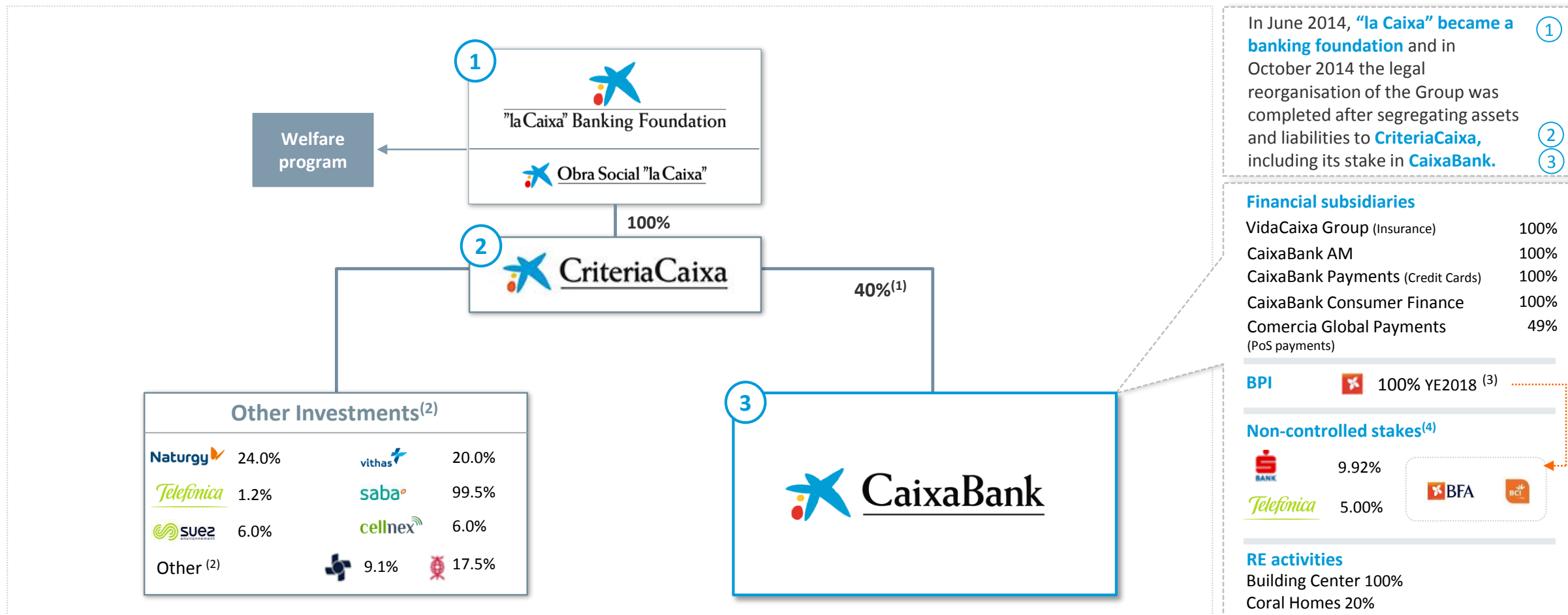
(4) As of 29 March 2019

(5) As of 17 April 2018

(6) As of 19 March 2019

(7) As of 22 February 2019

A streamlined organisation of “la Caixa” Group



(1) Since 6 February 2017.

(2) Latest figures reported by CriteriaCaixa. “Other” include, among others, stakes in Aigües de Barcelona, 100% of Caixa Capital Risc and RE business.

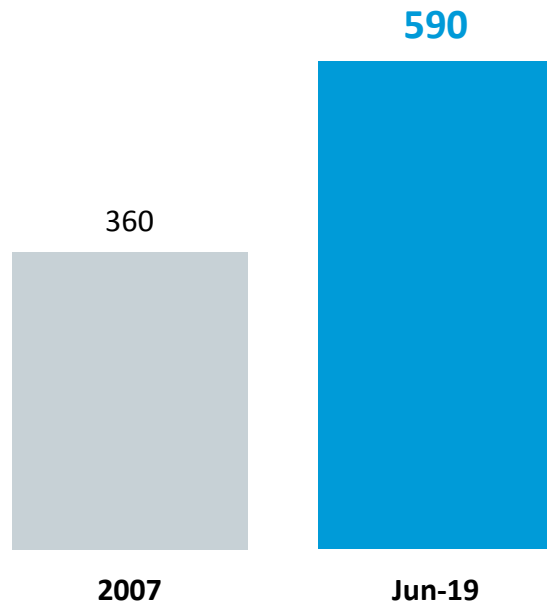
(3) Post de-listing squeeze out exercised on 27 December 2018.

(4) Main non-controlled stakes of CaixaBank Group, including BPI’s main non-control stakes of 48.10% of BFA and 35.67% of BCI as of 30 June 2019.

Increased free float with diversified investor base

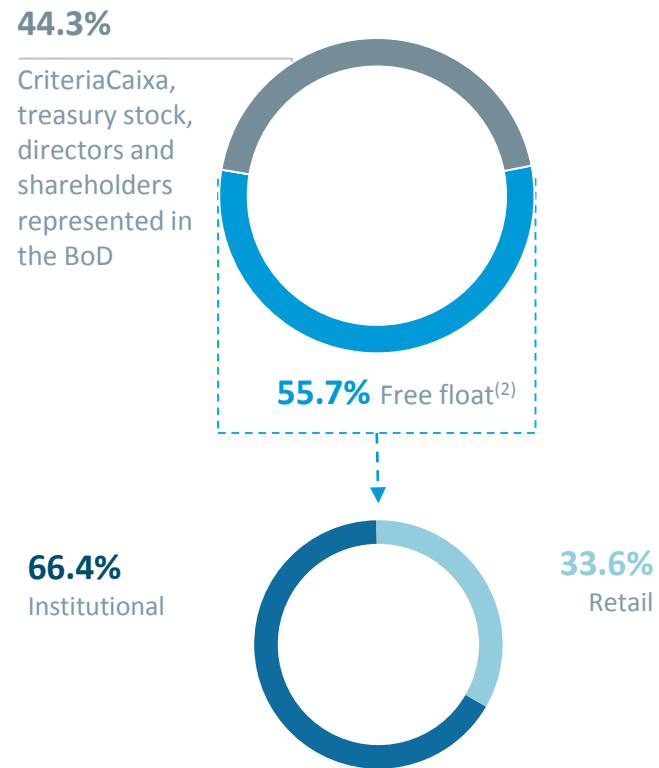
Number of shareholders

In thousands



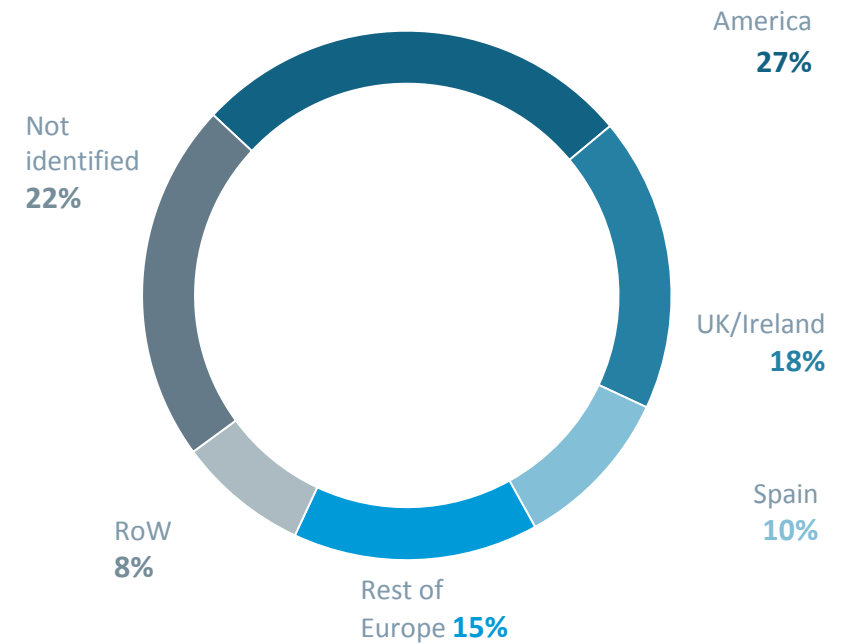
Shareholder base by group ⁽¹⁾

In % of share capital as of 28 June 2019



Geographical distribution of institutional investors ⁽³⁾

In % of share capital as of 31 December 2018



(1) Source: latest available public information and shareholders' register book. The register book presents an excess of c.35 M net shares, assumed to be allocated to the international institutional category.

(2) Calculated as the number of issued shares less treasury stock and shares owned by the members of the Board of Directors and by the shareholders represented in the Board of Directors.

(3) Percentage calculated on the institutional free float identified at the Shareholder identification elaborated by CMI2i.

P&L and balance sheet

P&L

€ million	1H19	1H18	Year-on-year	%
Net interest income	2,478	2,432	46	1.9
Dividend income	161	121	40	33.2
Share of profit/(loss) of entities accounted for using the equity method	209	503	(294)	(58.4)
Net fee and commission income	1,248	1,293	(45)	(3.5)
Trading income	261	293	(32)	(10.9)
Income and expense under insurance or reinsurance contracts	264	282	(18)	(6.4)
Other operating income and expense	(176)	(270)	94	(34.8)
Gross income	4,445	4,654	(209)	(4.5)
Recurring administrative expenses, depreciation and amortisation	(2,408)	(2,304)	(104)	4.5
Extraordinary expenses	(978)	(8)	(970)	
Pre-impairment income	1,059	2,342	(1,283)	(54.8)
Pre-impairment income stripping out extraordinary expenses	2,037	2,350	(313)	(13.3)
Allowances for insolvency risk	(204)	(248)	44	(17.6)
Other charges to provisions	(91)	(283)	192	(67.8)
Gains/(losses) on disposal of assets and others	(38)	(70)	32	(46.7)
Profit/(loss) before tax	726	1,741	(1,015)	(58.3)
Income tax expense	(104)	(401)	297	(74.1)
Profit/(loss) after tax	622	1,340	(718)	(53.6)
Profit/(loss) attributable to minority interest and others		42	(42)	
Profit/(loss) attributable to the Group	622	1,298	(676)	(52.1)

- In accordance with the Amendments to IFRS 4, the Group has decided to apply temporary exemption from IFRS 9 in respect of the financial investments of the Group's insurance firms for all periods that come before 1 January 2021 as it awaits the entry into force of the new IFRS 17: Insurance Contracts, which will govern the presentation and measurement of insurance contracts (including technical provisions). Accordingly, these investments are grouped under Assets under the insurance business on the balance sheet. To make the information more readily comparable, the Group has also grouped together the technical provisions relating to Unit Link and Flexible Investment Annuity (part under management), which are now reported jointly under 'Liabilities under the insurance business'.
- The change in this heading in the first half of the year is mainly due to the coming into force of IFRS 16 on 1 January 2019, which involves recognising the assets and liabilities related to leases on the leaseholder's balance sheet for the current value of the payments due in the lease agreement.
- The actuarial losses and gains previously recognised under the heading Shareholders' equity are shown under the heading accumulated Other Comprehensive Income. As a result of the change of accounting criterion, the equity figures corresponding to 31 December 2018 have been restated for comparison purposes, reclassifying €548 million under both headings, without any impact on total equity.

Balance sheet

€ million	Jun 30, 2019	Mar 31, 2019	Change %	Dec 31, 2018	Change %
- Cash and cash balances at central banks and other demand deposits	17,067	23,857	(28.5)	19,158	(10.9)
- Financial assets held for trading	12,806	10,434	22.7	9,810	30.5
- Financial assets not designated for trading compulsorily measured at fair value through profit or loss	573	638	(10.2)	704	(18.6)
<i>Equity instruments</i>	212	219	(3.2)	232	(8.6)
<i>Debt securities</i>	92	91	1.1	145	(36.6)
<i>Loans and advances</i>	269	328	(18.0)	327	(17.7)
- Financial assets at fair value with changes in other comprehensive income	20,359	26,145	(22.1)	21,888	(7.0)
- Financial assets at amortised cost	251,348	245,357	2.4	242,582	3.6
<i>Credit institutions</i>	6,648	8,533	(22.1)	7,555	(12.0)
<i>Customers</i>	227,700	219,713	3.6	217,967	4.5
<i>Debt securities</i>	17,000	17,111	(0.6)	17,060	(0.4)
- Derivatives - Hedge accounting	2,034	2,025	0.4	2,056	(1.1)
- Investments in joint ventures and associates	3,962	3,991	(0.7)	3,879	2.1
- Assets under the insurance business ¹	70,774	65,270	8.4	61,688	14.7
- Tangible assets ²	7,478	7,414	0.9	6,022	24.2
- Intangible assets	3,820	3,850	(0.8)	3,848	(0.7)
- Non-current assets and disposal groups classified as held for sale	1,285	1,290	(0.4)	1,239	3.7
- Other assets	14,501	13,865	4.6	13,748	5.5
Total assets	406,007	404,136	0.5	386,622	5.0
Liabilities	382,023	379,386	0.7	362,564	5.4
- Financial liabilities held for trading	11,514	9,705	18.6	9,015	27.7
- Financial liabilities at amortised cost	289,773	294,937	(1.8)	282,460	2.6
<i>Deposits from central banks and credit institutions</i>	26,965	41,831	(35.5)	37,440	(28.0)
<i>Customer deposits</i>	223,903	214,189	4.5	210,200	6.5
<i>Debt securities issued</i>	32,751	33,265	(1.5)	29,244	12.0
<i>Other financial liabilities</i>	6,154	5,652	8.9	5,576	10.4
- Liabilities under the insurance business ¹	68,298	63,779	7.1	60,452	13.0
- Provisions	5,484	4,421	24.0	4,610	19.0
- Other liabilities	6,954	6,544	6.3	6,027	15.4
Equity	23,984	24,750	(3.1)	24,058	(0.3)
- Shareholders' equity ³	25,218	25,832	(2.4)	25,384	(0.7)
- Minority interest	28	30	(6.7)	29	(3.4)
- Accumulated other comprehensive income ³	(1,262)	(1,112)	13.5	(1,355)	(6.9)
Total liabilities and equity	406,007	404,136	0.5	386,622	5.0

Premium brand reputation with ample external recognition

Premium brand reputation



Best Bank in Spain 2019
Best Bank for Corporate Responsibility in Western Europe 2019
Best Bank Transformation in Western Europe 2019 - Euromoney



Best Bank in Spain 2019
Best Bank in Western Europe 2019
Global Finance

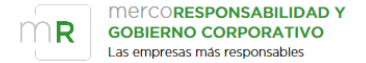


Bank of the Year in Spain 2018
The Banker



Dow Jones Sustainability Indexes

Dow Jones Sustainability Index
Among world's top banks in ESG



Most responsible financial institution & best corporate governance
Merco

Wide recognition of leading IT infrastructure



Best Private Bank for digital client communication 2019 – Global
PWM (FT Group)



Most Innovative Financial Institution in Western Europe 2019
Global Finance



Tech Project of the Year 2019 “Delivery channels” category (Biometric ATM’s)
The Banker



Innovative Touchpoints & Connected Experiences 2018 (CaixaBank Now App)
BAI



Best Consumer Digital Bank in Western Europe 2018
Global Finance

BPI: Premium brand and innovation recognitions



Most Trusted Bank Brand in Portugal 2019
Reader's Digest



Best Digital Bank Portugal 2019
5 estrelas



Excellence Brand 2019
Superbrands



Best Private Bank for digitally empowering relationship managers 2019 - Europe
PWM (FT Group)



Best Digital Team 2019
PayTech Digital Awards



BEING WHAT WE

NEED TO BE

MAKES US

DIFFERENT



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