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IN BRIEF



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SOCIALLY RESPONSIBLE  
BANKING PLAN



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FRAMEWORK



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# CaixaBank Group at a glance<sup>(1)</sup>

## ★ | Leading bancassurance franchise in Iberia

Customers (M)	<b>15.5</b>
Preferred bank-Spain <sup>(2)</sup> (%)	<b>24.4%</b>
Digital clients-Spain <sup>(3)</sup> /total (%)	<b>62.9%</b>
Branches <sup>(4)</sup>	<b>4,515</b>
Balance sheet <sup>(5)</sup> (€ Bn)	<b>416.4</b>

## 📈 | Group core operating income<sup>(6)</sup> 1Q20: +4.2% yoy

RoTE (TTM)	<b>5.4%/8.5% adj.<sup>(7)</sup></b>
1Q20 Net profit (€ M)	<b>90</b>
Core revenues 1Q20 <sup>(8)</sup>	<b>+0.9% yoy</b>
Core C/I (TTM)	<b>57.0%</b>
CoR (TTM)	<b>0.31%</b>

## 📄 | Solid balance sheet metrics

NPL coverage ratio	<b>58%</b>
Liquid assets (€ Bn)	<b>96</b>
LCR eop	<b>234%</b>
CET1/Total capital <sup>(9)</sup> (%)	<b>12.0%/15.8%</b>
Long Term Ratings <sup>(10)</sup>	<b>Baa1/BBB+/BBB+/A</b>

## 🌐 | A responsible bank with solid heritage and values

- Included in **leading sustainability indices**<sup>(11)</sup>
- **Highly-rated brand:** based on trust and excellence in quality of service
- **MicroBank:** Spanish and European reference in micro-credit
- **Over 115-year history, with deeply rooted values:** quality, trust and social commitment



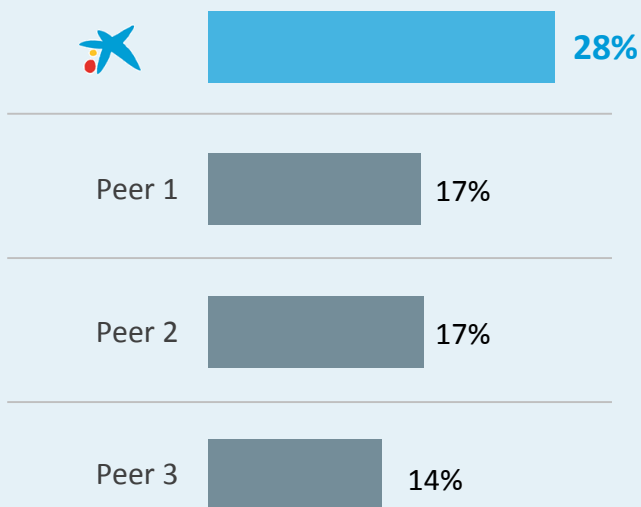
(1) Figures as of 31 March 2020 and referring to CaixaBank Group, unless otherwise noted. (2) Market penetration-primary bank among retail clients in Spain aged 18 or above. Source: FRS Inmark 2019. (3) Individual customers aged 20-74 years old with at least one transaction in the last 12 months. (4) # of branches in Spain and Portugal, of which 3,846 are retail branches in Spain. (5) #2 bank by total assets in Spain (based on public information as of March 2020). (6) Core revenues (NII, net fees, insurance revenues) minus recurrent operating expenses. (7) RoTE excluding restructuring charges. (8) NII, net fees, life-risk insurance premia and equity accounted income from SegurCaixa Adeslas and other BPI bancassurance stakes. (9) Including shift to transitional IFRS9. Subject to final approval from ECB. (10) Moody's, Standard&Poor's, Fitch, DBRS. (11) Including among others: MSCI Global Sustainability, DJSI, FTSE4Good, Ethibel Sustainability Index (ESI), STOXX® Global ESG Leaders, CDP A-List.



# The “bank of choice” for Spanish retail customers

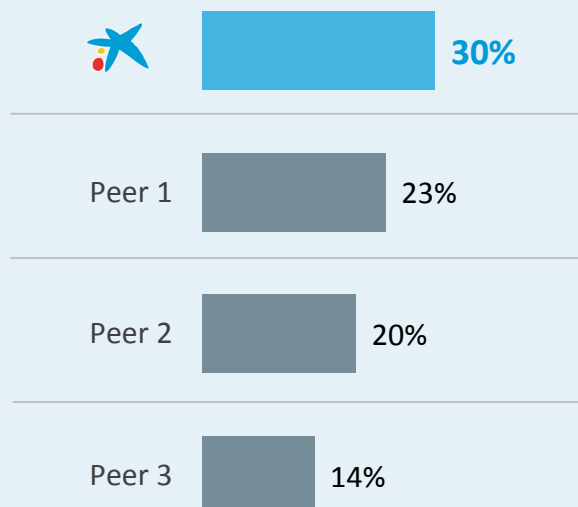
## Leader in retail banking

Retail client penetration (Spain)<sup>(1)</sup>



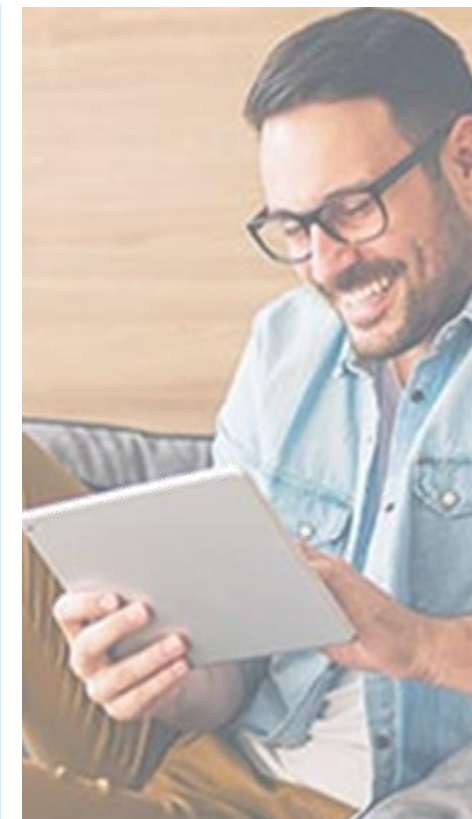
## The highest digital penetration

Market penetration among digital clients (Spain)<sup>(2)</sup>



## A one-stop distribution model for lifetime finance and insurance needs

- Scale & capillarity
- IT & digitalisation
- Advisory & proximity
- Comprehensive offering



**CaixaBank** #1 Mutual Funds  
ASSET MANAGEMENT

**VidaCaixa** #1 Life insurance

**SegurCaixa Adeslas** #1 Health insurance  
(49.9%)

**CaixaBank** PAYMENTS & CONSUMER

**Comercia Global Payments** #1 Payments  
(49%)

(1) Retail clients in Spain aged 18 or above. Peer group includes: Banco Santander (including Popular), BBVA, Bankia. Source: FRS Inmark 2019.

(2) 12 month average, latest available data as of December 2019. CaixaBank ex BPI; peer group includes: Banco Sabadell, Banco Santander, BBVA. Source: Comscore.

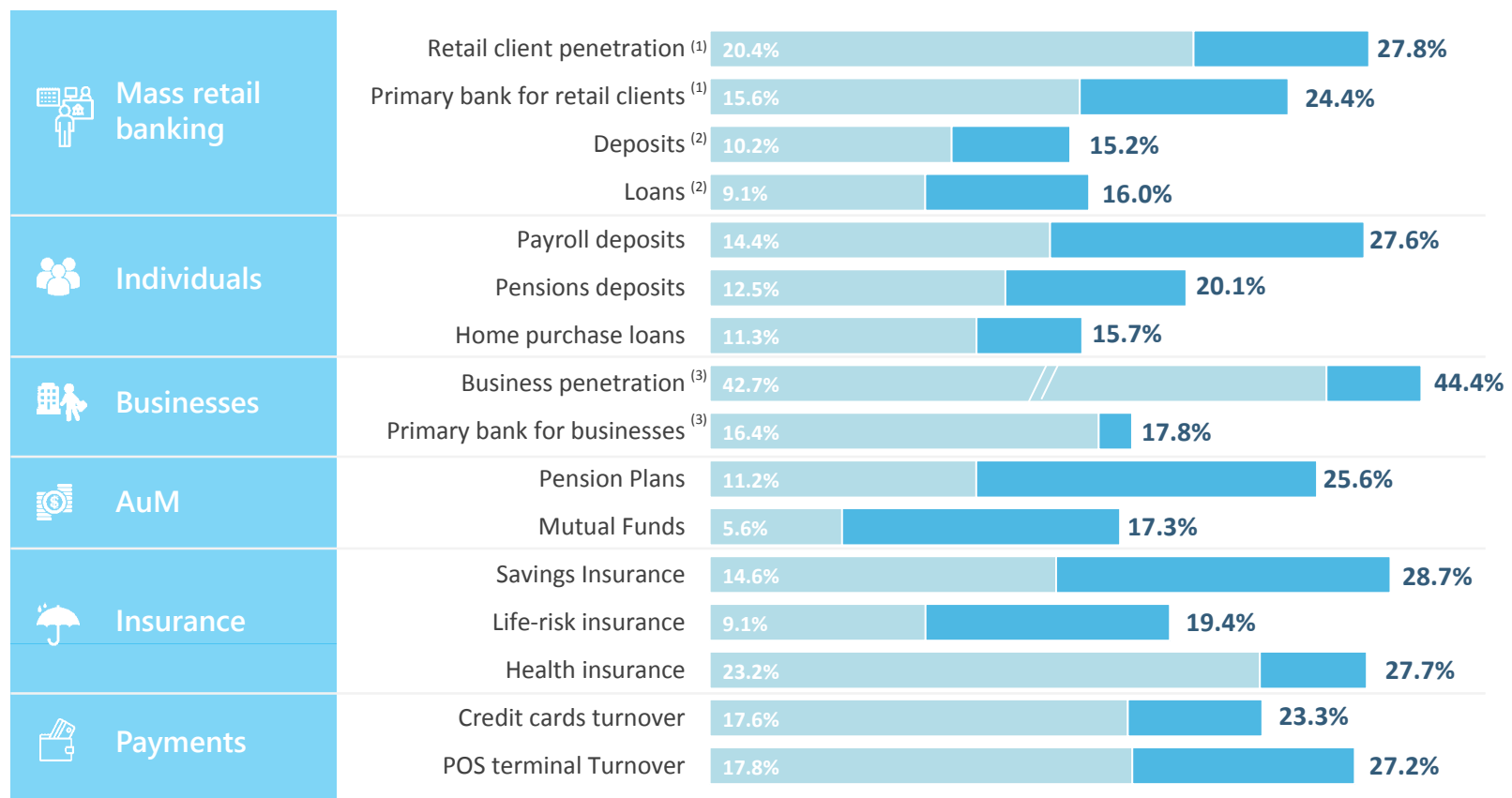


# Our leading market position generates valuable network effects

## Leading franchise in Spanish retail banking with strong market shares across the board

CABK Market share by key products in Spain, %

■ Growth since 2007 ■ Market share 2007



# 27.8%

#1 Retail client penetration<sup>(1)</sup> (Spain)

# 24.4%

#1 Primary bank for retail clients<sup>(1)</sup> (Spain)



2020 Best Bank in Spain



### Customer loyalty and satisfaction lead to sustained growth in market shares

(1) Spanish customers older than 18 years of age. Source: FRS Inmark 2019. (2) Deposit included demand and time deposits and loan data to the 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.

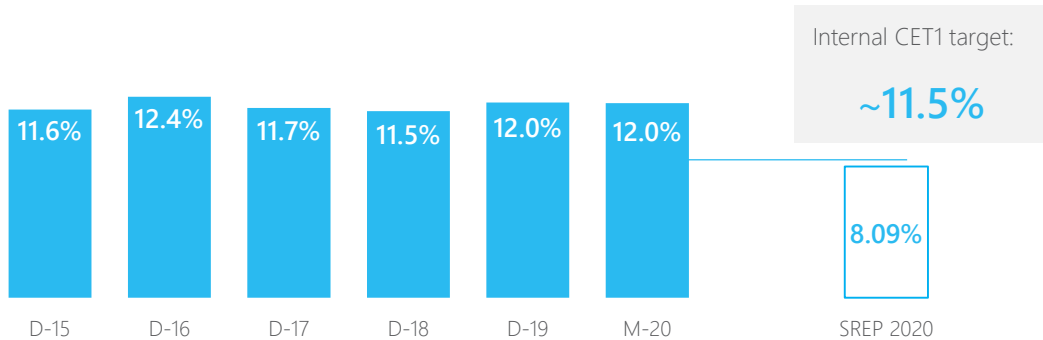
Source: FRS Inmark, Social Security, BoS, INVERCO, ICEA, AEF and Cards and Payments System.



# Facing the COVID crisis from a reinforced position of strength

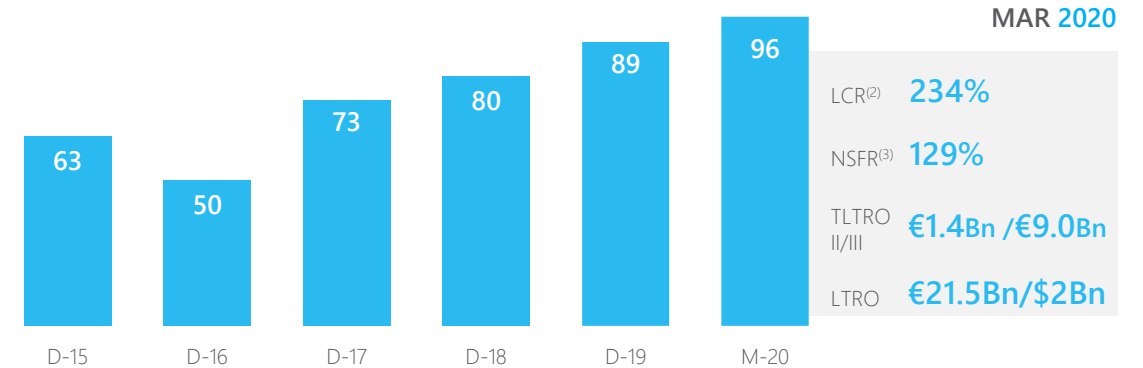
## Solid CET1 with ample buffer over requirements and internal target

CET1 Basel III, In % of RWAs<sup>(1)</sup>



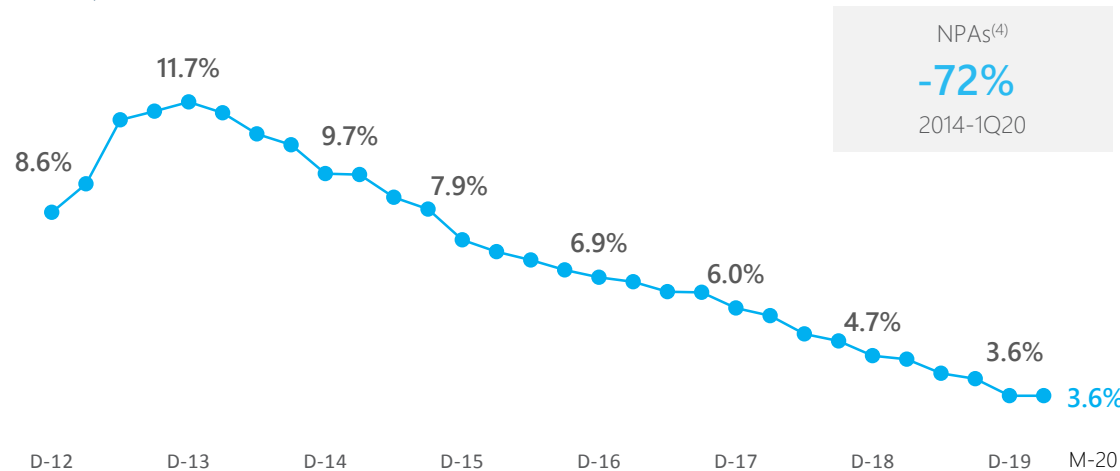
## Record-high liquidity

Liquid assets (end of period), in €Bn



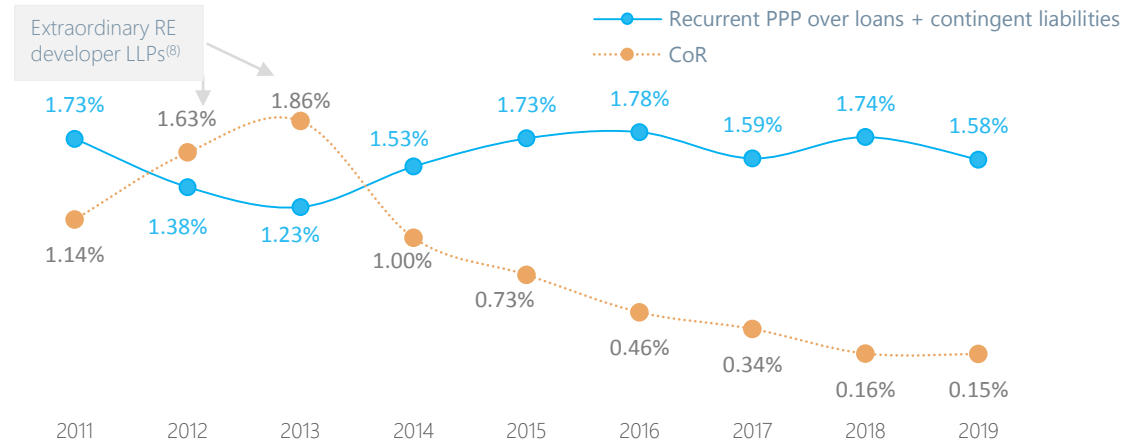
## NPL ratio at historic lows

NPL ratio, in %



## Resilient pre-provision profit with high capacity to absorb CoR

Recurrent PPP<sup>(5)</sup> over total loans plus contingent liabilities<sup>(6)</sup> vs. CoR<sup>(7)</sup> (%)



(1) March 2020 ratio including shift to transitional IFRS9. Subject to final approval from ECB. YE19 ratio as reported before dividend adjustment announced in March. Fully loaded until 2018. (2) End of period. (3) End of period. Best estimate according to the new CRR criteria (Regulation (EU) 2019/876 of 20 May 2019). (4) NPAs (including contingent liabilities) + OREO, all gross value. CABK ex BPI, March 2020 vs. 2014 PF Barclays Spain. (5) Pre-provision profit excluding extraordinary operating expenses. (6) Average (12-month) total loans plus contingent liabilities as the CoR TTM denominator. (7) Trailing 12M. Excluding extraordinary provision release in 4Q16 and extraordinary write-back in 3Q18. (8) €4,538M from Guindos decrees in LLPs 2012-13.



# Committed to support clients and the economic recovery



## #WITH YOU MORE THAN EVER

Some examples - CABK ex BPI

### Individual clients



- ~220K applications for loan-payment moratoria<sup>(1)</sup> for >147K vulnerable or COVID-impacted clients
- Advancing pension/unemployment payments 10/7 days for ~2.4M clients
- Suspension of ATM fees for debit cards from other Spanish banks



### Businesses



- ~129K applications<sup>(2)</sup> for ~€11Bn in ICO-guaranteed loans<sup>(3)</sup>
- ~€14Bn in other credit to businesses processed since lockdown<sup>(4)</sup>
- Suspension of PoS fees for some small retailers



### Society



- €7.3M contribution to fund insurance for medical workers
- €2M collected in joint food-bank programme with "la Caixa" Foundation
- 200,000 pre-paid credit cards for urgent needs of vulnerable groups
- Rental waiver for affected families during the lockdown period



(1) Outstanding balance of ~€8.5Bn. Including RDL and sector moratoria. Until 23 April 2020.

(2) Total number of applications until 28 April 2020.

(3) Loan applications with credit already granted, approved or in-process until 28 April 2020. Including loans to corporate, SMEs and self-employed.

(4) Includes loans already granted and other approved but not yet granted since declaration of State of Alarm and until 23 April 2020.

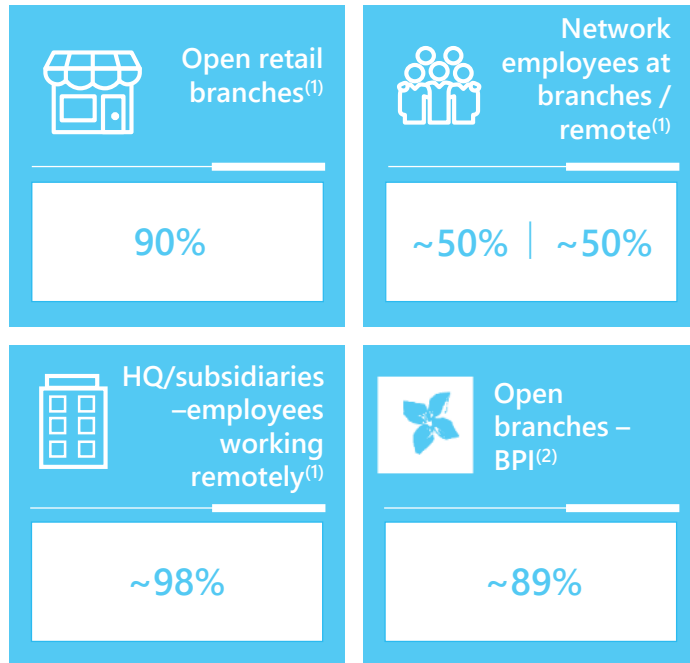




# Our main priorities: the health and safety of our employees while continuing to provide an essential service to our clients and society

## The bank is fully operational and working under business continuity planning

–with the majority of branches open and most employees working remotely



## While ensuring the safety of our employees at all times

- Most employees are working remotely both in Spain and Portugal
- Protection for employees working at physical locations, including staggered shifts
- Educating staff on preventive measures and healthy remote-working practices
- Committed to preserve employment – no COVID-19 related layoffs

## Benefitting from a best-in-class omni-channel and specialised sales network...

CaixaBank (ex BPI)

128	Business branches
62.9%	Digital clients <sup>(3)</sup>
1.3M	inTouch clients; +35% calls/week <sup>(4)</sup>
2.6M	Connections/day to "Now" <sup>(5)</sup> in April, +25% yoy



## ...and advanced IT capabilities

~100% Sales force w/ smart PCs

## Innovative online tools

	Ready to Buy	Ready to Sign	"Now" employees	Client "Wall"
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Most Innovative Financial Institution in Western Europe 2019

## Ensuring operational effectiveness from day 1

(1) CABK ex BPI. Employee figures in % of active employees.  
 (2) Retail and Premier Banking branches.  
 (3) Digital clients are individual customers aged 20-74 years old with at least one transaction in the last 12 months.  
 (4) Average/week in April vs average/week in February and first half of March.  
 (5) Online and mobile banking.



# Delivering responsible banking from inception



It is in our DNA

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



It is in our 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



2020



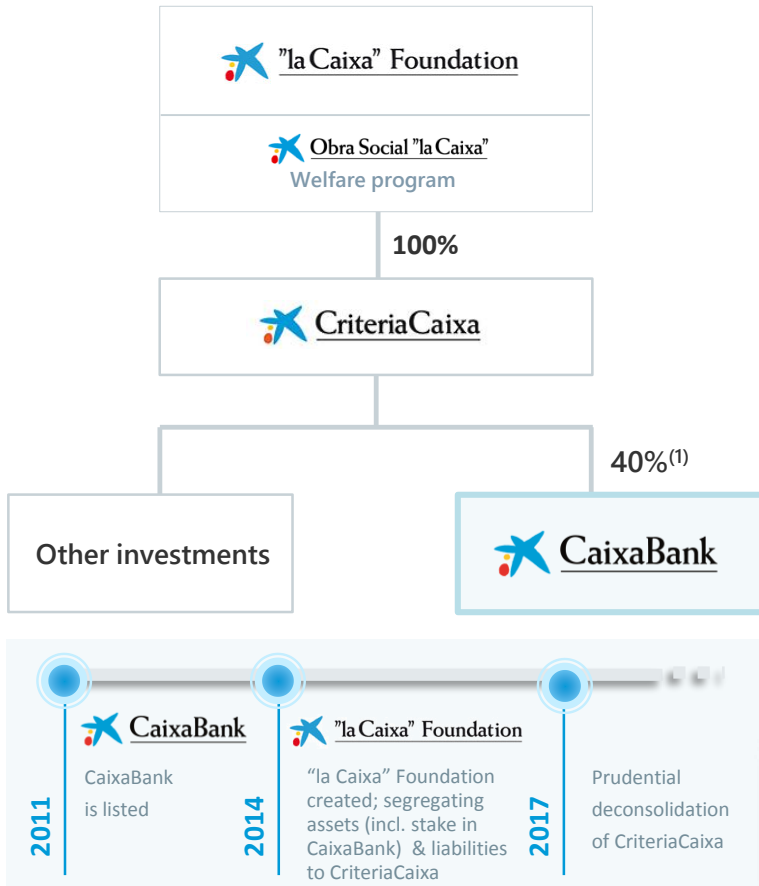
"I am the most ambitious man in the world: having no needs of my own, I made mine those of others"

Francesc Moragas  
Founded "la Caixa" in 1904



# We are a uniquely differentiated bank: profitability and returns to society are fully aligned

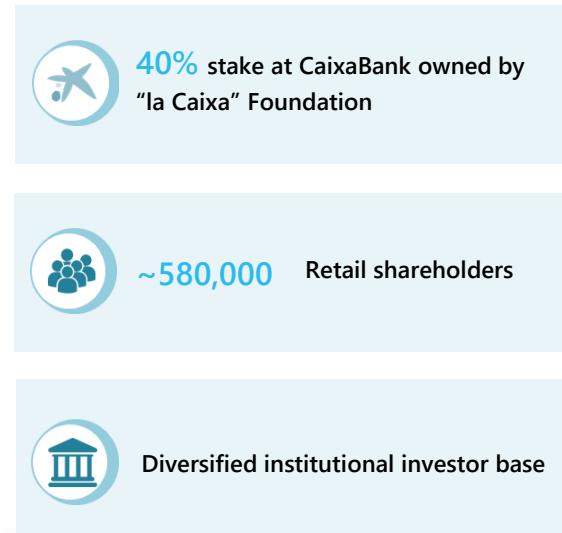
## Streamlined organisation of "la Caixa" Group



## CaixaBank Group: profitability and returns to society are fully aligned



CaixaBank shareholders



"la Caixa" Social Welfare budget 2019: breakdown in % of total<sup>(1)</sup>

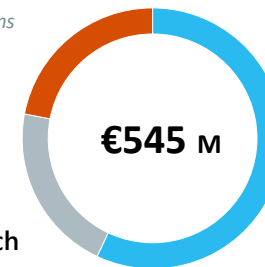
**22% Culture & education**

Education, exhibitions and post-grad training<sup>(2)</sup>

**57% Social**

Main programmes:

Beneficiaries since program began until YE2018



**21% Research**

Neurodegenerative diseases, oncology, cardiovascular, infectious and other illnesses

Child poverty | > 303,900

JOBs Job access | > 223,800

Palliative care | > 365,300

Cash payout 2020E | 2021E<sup>(5)</sup>

≤ 30%

> 50%

(1) Since February 2017. (2) Source: "la Caixa" Foundation Annual Report 2018. (3) 4,771 scholarships awarded since the program inception (until year-end 2018). (4) Refer to CNMV Inside Information register #119. (5) With regard to the current dividend policy of a cash pay-out of greater than 50% of consolidated earnings, the BoD approved (26 March 2020) to change it, exclusively for the 2020 fiscal year, to a cash pay-out not higher than 30% of reported consolidated earnings. The BoD also declared its intent to allocate, at least, an amount higher than 50% of consolidated reported earnings as cash remuneration in future fiscal years, once the circumstances which have led to this decision are over.



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



1   Inclusive banking					
<b>Universal banking</b> A bank for everyone	<b>Capillarity</b> We strive to provide the most widespread coverage in Spain	<b>Accessibility</b> Best-in-class omni-channel platform with maximum accessibility	<b>Microcredit and social accounts</b> Microcredit → #1 in Spain	<b>L/t savings and financial planning</b> #1 in Spain	<b>Specialised rural network</b> 
2   Sustainability and social awareness in our financial activity					
<b>Promoting green business</b> Green loans; green bonds; eco-finance; climate action lines; green funds (MicroBank)	<b>Managing ESG and climate-related risks</b> Integrating ESG risks into risk management	<b>Public statement on climate change</b> Fostering low-carbon transition	<b>"Code of Good Practices"</b> For families with mortgage debt on primary homes	<div style="border: 1px dashed gray; padding: 5px;"> <b>~27,000</b>          Deeds in lieu of foreclosure <sup>(1)</sup> </div>	
3   Volunteering and social action					
<b>€44.7M allocated to CABK<sup>(2)</sup> branches</b> From "la Caixa" social budget; to finance local social projects	<b>More than 11,500 social projects in 2019<sup>(2)</sup></b> Carried out jointly with local NGOs and associations	<b>Social housing</b> >18,500 units in stock of social housing	<b>Fostering diversity</b> Externally and internally		



**Western Europe's Best Bank for Corporate Responsibility 2019**  
Euromoney

(1) Cumulative data since the beginning of the economic crisis. CaixaBank ex BPI.  
(2) CaixaBank ex BPI. As of December 2019.



# 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



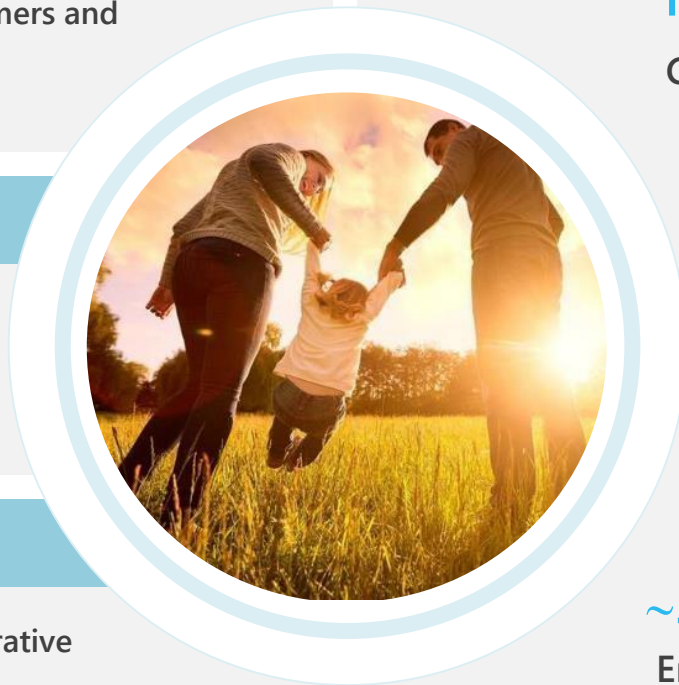
Trust



Social commitment

## Our corporate culture - attributes:

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



## Creating value for our stakeholders and society at large

15.5 M

Clients

~580,000

Shareholders



~35,569

Employees

>16,800

Participants in CaixaBank Social Weeks <sup>(1)</sup>

People at the core

(1) Participants in 2 social weeks in 2019.



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



## Strategic Priorities 2015-2018



1. Best-in-class in quality of service and reputation
2. Sustainable profitability above cost of capital
3. Optimisation of capital allocation
4. Enhance our leadership in banking digitalisation
5. Retain and attract the best talent



## Strategic Priorities 2019-2021



1. Offer the best customer experience
2. Accelerate digital transformation to boost efficiency and flexibility
3. Foster a people-centric, agile and collaborative culture
4. Attractive shareholder returns and solid financials
5. **A benchmark in responsible banking and social commitment**

## Examples of recent milestones



(1) Corporate Social Responsibility.  
 (2) Responsible Banking.

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BANKING PLAN



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

## Responsible Banking Plan

Priorities | 2019-2021



- ▶ Reinforce our culture of integrity and transparency
- ▶ Build the most diverse and talented team



- ▶ 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) Approved by the BoD in December 2017; aligned with 2019-21 strategic plan with updated KPIs.





# Strong corporate culture and governance further reinforced

## ESG – Governance



### 01 | INTEGRITY, TRANSPARENCY AND DIVERSITY



Responsible commercial practices



Process simplification and information security



Fostering diversity



### 02 | GOVERNANCE



Best-in-class corporate governance



Consolidate CSR governance with Group vision





# Strengthening our culture of integrity, transparency and diversity

## 01. Integrity, transparency and diversity



### Responsible commercial practices – focus on responsible advisory



**99.2%**

Of CaixaBank Employees with variable remuneration linked to quality of service

**~ 18,075**

Employees (sales force) certified in financial advisory <sup>(1)</sup>



Both AM and Insurance subsidiaries are signatories of UN PRI



**Endorsement of UNEP FI Principles of Responsible Banking<sup>(2)</sup>**



### Process simplification and information security



**~ 100%**

Digital processes<sup>(3)</sup> with 99% digital signatures

**€931M**

Invested in IT and development in 2019



Advanced information security model with certified standards



### Fostering diversity while taking action to raise awareness



**41.3%**

Of management positions are carried out by women<sup>(5)</sup> → ambition 2021e: ~43%



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



Included in BBG gender equality index 2019 & 2020



(1) CaixaBank ex BPI. (2) Moreover, since mid-2019, CaixaBank has been participating in the second UNEP FI pilot project to implement TCFD recommendations in the banking sector. (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). (5) CaixaBank S.A. Considering deputy-director positions in branches type A and B and above. As of December 2019.



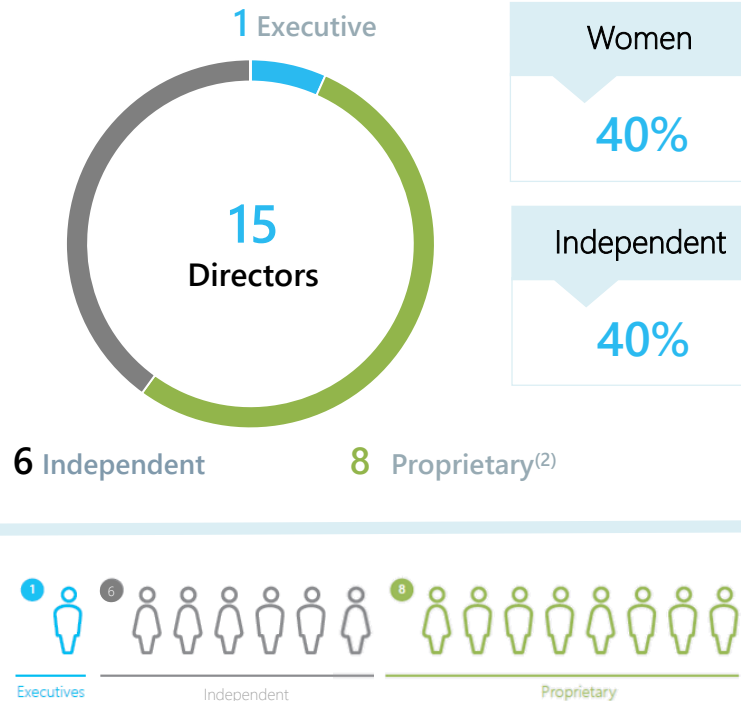
# Best-in-class governance is a corporate priority

## Best-in-class governance practices

- One share, one vote
- Non-executive chairman separate from CEO
- Reduced number of Directors to 15 (vs. 18 in 2018)
- Lead Independent Director appointed since 2017
- Increased proportion of female Directors: to 40% (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

## Board of Directors

Composition and other details<sup>(1)</sup>



## "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

(1) Includes the changes announced on the 25th February 2020 (refer to CNMV OIR number 286), on the 2nd April 2020 (refer to CNMV OIR number 1370) and on the 18th April 2020 (refer to CNMV OIR number 1616).

(2) Including 6 directors representing "la Caixa" 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.

(3) Includes 6 proprietary directors representing "la Caixa" Foundation.

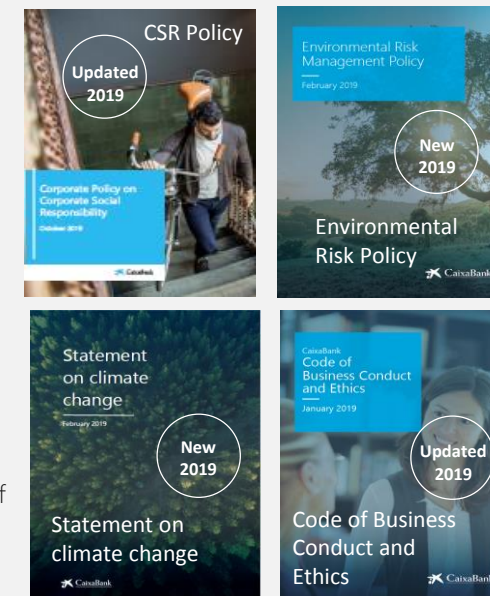


# CSR commitment supported by a strong governance structure with BoD supervision



## Responsible banking policies

- **CaixaBank Code of Business Conduct and Ethics**
- **CSR policy:** strategy & basic operating CSR principles (updated in 2019, first approved in 2015)
- **Socially Responsible Banking Plan** (2017)
- **Statement on Climate Change** (2019)
- **Environmental Risk Management Policy** (2019)<sup>(4)</sup>
- Other **responsible policies and principles:**
  - Anti-corruption; Defence; Human Rights; Tax Risk Mgmt./Control; and Occupational Health& Safety policies
  - Environmental and Energy Mgmt. principles; Supplier Code of Conduct; Personal Data Protection/Security protocol
- **Responsible marketing committees:** Transparency; product
- **Remuneration policy:**
  - Director remuneration policy: aiming at encouraging conduct that will ensure long-term value generation
  - L/t remuneration scheme for exec. directors, C-suite members and other senior managers linked to CaixaBank's Global Reputation index (incl. ESG & customer experience/quality metrics)
  - Employee remuneration linked to training in internal conduct, compliance and quality of service



(1) Corporate Responsibility and Reputation Committee: chaired by the Chief Communication and Sustainability Officer (Executive Director of Communication, Institutional Relations, Brand and CSR); including senior mgmt. members from different areas; cross-departmental management of ESG matters; with the Management Committee, determines policy and main action lines of CSR and reputational mgmt.; it also sets CSR mgmt. and monitoring measures and reviews and approves CSR programmes. Environmental Risk Committee: chaired by the CRO; including senior mgmt. members from different areas; cross-departmental mgmt. of Environmental Strategy; identifying, managing and controlling associated risks. (2) With members of the CSR team and supported by the Compliance department, answering queries from business unit teams concerning Equator Principles, possible violation of responsible policies, CSR/Human Rights and Defence Policies. (3) Cross-dept., in direct dependence from the Environmental Risk Committee, supporting the Environmental Risk Dept. in the daily decision-making processes. (4) Covering mining, power, infrastructure and agribusiness.



# Our environmental strategy

## ESG – Environmental





# Delivering in responsible action: some examples

## Environment: responsible action



Promote sustainable business



Manage ESG and climate risks

### Promoting sustainable business



~ US\$1.5Bn

Green loans <sup>(1)</sup>

62%

Of the project finance energy portfolio exposure corresponds to renewable energy projects<sup>(2)(3)</sup>

~ €33M

Ecological fund by MicroBank



Green financing through BPI

€133M

### Managing climate risks: ESG risks integrated in risk management



Signatory since 2007

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

~ 2%

Total carbon-related asset exposure<sup>(4)</sup>



Dedicated team in environmental risk-management



Ongoing working group to implement its recommendations

### Environmental risk management plan: Roadmap 2019-2021

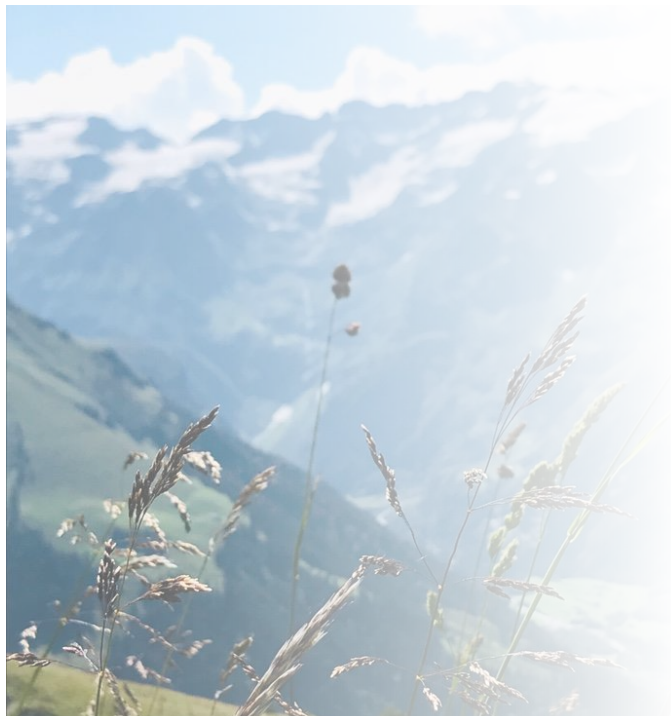
- Seize current and future **business** opportunities within the commercial strategy
- Reinforce **governance** for mgmt. of ESG/climate risks
- Roll out **taxonomy** to structure/ categorise borrowers, products and services from an ESG/climate perspective
- Develop **metrics** to monitor ESG/climate risks are within set risk appetite and expectations
- ESG/climate risk **reporting** ensuring required disclosure
- Effective **communication** of ESG and climate risk matters

(1) In 2019, CaixaBank was ranked 13th in the green loan market Global Mandated Lead Arranger, participating in 11 Green loans (all of them obtained the Green Certificate, based on the Green Loan Principles' criteria established by the ICMA).  
 (2) The energy portfolio accounts for 51% of CaixaBank (ex BPI) Project finance portfolio. (3) In 2019, CaixaBank participated in the financing of 28 projects (€2.4Bn) yielding 8,322 MW in renewable energy installed capacity. Installed capacity since 2011 amounts to >32,000. CaixaBank ex BPI. (4) Including credit, fixed income and equity exposure; definition based on TCFD recommendation. CaixaBank Group.



# Delivering in responsible action: some examples

## Environment: responsible action



### Minimising the environmental footprint

#### Minimising environmental footprint



100%

Carbon neutral. 1<sup>st</sup> listed bank in Spain to offset its carbon footprint <sup>(1)</sup>

-80%

Reduction in emissions since 2009<sup>(1)(2)</sup>

99.5%

RE 100 <sup>(3)</sup>



Consumed electrical energy from renewable sources<sup>(1)</sup>; Initiatives to minimize energy consumption (e.g. LED lighting) reduced electricity consumption by **-4.7% yoy**

#### Environmental Plan 2019-21: Key priorities

**1 Carbon Neutral Strategy**  
Minimising and offsetting all calculated CO<sub>2</sub> emissions

**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

KPIs	2019	2021e
% of CO <sub>2</sub> emissions offset	100%	100%
% ↓ in CO <sub>2</sub> emissions (vs. 2015)	-11.5%	-14.5%
% Renewable energy consumed	99%	99%
% Consumed energy (vs. 2015)	-7.0%	-10%
% renewed environmental certifications	100%	100%

(1) CaixaBank S.A. Carbon footprint verified according to ISO 14064. (2) 27,334 Tonnes in total 2018 emissions were offset in 2019 through the purchase of credits in a Verified Carbon Standard (VCS) approved project in Mexico and re-forestation in Spain. CaixaBank S.A. (3) First Spanish organization to adhere to RE100, a global initiative including firms committed to 100% renewable energy. CaixaBank S.A. As of December 2019.



# Our activity cannot be conceived without a strong social commitment

## ESG – Social



**04** | FINANCIAL INCLUSION:  
A bank for everyone



Social and micro-financing



Accessibility, proximity, omni-channel banking



Promote financial culture



**05** | SOCIAL ACTION AND VOLUNTEERING:  
By people, with people, for people



Decentralised social welfare



Active housing policy



Participation in "la Caixa" volunteering programme

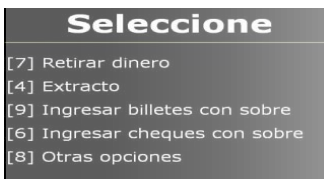
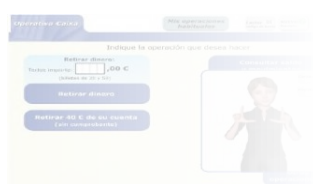
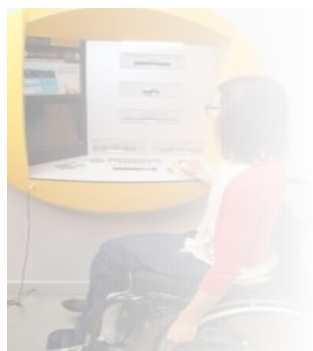






# Delivering in financial inclusion: some examples

## Financial inclusion: a bank for everyone



### Social and micro-financing



99,328

Micro-credits granted in 2019 for a total of €725M

20,174

Jobs created with micro-credit support

€91.2M

Ethical fund by MicroBank



#1 in micro-finances in Europe<sup>(1)</sup>

### Accessibility, proximity and omni-channel banking



94%/100%

Presence in towns/cities with >5,000/>10,000 inhabitants<sup>(2)</sup>

87%

Of branches are accessible (physical disability)<sup>(3)</sup>

99%

Of ATMs 100% accessible<sup>(3)</sup>, with design considering all impairments/disabilities



### Financial culture



Financial Culture

New plan to foster financial culture in society



Aula

30 economics and finance courses/webinars for shareholders → 2,588 participants



CABK Research: creating and spreading knowledge through economic & CSR research and analysis<sup>(3)</sup>

CABK Chair for CSR at IESE Business School to promote and develop responsible practices in businesses

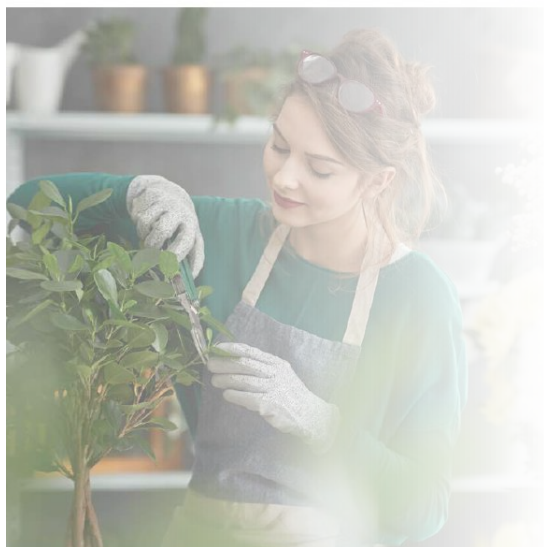
(1) Source: "Microfinance in Europe: A survey Report 2016-2017". European Microfinance Network (EMN), December 2018. (2) In Spain. Moreover, CaixaBank is the only bank in 229 towns and villages in Spain (2019). In Portugal, BPI is present in 85% of towns and villages with >10,000 inhabitants. (3) 654 reports published by CaixaBank Research and 84 talks given by CaixaBank research economists.



# MicroBank: leading micro-credit institution in Spain and a reference in Europe



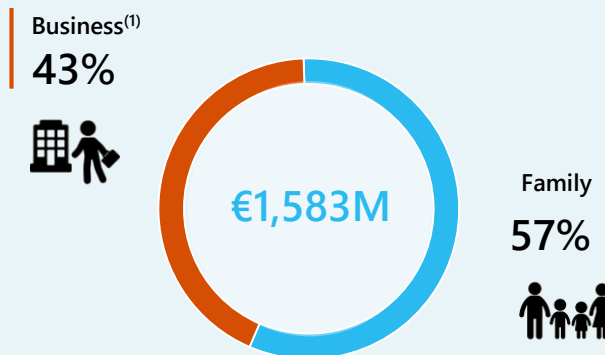
Annual Report 2019



*We believe in you*

~955,000 micro-credits granted since MicroBank was created in 2007

Micro-credit outstanding portfolio at YE2019, breakdown by main category in %



Micro-credits granted in 2019  
In # transactions and €M **99,328/€725M**

FY 2019



Business micro-credit



Family micro-credit

€12,110	Average €/transaction
20,174	New jobs created with micro-credit support
9,002	New businesses created w/ micro-credit support
42/37%	Average applicant age (entrepreneurs) / % of women

79,789	Transactions
€17,200	Maximum annual joint income of applicants <sup>(2)</sup>
€5,172	Average €/transaction
44/52%	Average applicant age / % of women (over total applicants)

12 years promoting micro-credits

2007

"la Caixa" creates MicroBank to promote micro-credits

2008-2011

Launch of new products: basic accounts, debit cards, mutual funds

2012

2019

European reference in micro-credits

With support from European institutions



(1) Including entrepreneurs, micro-businesses and social businesses. (2) Maximum amount for the joint income of all applicants is €17,200/year. In order to determine income levels, the poverty threshold of the Spanish National Statistics Institute (INE) for a family with two children along with the Public Multi-Purpose Income Indicator (IPREM) has been considered.



# Delivering in social action and volunteering: some examples

## Social action and volunteering: by people, with people, for people



### Decentralised social welfare



€44.7 M

Of "la Caixa" Social Welfare budget managed through CABK network for local needs

8,867

Beneficiary entities

10,690

Activities targeting local social entities



~54%

Focused on poverty, health and disability

### Active housing policy



>18,500

Units in stock of social housing<sup>(1)</sup>

2,629

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

>27,000

Deeds in lieu of foreclosure since 2010<sup>(1)</sup>; 981 in 2019

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

### Participation in "la Caixa" volunteering programme



>16,800

Participants in 2 CaixaBank Social Weeks in 2019

4,389

Local volunteering activities in 2019 Social Weeks

>1.6M

Beneficiaries since beginning of "la Caixa" Volunteer Programme<sup>(2)</sup>



(1) CaixaBank ex BPI.

(2) As of 2018.



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

ESG Indices - Ratings		First inclusion /Last update	Next update	Last rating	Reference analyst
 MEMBER OF <b>Dow Jones Sustainability Indices</b> In collaboration with	DJSI World DJSI Europe	2012/Sep-19	N.A. (annual)	<b>81</b> (0-100) (86 environmental; 90 Social)	RobecoSAM
 2018 Constituent MSCI ESG Leaders Indexes	MSCI Rating ESG	2015/May-20	Jul. 2020 (biannual)	<b>AA</b> (CCC-AAA)	MSCI
 Corporate Responsibility Prime rated by oeKOM research	ISS-OEKOM	2013/Jul-19	April 2020 (annual)	<b>C "Prime"</b> (D-/A+)	ISS-oeKOM
	FTSE4Good Global FTSE4Good Europe FTSE4Good IBEX	2011/Jun-19	June 2020 (biannual)	<b>3.8</b> (1-5)	Evalueserve
 SUSTAINALYTICS ESG LEADERS INDEXES ESG REPORT	STOXX Global ESG	2011/Mar-20	May 2020 (annual)	<b>72</b> (0-100) (Average)	Sustainalytics
 DRIVING SUSTAINABLE ECONOMIES	A List Carbon Disclosure	2013/Jan-20	Jan. 2021 (annual)	<b>A-</b> (D-/A)	PwC/ Ecodes
	ETHIBEL Sustainability Index Europe	2013/ May-2020	May. 2021 (annual)	<b>"Robust performance"</b>	VigeoEiris
	Eurozone 120 - Europe 120	2013/Jul-2019	Jul 2020 (annual)	(Dec-2019)	

**The Sustainability Yearbook 2019**

We are Sustainability Investing.

- ▶ Included for the 8th year in a row
- ▶ Obtained SAM Bronze class for the 3rd consecutive year

**ISS – OEKOM**

- ▶ Top rated in all categories<sup>(1)</sup>:
  - Environment: #1
  - Social: #1
  - Governance: #3

**The Banker and Brand Finance: Top 500 Banking Brands**

- ▶ Amongst the Top 20 in Europe
- ▶ Escalating 4 positions up to #66 global ranking
- ▶ Brand rating improves from AA to AA+

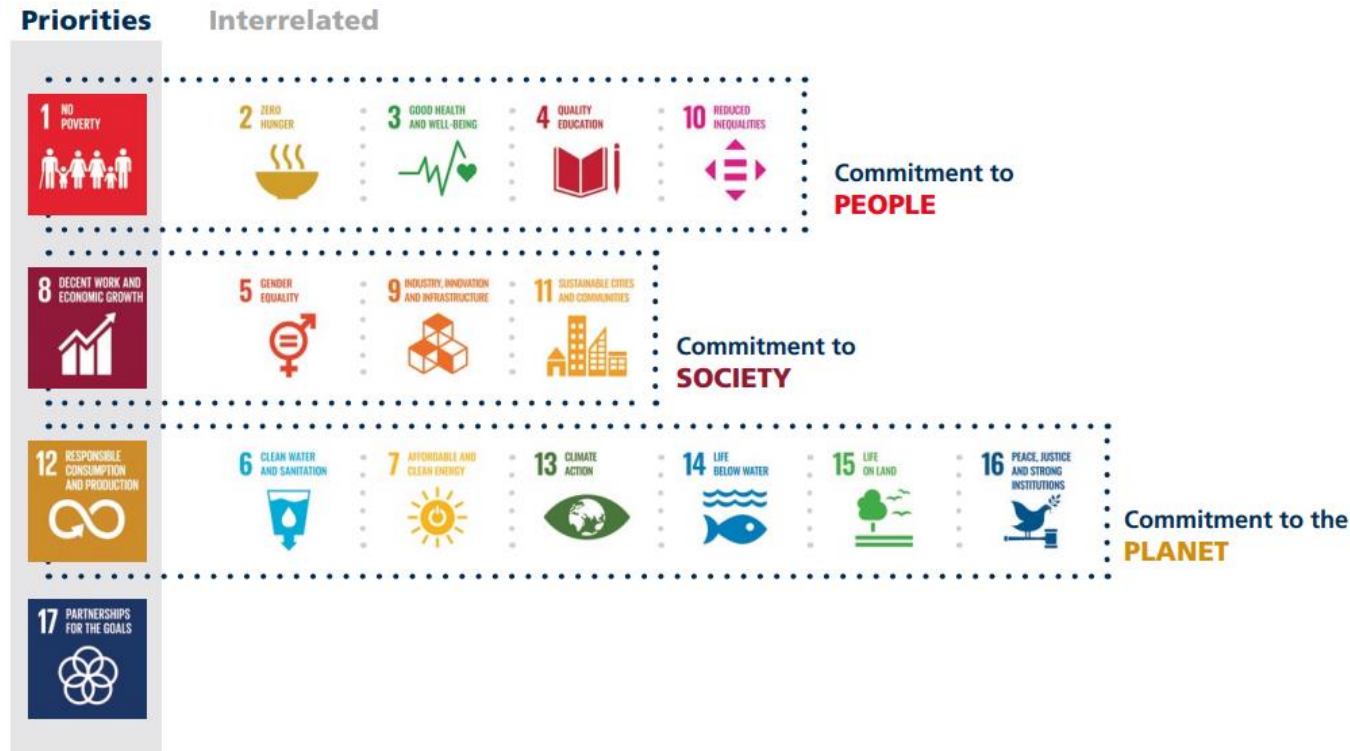
**Other CaixaBank's analysts/ESG ratings with ongoing assessment**

(1) ISS Quality Score. Score scale: 1-10. Scores as of May 2020. Environment: maximum score in risk and opportunities, carbon-climate natural resources. Social: maximum score in human rights, stakeholders/society, quality of product and brand. Governance: maximum score in compensation and shareholder rights. Last updated on 16 June 2020.



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

## CaixaBank's contribution to SDGs



- Microcredits
- Extensive reach
- Social Bond
- Social initiatives
- AgroBank
- Active housing policy
- Financing for companies and the self-employed
- Microcredits for entrepreneurs and businesses
- Social bond
- Investment in R&D
- Job creation
- Financing based on ESG criteria
- Responsible policies
- CSR governance Framework
- Adherence to the UNEP FI\*\* Principles for Responsible Banking
- VidaCaixa and AM adherence to the PRI
- Verified reporting
- Alliances directly associated with the SDGs

CaixaBank has held the presidency of the Spanish Network of the UNGC since 2012

01

CAIXABANK  
IN BRIEF



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02

SOCIALLY RESPONSIBLE  
BANKING PLAN



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03

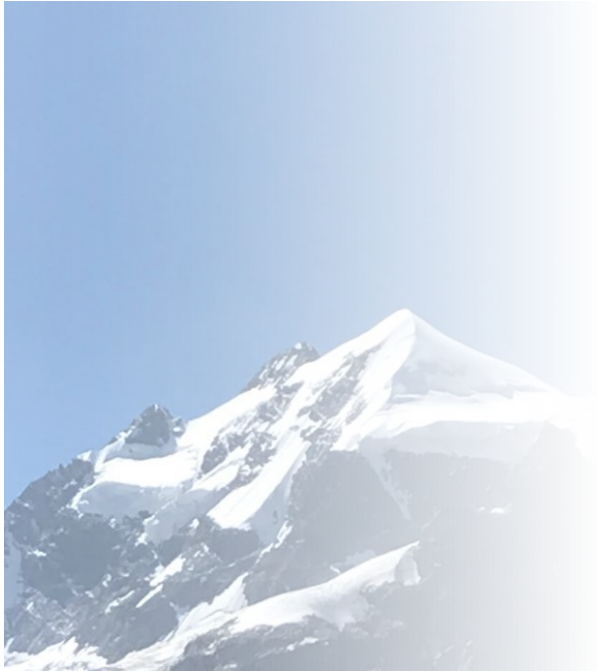
SDG BOND  
FRAMEWORK



Page 30



# CaixaBank SDG Bond Framework – Key features and rationale



- ▶ CaixaBank supports the UN SDGs while acknowledging the key role played by financial institutions in **helping to mobilise capital** for the transition to a low-carbon, resource-efficient and inclusive economy
- ▶ The **SDG Bond Framework developed in 2019** represents a declaration of intent to contribute to the process of transition to a low carbon economy, efficient use of resources, to financial inclusion and to the economy and employment in general

**Public, transparent and aligned with the 4 pillars of ICMA Green and Social Bond Principles (GBP and SBP 2018) and Sustainability Bond Guidelines (SBG 2018)**

**It allows for the possibility to issue:**

- ✓ **Green bonds** (proceeds allocated to green projects only)
- ✓ **Social bonds** (proceeds allocated to social projects only)
- ✓ **Sustainability bonds**

**Aiming at:**

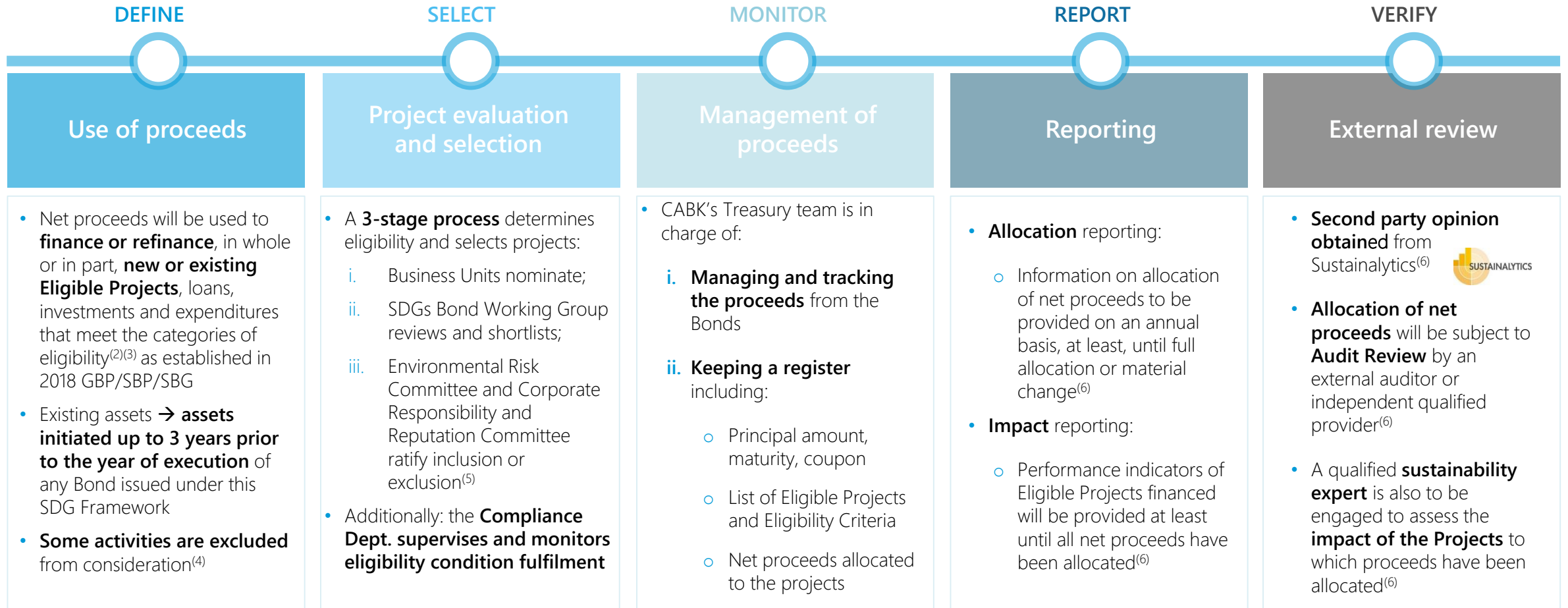
1. Reinforcing **corporate commitment** to **responsible banking**
2. Fostering **responsible business** and increasing **customer satisfaction** while raising **ESG awareness**
3. Offering a new **investment alternative** to ESG investors

Bonds issued under this Framework will promote the following SDGs





# SDG Bond Framework aligns with the four key pillars of ICMA 2018 GBP, SBP and SGB<sup>(1)</sup>



(1) ICMA Green Bond Principles 2018 (2018 GBP) and Social Bond Principles 2018 (2018 SBP) and Sustainability Bond Guidelines 2018 (2018 SGB). (2) Where a business or project derives ≥90% of revenues from activities that align with Eligibility Criteria, its financing can be considered eligible for CABK Green, Social, or Sustainability Bond(s). In these instances, the Use of Proceeds can be used by the business for general purposes (as long as it does not fund activities in the Exclusion list). (3) Expenditures could be considered if compliant with the final EU GBS (Green Bond Standard) definition of Green expenditures. (4) Additional exclusions on top of the exclusions specified in the ESG Management Policies. (5) At least on an annual basis, the alignment of Eligible Projects with the Eligibility Criteria will be re-assessed. (6) It will be published on CaixaBank's website.





# Use of proceeds

## GREEN ELIGIBLE CATEGORIES

	SDG Target	ICMA GBP category	EU-GBS Environmental objective	Eligible criteria	Including:
	6.3 6.4	<ul style="list-style-type: none"> <li>Sustainable water and wastewater management</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable use/protection of water/marine resources and climate change mitigation</li> <li>NACE: water supply sewerage, waste management and remediation</li> </ul>	<ul style="list-style-type: none"> <li>Activities that increase water-use efficiency and quality through water recycling, treatment and reuse (including treatment of wastewater) while maintaining high degree of energy efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Improvements in water quality and use efficiency; construction and maintenance of new water networks to improve residential access to water; construction, operation or extension of water treatment facilities, etc.</li> </ul>
	7.1 7.2 7.3	<ul style="list-style-type: none"> <li>Renewable energy</li> <li>Energy efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Climate change mitigation</li> <li>NACE: electricity, gas, steam and air conditioning supply</li> </ul>	<ul style="list-style-type: none"> <li>Activities aiming at financing equipment, development, manufacturing, construction, expansion, operation, distribution and maintenance of low-carbon and renew. energy<sup>(1)</sup></li> </ul>	<ul style="list-style-type: none"> <li>Renewable energy projects including wind, solar and hydro power (&lt;25MW) with the exception of biomass energy projects, grid and associated infrastructure expansion/development that carries a minimum of 85% renewable energy, smart grid; etc.</li> </ul>
	9.1 9.2 9.4	<ul style="list-style-type: none"> <li>Green buildings</li> </ul>	<ul style="list-style-type: none"> <li>Climate change mitigation</li> <li>NACE: construction, real estate activities</li> </ul>	<ul style="list-style-type: none"> <li>Activities aimed at developing quality, reliable, sustainable green buildings.</li> </ul>	<ul style="list-style-type: none"> <li>New construction building develop./renovation of existing buildings which meet recognised environmental standards; commercial bdg. develop. w/energy performance in top 15% nationally and 35% better than local baseline; loans for residential real estate with EPC A and B; etc.</li> </ul>
	11.2 11.6	<ul style="list-style-type: none"> <li>Affordable basic infrastructure</li> <li>Access to essential services</li> <li>Clean transportation</li> </ul>	<ul style="list-style-type: none"> <li>Climate change mitigation</li> <li>NACE: transport and storage</li> </ul>	<ul style="list-style-type: none"> <li>Activities that expand or maintain access to affordable, accessible, and sustainable mass passenger transport systems and related infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>Metro, tram, high speed passenger train; bicycle infrastructure; all emission-free transport with direct emissions lower than 50 grCO2e/p-km; etc.</li> </ul>
	12.2 12.5	<ul style="list-style-type: none"> <li>Pollution prevention and control</li> </ul>	<ul style="list-style-type: none"> <li>Pollution prevention/control; transition to circular econ.; waste prevention and recycling; climate change mitigation.</li> <li>NACE: water supply sewerage, waste management and remediation</li> </ul>	<ul style="list-style-type: none"> <li>Activities that contribute to waste prevention, minimisation, collection, management, recycling, re-use, or processing for recovery</li> </ul>	<ul style="list-style-type: none"> <li>Waste collection/recycling (ex incineration or landfill activities), biogas plants<sup>(1)</sup> (primarily processing bio waste), fertilizers from anaerobic digestion or bio waste, waste treatment; etc.</li> </ul>
	15.2	<ul style="list-style-type: none"> <li>Biodiversity conservation</li> </ul>	<ul style="list-style-type: none"> <li>Protection of healthy ecosystems and climate change mitigation</li> <li>NACE: Agriculture, forestry and fishing</li> </ul>	<ul style="list-style-type: none"> <li>Activities that contribute to the conservation of terrestrial ecosystems</li> </ul>	<ul style="list-style-type: none"> <li>Afforestation/reforestation programmes with recognised certifications (FSC, PEFC, or equivalent); rehab of/ new greenfield woody perennial agricult. plantations (e.g. orchards, fruit and nut tree), aligned with EU standards</li> </ul>

(1) The GHG emissions shall not exceed 100gr CO2e/kWh or any other lower threshold endorsed by the EU Taxonomy.





# Use of proceeds

## SOCIAL ELIGIBLE CATEGORIES

	SDG Target	ICMA SBP category	Eligible criteria	Including:
	1.4	<ul style="list-style-type: none"> <li>Access to essential services</li> </ul>	<ul style="list-style-type: none"> <li>Activities that increase access to financial services for underserved populations</li> </ul>	<ul style="list-style-type: none"> <li>Loans under MicroBank umbrella to individuals or families located in Spain with a joint annual income of equal or less than €17,200 without any collateral or guarantee</li> </ul>
	3.8 3.b	<ul style="list-style-type: none"> <li>Affordable basic infrastructure</li> <li>Access to essential services</li> </ul>	<ul style="list-style-type: none"> <li>Activities that improve provision of free or subsidised healthcare, and early warning, risk reduction and management of health crises</li> </ul>	<ul style="list-style-type: none"> <li>Financing: health care facilities for provision of public and/or subsidised health care services; public training centers in public health care provision and emergency response; public infrastructure and equipment for provision of emergency medical care and of disease control services</li> </ul>
	4.1 4.2 4.3 4.4	<ul style="list-style-type: none"> <li>Access to essential services</li> </ul>	<ul style="list-style-type: none"> <li>Activities that expand access to publicly funded primary, secondary, adult and vocational education, including for vulnerable population groups and those at risk-of-poverty; activities that improve publicly funded educational infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>Construction of public schools (primary, secondary and tertiary)</li> <li>Construction of public student housing</li> <li>Financing educational loans</li> </ul>
	8.10	<ul style="list-style-type: none"> <li>Employment generation includ. through potential effect of SME financing and microfinance</li> </ul>	<ul style="list-style-type: none"> <li>Bank financing that promotes growth of micro, small and medium sized businesses in the most economically disadvantaged regions of Spain (either ranking in the bottom 30<sup>th</sup> percentile in GDP/capita or in the top 30<sup>th</sup> in unemployment rate)</li> </ul>	<ul style="list-style-type: none"> <li>Personal loans without any collateral or guarantee for self-employed workers</li> <li>Micro-enterprises and SMEs as per the European Commission definition</li> </ul>

## EXCLUSIONS

- Animal maltreatment
- Asbestos
- Coal mining and power generation from coal (coal-fired power plants)
- Conflict minerals
- Gambling/adult entertainment
- Hazardous chemicals
- Large scale dams (above 25MW)
- Nuclear power generation
- Fossil fuel
- Oil and gas
- Palm oil
- Soy oil
- Tobacco
- Weapons



DEFINE



SELECT



MONITOR



REPORT



VERIFY



# Asset evaluation and selection process



**COMPLIANCE DEPARTMENT**

As 2<sup>nd</sup> line of defense on reputational risk: supervises/monitors fulfilment of eligibility conditions, on a regular basis

(1) At least on an annual basis, the alignment of Eligible Projects with the Eligibility Criteria will be re-assessed.



# Management of proceeds

CaixaBank's Treasury team will be in charge of managing the net proceeds



- ▶ **CaixaBank's Treasury team will be in charge of managing the net proceeds** from Green, Social or Sustainability bonds
- ▶ It will also be responsible for **keeping a register** containing the following information:
  - Green, Social, or Sustainability Bond(s) information such as the **principal amount, maturity date or the coupon**
  - **A list of Eligible Projects and the corresponding Eligibility Criteria**, as well as a brief description of the Projects
  - The **net proceeds allocated** to the Projects
- ▶ In case of asset divestment or if a project no longer meets the Eligibility Criteria, CaixaBank intends to use the net proceeds to finance other Eligible Projects which are compliant with the Eligibility Criteria of the SDGs Framework
- ▶ CaixaBank will invest the balance of net proceeds from the Green, Social, or Sustainability Bond(s) issued unallocated to Eligible Projects, according to the Treasury's general liquidity guidelines for short-term investments



# Reporting



## Allocation reporting

- Information on the allocation of net proceeds of Green, Social or Sustainability bonds will be provided on the corporate website on an annual basis, at least, until all the net proceeds have been allocated and thereafter in case of material change
- The information will contain at least the following details:
  - Total amount allocated by SDG and Eligible Criteria
  - The remaining balance of unallocated proceeds
  - The amount and percentage of new financing and refinancing



## Impact reporting

Performance indicators on the Eligible Projects financed will be provided, at least until all net proceeds have been allocated. Such indicators include among others:

 <b>1 NO POVERTY</b>	<ul style="list-style-type: none"> <li># of loans, deposits or insurance products in line with SDGs or # of people provided with them</li> <li>Default rate of loan recipients</li> </ul>	 <b>7 AFFORDABLE AND CLEAN ENERGY</b>	<ul style="list-style-type: none"> <li># jobs created</li> <li># microfinance, micro-enterprise and SME loans</li> <li># people employed by micro-enterp., SMEs, loan recip.</li> </ul>	 <b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b>	<ul style="list-style-type: none"> <li>Tonnes of waste recycled/reduced/avoided</li> <li>Annual GHG emissions reduced/avoided in tonnes of CO<sub>2</sub> equivalent</li> </ul>
 <b>3 GOOD HEALTH AND WELL-BEING</b>	<ul style="list-style-type: none"> <li># public hospitals and other healthcare facilities built/upgraded</li> <li># of residents benefitting from healthcare</li> </ul>	 <b>8 DECENT WORK AND ECONOMIC GROWTH</b>	<ul style="list-style-type: none"> <li>Location and type of certified green buildings</li> <li># tonnes of CO<sub>2</sub> avoided</li> <li>Energy consumption (KWh/m<sup>2</sup> per year)</li> </ul>	 <b>15 LIFE ON LAND</b>	<ul style="list-style-type: none"> <li>Tones or CO<sub>2</sub> emissions avoided through planted forests</li> <li>Total land area with restoration</li> </ul>
 <b>4 QUALITY EDUCATION</b>	<ul style="list-style-type: none"> <li># students</li> <li># loan beneficiaries</li> </ul>	 <b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b>	<ul style="list-style-type: none"> <li>Lengths of tracks built for mass public transport</li> <li># tonnes of CO<sub>2</sub> avoided through sustainable transport</li> <li>Total GHG emissions in CO<sub>2</sub>e/p-Km</li> </ul>		
 <b>6 CLEAN WATER AND SANITATION</b>	<ul style="list-style-type: none"> <li>Cubic meters of: water saved/reduced/treated /provided/cleaned; recycled water used</li> <li>Energy consumption/cubic meter recycled water</li> </ul>	 <b>11 SUSTAINABLE CITIES AND COMMUNITIES</b>			





# External review by Sustainalytics deems CaixaBank SDG Framework credible and impactful



## FRAMEWORK VERIFICATION – Second party opinion

### Sustainalytics considers CaixaBank's SDGs Framework aligned with GBP, SBP, SBG and GLP<sup>(1)</sup>

**Sustainalytics is of the opinion that the CaixaBank SDG Framework is credible and impactful** and aligns with the four core components of the Green Bond Principles 2018 (GBP), Social Bond Principles 2018 (SBP) Sustainability Bond Guidelines 2018 (SBG) and Green Loan Principles 2018 (GLP).

**Second-Party Opinion**  
**CaixaBank Sustainable Development Goals Framework**

**Evaluation Summary**  
Sustainalytics is of the opinion that the CaixaBank Sustainable Development Goals (SDG) Framework is credible and impactful and aligns with the Sustainability Bond Guidelines 2018. This assessment is based on the following:

Evaluation date	August 2019
Market Location	Valencia, Spain

**Report sections**

Introduction	2
Sustainalytics' Opinion	3
Appendices	12

**USE OF PROCEEDS** The eligible categories for the use of proceeds are accounted for both the Green Bond Principles and Social Bond Principles as impactful. Sustainalytics considers the financing of projects and companies dedicated to providing (i) access to essential services, (ii) affordable basic infrastructure, (iii) employment generation, (iv) sustainable water and wastewater management, (v) renewable energy, (vi) energy efficiency, (vii) green buildings, (viii) clean transportation, (ix) pollution prevention and control and (x) terrestrial and aquatic biodiversity conservation to have positive environmental or social impacts and to advance the UN Sustainable Development Goals.

**PROJECT EVALUATION / SELECTION** CaixaBank's internal process of evaluating and selecting projects is aligned with market practice. The company has a dedicated SDGs Working Group to provide projects. CaixaBank's SDGs Working Group is co-headed by representatives from the Treasury and Corporate Responsibility departments and further composed of representatives from the Risk and Business Departments. Final approval of shortlisted projects is conducted by the Environmental Risk Management Committee and the Corporate Responsibility and Reputation Committee.

**MANAGEMENT OF PROCEEDS** CaixaBank's processes for management of proceeds is aligned with market practice. CaixaBank has in place an internal register to track the use of proceeds. Utilized proceeds will be held according to CaixaBank's Treasury's general liquidity guidelines for short term investments.

**REPORTING** CaixaBank intends to report on the allocation of proceeds on its website on an annual basis. In addition, CaixaBank is committed to reporting annually on impact indicators until full allocation, such as the location and type of green building certifications, CO<sub>2</sub> emissions avoided, number of jobs created and number of solar farms, wind farms or hydro power plants built amongst others. In Sustainalytics' view, reporting on these metrics is in line with market practice.

- Sustainalytics considers the financing of projects and companies dedicated to providing (i) access to essential services, (ii) affordable basic infrastructure, (iii) employment generation, (iv) sustainable water and wastewater management, (v) renewable energy, (vi) energy efficiency, (vii) green buildings, (viii) clean transportation, (ix) pollution prevention and control and (x) terrestrial and aquatic biodiversity conservation to have positive environmental or social impacts and to advance the UN Sustainable Development Goals.
- CaixaBank integrates sustainability in its business strategy, committing to support the transition to a sustainable economy while continuously working towards avoiding, mitigating and remedying those activities that could present a risk for the community and environment.
- CaixaBank's internal process of evaluating and selecting projects as well as processes for management of proceeds are aligned with market practice. In addition, CaixaBank intends to report on the allocation of proceeds on its website on an annual basis.
- The allocation of the net proceeds will also be subject to External Review while a qualified sustainability expert will be engaged to prepare the impact of the Projects to which proceeds have been allocated and is committed to reporting annually on impact indicators on its website until full allocation.





# Inaugural Social Bond – SNP

CaixaBank €1Bn 5-year Inaugural Social Bond – SNP issued in September 2019



## TRANSACTION SUMMARY

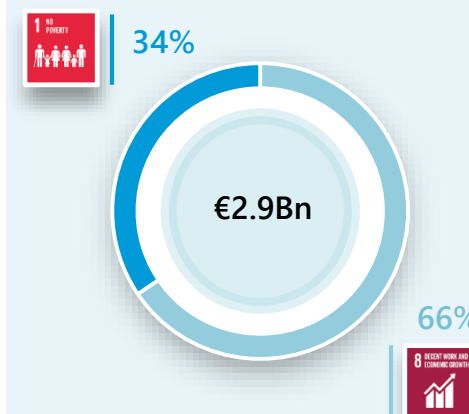
- ▶ Inaugural Social Bond 5yr EUR-denominated Senior Non Preferred notes (“SNP”) issued by CaixaBank, S.A.
- ▶ Notes issued out of CaixaBank’s €15Bn EMTN programme and governed by Spanish law
- ▶ Rated Baa3/BBB/BBB+/AL, by Moody’s/S&P/Fitch/DBRS

## TRANSACTION RATIONALE

- ▶ First transaction framed within the Sustainable Development Goal Framework published last August. SPO by Sustainalytics<sup>(1)</sup>
- ▶ A Social Bond is fully aligned with CaixaBank’s mission: *“Contribute to the financial wellbeing of our customers and to the progress of society”*
- ▶ Social Bond Use of Proceeds will advance:
  - SDG1 → Access to financial services for underserved populations (families with joint income under €17,200), without any collateral or guarantee
  - SDG8 → Lending in the most economically disadvantaged regions of Spain: Self-employed workers without any collateral or guarantee; Micro-enterprises and SMEs<sup>(2)</sup>
- ▶ Net proceeds will be allocated to assets initiated ≤3 yrs prior to year of issuance
- ▶ CaixaBank intends to allocate, at least, 25% of net proceeds to new financing<sup>(3)</sup>

## Use of proceeds

Eligible assets –outstanding as of June 2019



(1) CaixaBank’s SDG Framework, Framework Investor Presentation and Second Party Opinion by Sustainalytics can be found at CaixaBank’s corporate website through [https://www.caixabank.com/inversores-institucionales/inversores-renta-fija/bonos-ods\\_en.html](https://www.caixabank.com/inversores-institucionales/inversores-renta-fija/bonos-ods_en.html). (2) SMEs as per the European Commission definition. (3) New financing: all assets originated in the year of issuance and thereafter.



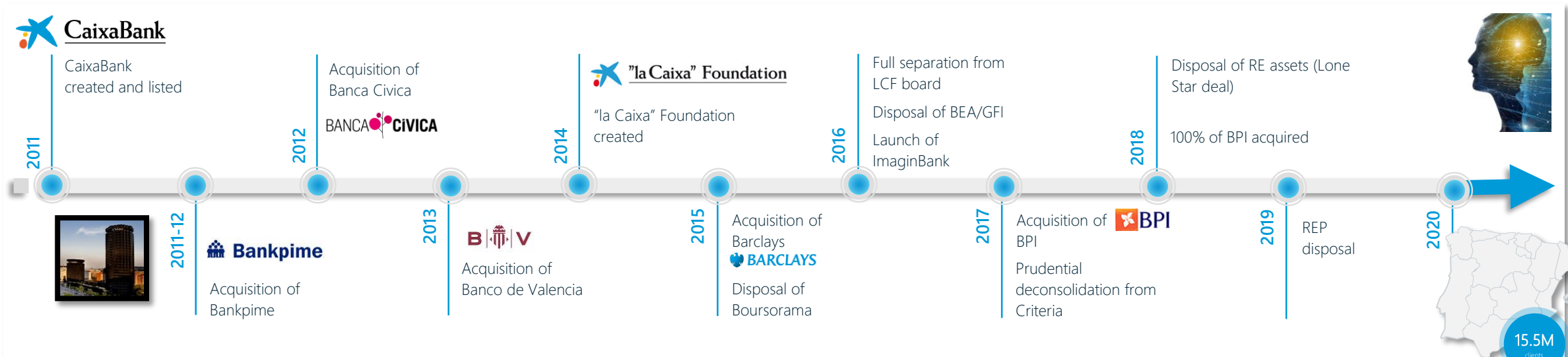
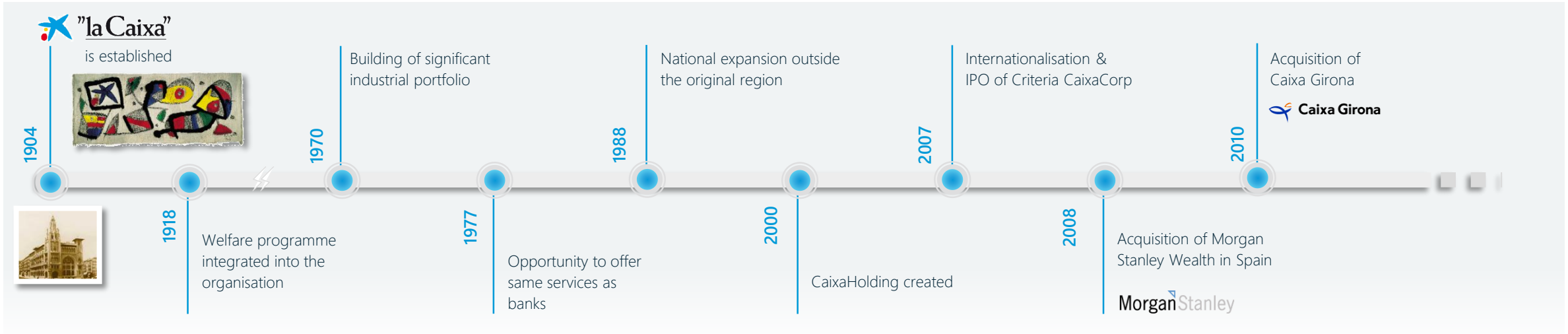
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## APPENDIX



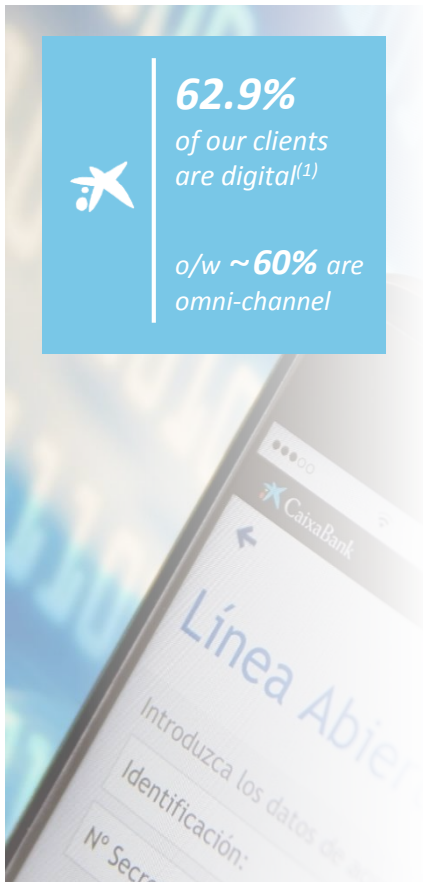


# A history that spans over 115 years





# At the forefront of digitalisation

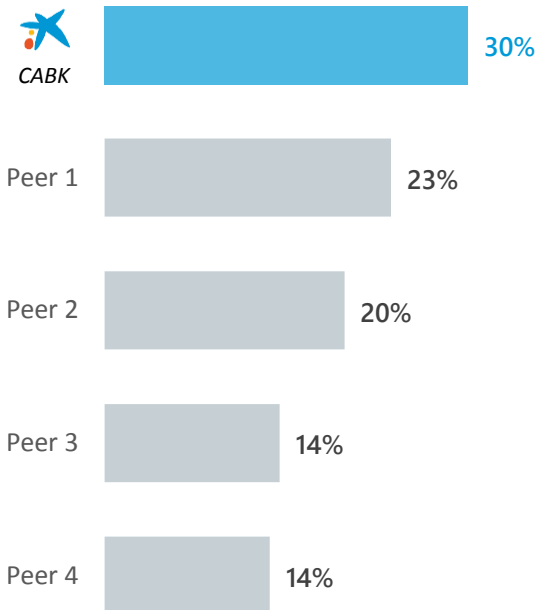


**62.9%**  
of our clients  
are digital<sup>(1)</sup>

o/w ~60% are  
omni-channel

## The highest digital penetration

Market penetration among digital clients<sup>(2)</sup> in %



## Innovative offering – increasing own and third party value-added services

**1.5M clients<sup>(3)</sup>**

Apple 4.6  
★★★★★

Android 4.6  
★★★★★

**Mis Finanzas**

**4.3M users<sup>(3)</sup>**

Aggregator Especially valuable for affluent clients

## Leveraging IT for commercial effectiveness...

**~100%**

SMART PCs

**38%**

of consumer loans<sup>(4)</sup>

DIGITAL SALES

**x2.4**

Conversations<sup>(5)</sup>

VIRTUAL ASSISTANT  
(EMPLOYEES AND CUSTOMERS)

## ...while boosting efficiency and facilitating compliance

**99%**

DIGITAL SIGNATURES

**~100%**

DIGITAL PROCESSES<sup>(6)</sup>

**17.8%**

administrative tasks in branches (42% 2006)

AUTOMATION

Best Consumer Digital Bank in Spain and in Western Europe 2019  
Best Consumer Mobile Banking app in the World 2019

Most Innovative Financial Institution in Western Europe 2019

Best Private Bank for digital client communication 2019

Tech Project of the Year 2019 "Delivery channels" category (Biometric ATM's)

Global Winner Project 2019 - "Analytics & AI" category

(1) In Spain. Individual clients 20-74 years old with at least one transaction in the last 12 months. Ambition 2021e (Spain): c.70% of digital clients. (2) 12 month average, latest available data as of December 2019. In Spain. CaixaBank ex BPI; peer group includes: Bankia, Banco Sabadell, Banco Santander, BBVA. Source: Comscore. (3) As of December 2019. (4) Sales executed via electronic channels (web, mobile and ATM). As of December 2019. (5) September 2019 yoy. (6) % of documentation related to product acquisition that is digitalised. CABK ex BPI.



# Strong cybersecurity standards and protection measures

## Comprehensive information security and cybersecurity approach

### Advanced cyber security model externally certified



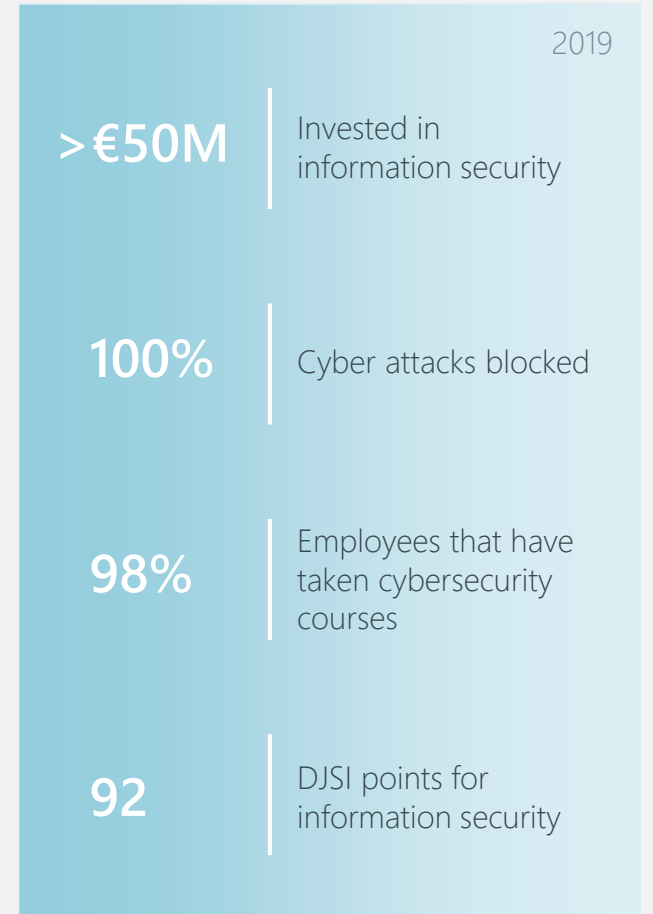
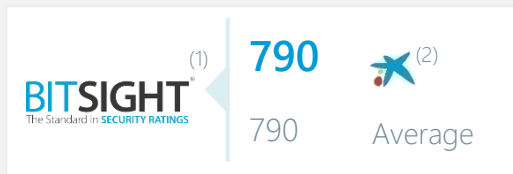
- ▶ **ISO 27001** certification over cybersecurity activities
- ▶ Established **CERT official** through a team of specialists (100% externally certified), trained and prepared 24/7 to prevent, detect and take action when facing any cyber threat. Active cooperation with other national and international 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
- ▶ Information security policy → last updated in November 2019

### 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



(1) 250-900. (2) CaixaBank Group. (3) Spanish National Cybersecurity Institute 2018.



# Premium brand reputation with ample external recognition



## Premium brand reputation



Best Bank in Spain 2020  
Best Bank in Western Europe 2020  
Global Finance



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



Best Private Bank in Spain 2019  
The Banker/PWM



MEMBER OF  
**Dow Jones Sustainability Indices**  
In collaboration with SAM  
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 Consumer Digital Bank in Spain and in Western Europe 2019  
Best Consumer Mobile Banking app in the World 2019  
Global Finance



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



Tech Project of the Year 2019  
"Delivery channels" category  
(Biometric ATM's)  
The Banker



Global Winner Project 2019 -  
"Analytics & AI" category  
EFMA/Accenture



Best innovation in marketing –  
Global Innovation Awards  
BAI



## BPI: Premium brand and innovation recognitions



#1 Brand 2020 –  
Big Banks category  
Escolha do Consumidor



#1 Brand 2020 -  
Big Banks category  
5 estrelas



Most Trusted Bank  
Brand in Portugal 2020  
Reader's Digest



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



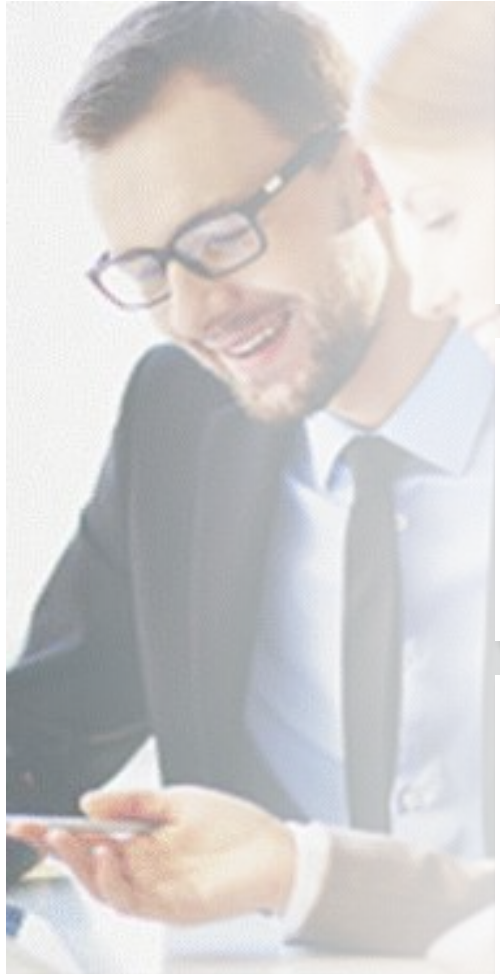
Excellence Brand 2019  
Superbrands



Best Digital Team 2019  
PayTech Digital Awards

# Active participation in key initiatives

## International alliances and partnerships in global initiatives



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



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 (2019)



The pension plans manager, VidaCaixa (2009), the Group asset manager, CaixaBank Asset Management (2016) and BPI Gestao de Activos (2019), are signatories



Drives progress towards SDGs by fostering impact investment. CABK AM holds the presidency of the Spanish National Advisory Board (2019)



Promotes microfinance as a tool to fight social and financial exclusion in Europe through self-employment and the creation of microenterprises



Entity representing savings banks and retail banking in Europe. There are different committees with participation of teams of CaixaBank



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



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



Financial Stability Board initiative that promotes the dissemination of companies climate exhibitions (2018).



Promotes dialogue with companies with high levels of greenhouse emissions (2018).



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



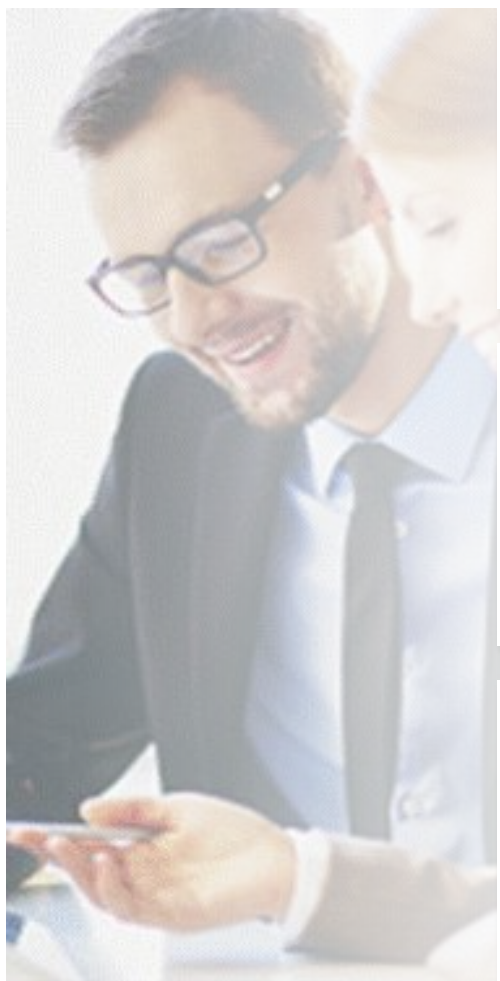
Global and collaborative initiative of companies committed to using 100% renewable energy (2016)



CaixaBank is an affiliated member of this United Nations agency in charge of promoting responsible tourism, sustainable and accessible to all (2019).

# Join effort is essential to foster ESG and exchange best practices

## National alliances



**"la Caixa" Foundation**

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

**Cátedra CaixaBank de Responsabilidad Social Corporativa**

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

**Cátedra AgroBank**

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

**Observatorio ODS**  
Empresas españolas

Member of the Advisory Board for this initiative that monitors implementation of the EU's Agenda 2030 by Spanish companies (2017)

**ceca**

Entity representing savings banks in Spain. There are different committees with CaixaBank team participation.

**Grupo Español Crecimiento Verde**

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

**finresp**  
Centro de Finanzas Responsables y Sostenibles

Entities seeking to ensure that enough private capital is allocated to sustainable investments. Assigned to the European centers network for the United Nations sustainability (2019)

**seres**  
fundación sociedad y empresa responsable

Promotes companies commitment for the society improvement through responsible actions. CaixaBank is on the board and in the Advisory Council (2011)

**Forética**

Promotes the integration of social, environmental and governance aspects in business management (2010)

**ICC**  
INTERNATIONAL CHAMBER OF COMMERCE

Defends the CSR and fights against corruption in Spanish companies (2019).

**finanzas para todos.es**

Adherent to the National Plan of Financial Education promoted by the Bank of Spain and the National Market Commission of Securities (CNMV), whose objective is to improve knowledge Population financial (2010)

**DIRSE**  
ASOCIACION ESPAÑOLA DE DIRECTORES

Spanish Association of professionals from CSR. CaixaBank is member of the Board (2011)

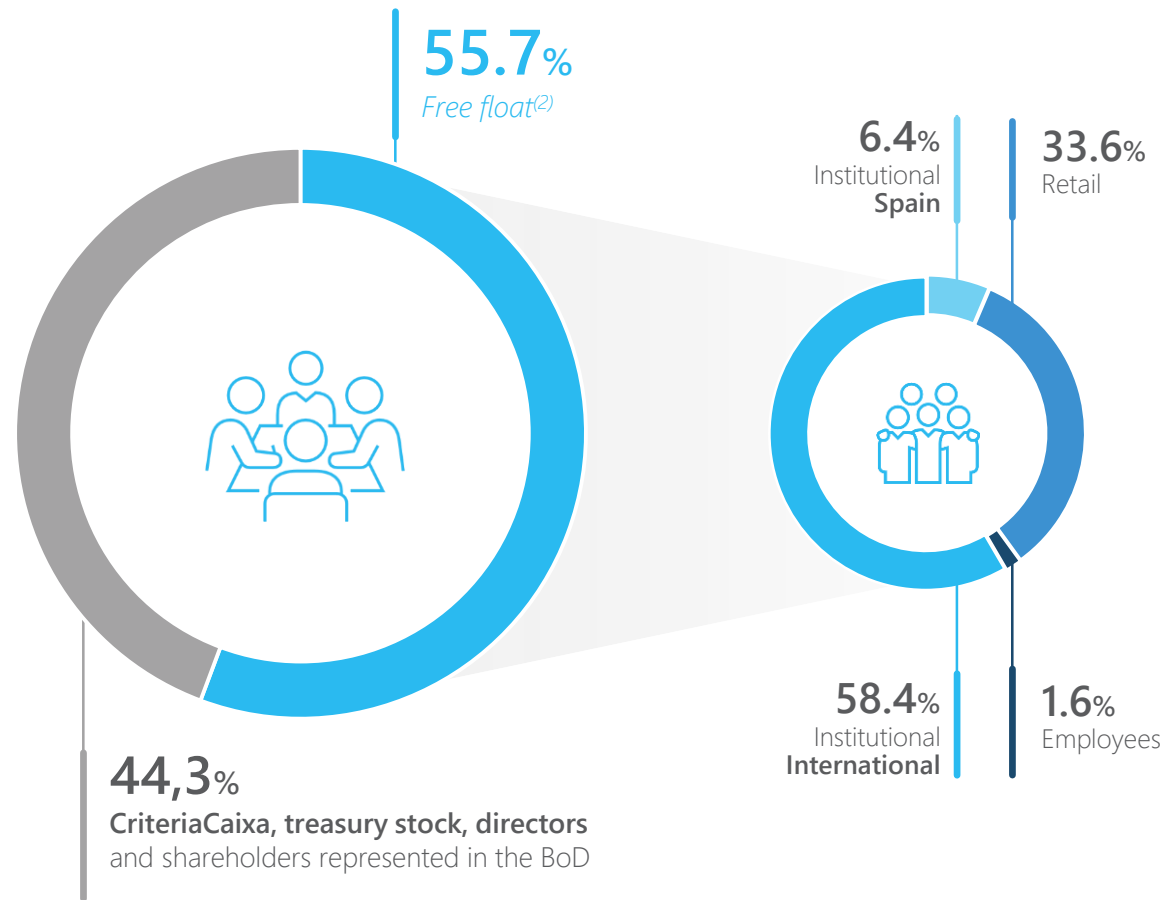
**IESE PPP for CITIES**  
Specialist Centre on PPP in Smart and Sustainable Cities

Collaboration Agreement to develop concrete proposals in order to facilitate the financing and full implementation of Smart City proposals: more inclusive and sustainable cities, both socially and with the planet (2019)



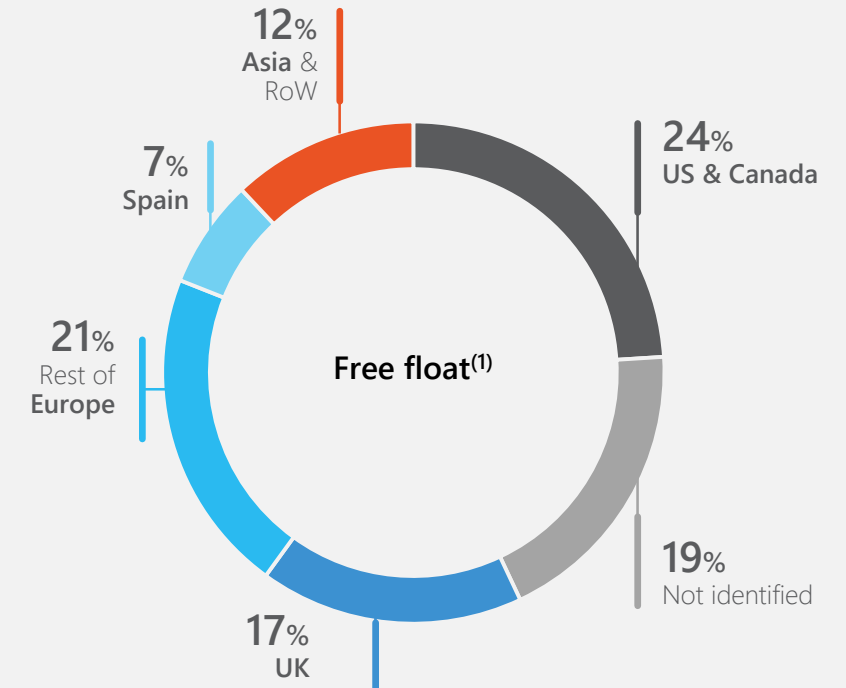
# Social capital distribution by type of shareholder

Shareholder base by group<sup>(1)</sup>, in % of share capital as of 31 March 2020



## Geographical distribution of institutional free float<sup>(3)</sup>

% of total shares owned by institutional investors, Dec-2019



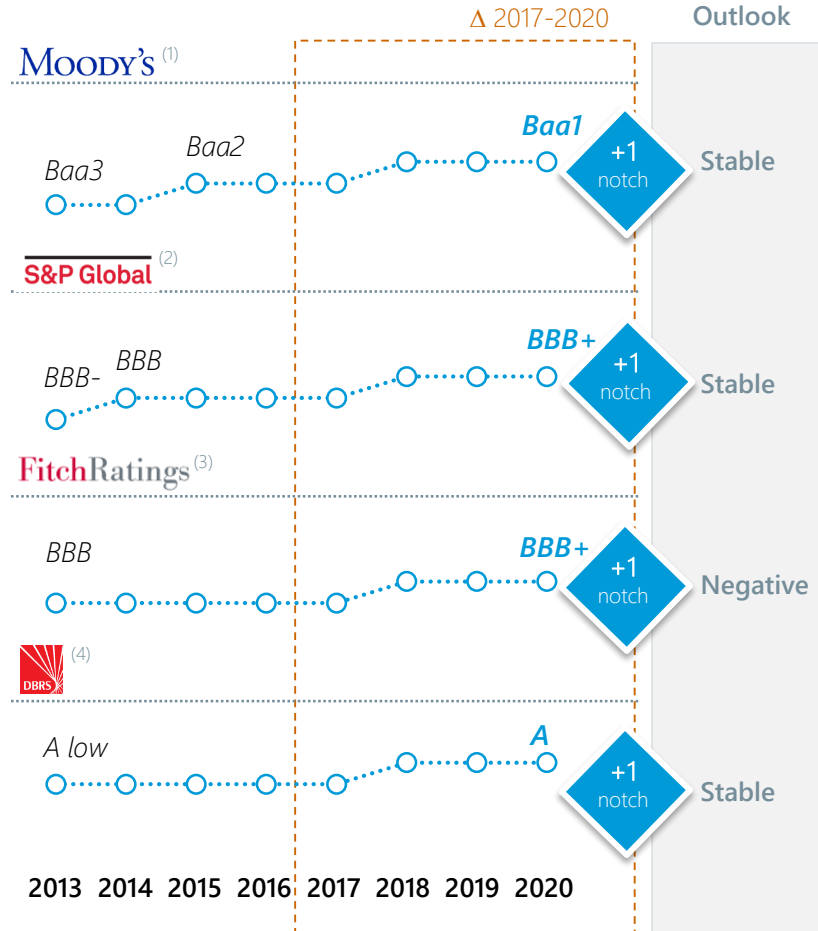
(1) Source: latest available public information and shareholders' register book. The register book presents an excess of c.35 M net shares, assumed to be allocated to the international institutional category.  
 (2) Calculated as the number of issued shares less treasury stock and shares owned by the 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.



# Credit ratings facilitate continued market access

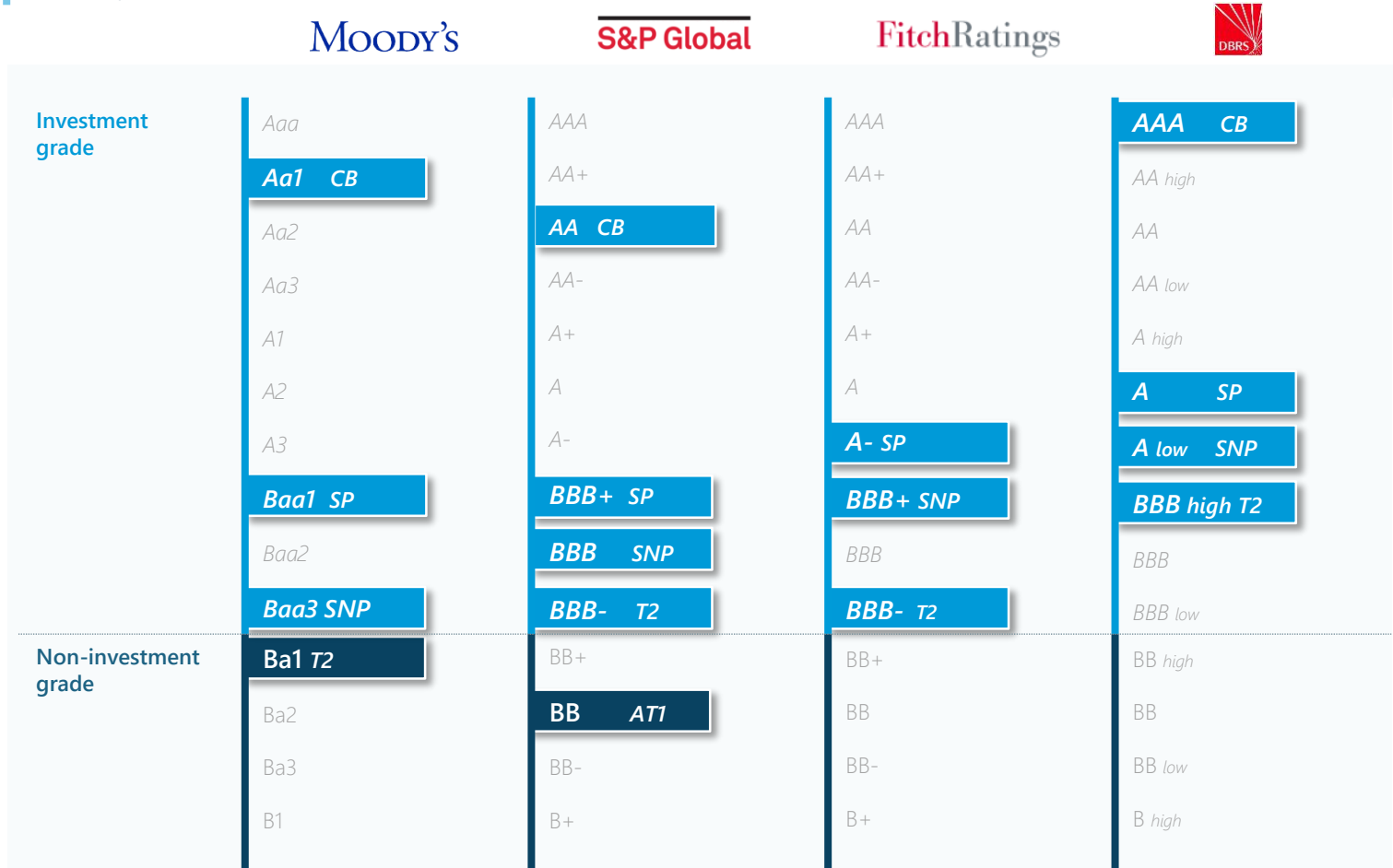
## CaixaBank long-term ratings

Evolution 2013-2020



## CaixaBank ratings by primary debt instrument

As of May 2020



(1) As of 17 May 2019. Short-term rating P-2. (2) As of 29 April 2020. Short-term rating A-2. (3) As of 27 March 2020. Short-term rating F2. (4) As of 30 March 2020. Short-term rating R-1 (low).





# Balance sheet and P&L

## Balance sheet

€ million	Mar. 31, 2020	Dec. 31, 2019	Change	Chg. %
- Cash and cash balances at central banks and other demand deposits	26,505	15,110	11,395	75.4
- Financial assets held for trading	8,778	7,370	1,408	19.1
- Financial assets not designated for trading compulsorily measured at fair value through profit or loss	410	427	(17)	(4.0)
<i>Equity instruments</i>	195	198	(3)	(1.5)
<i>Debt securities</i>	52	63	(11)	(17.5)
<i>Loans and advances</i>	163	166	(3)	(1.8)
- Financial assets at fair value with changes in other comprehensive income	21,782	18,371	3,411	18.6
- Financial assets at amortised cost	257,962	244,702	13,260	5.4
<i>Credit institutions</i>	5,673	5,159	514	10.0
<i>Customers</i>	225,738	222,154	3,584	1.6
<i>Debt securities</i>	26,551	17,389	9,162	52.7
- Derivatives - Hedge accounting	399	2,133	(1,734)	(81.3)
- Investments in joint ventures and associates	3,892	3,941	(49)	(1.2)
- Assets under the insurance business <sup>1</sup>	69,629	72,683	(3,054)	(4.2)
- Tangible assets	7,301	7,282	19	0.3
- Intangible assets	3,842	3,839	3	0.1
- Non-current assets and disposal groups classified as held for sale	1,272	1,354	(82)	(6.1)
- Other assets	14,619	14,202	417	2.9
<b>Total assets</b>	<b>416,391</b>	<b>391,414</b>	<b>24,977</b>	<b>6.4</b>
<b>Liabilities</b>	<b>392,174</b>	<b>366,263</b>	<b>25,911</b>	<b>7.1</b>
- Financial liabilities held for trading	3,440	2,338	1,102	47.1
- Financial liabilities at amortised cost	311,690	283,975	27,715	9.8
<i>Deposits from central banks and credit institutions</i>	44,608	20,656	23,952	116.0
<i>Customer deposits</i>	224,763	221,079	3,684	1.7
<i>Debt securities issued</i>	34,544	33,648	896	2.7
<i>Other financial liabilities</i>	7,775	8,592	(817)	(9.5)
- Liabilities under the insurance business <sup>1</sup>	68,001	70,807	(2,806)	(4.0)
- Provisions	3,419	3,624	(205)	(5.7)
- Other liabilities	5,624	5,519	105	1.9
<b>Equity</b>	<b>24,217</b>	<b>25,151</b>	<b>(934)</b>	<b>(3.7)</b>
- Shareholders' equity	25,876	26,247	(371)	(1.4)
- Minority interest	28	29	(1)	(3.4)
- Accumulated other comprehensive income	(1,687)	(1,125)	(562)	50.0
<b>Total liabilities and equity</b>	<b>416,391</b>	<b>391,414</b>	<b>24,977</b>	<b>6.4</b>

## P&L

€ million	2020	2019	Chg. %	4Q19	Chg. %
<b>Net interest income</b>	<b>1,200</b>	<b>1,237</b>	<b>(3.0)</b>	<b>1,231</b>	<b>(2.5)</b>
Dividend income	1	10	(89.3)	2	(30.1)
Share of profit/(loss) of entities accounted for using the equity method	56	107	(47.6)	81	(31.1)
Net fee and commission income	658	612	7.6	694	(5.1)
Trading income	(20)	48		13	
Income and expense under insurance or reinsurance contracts	150	130	15.6	149	0.6
Other operating income and expense	(62)	(35)	79.6	(175)	(64.3)
<b>Gross income</b>	<b>1,983</b>	<b>2,109</b>	<b>(6.0)</b>	<b>1,995</b>	<b>(0.6)</b>
Recurring administrative expenses, depreciation and amortisation	(1,188)	(1,204)	(1.3)	(1,174)	1.2
Extraordinary expenses				(1)	
<b>Pre-impairment income</b>	<b>796</b>	<b>905</b>	<b>(12.1)</b>	<b>820</b>	<b>(2.9)</b>
<b>Pre-impairment income stripping out extraordinary expenses</b>	<b>796</b>	<b>905</b>	<b>(12.1)</b>	<b>821</b>	<b>(3.1)</b>
Allowances for insolvency risk	(515)	(123)		(88)	
Other charges to provisions	(144)	(48)		(84)	72.4
Gains/(losses) on disposal of assets and others	(31)	(16)	88.5	(85)	(63.8)
<b>Profit/(loss) before tax</b>	<b>106</b>	<b>718</b>	<b>(85.2)</b>	<b>563</b>	<b>(81.2)</b>
Income tax expense	(16)	(185)	(91.3)	(123)	(87.0)
<b>Profit/(loss) after tax</b>	<b>90</b>	<b>533</b>	<b>(83.1)</b>	<b>440</b>	<b>(79.6)</b>
Profit/(loss) attributable to minority interest and others				1	(42.1)
<b>Profit/(loss) attributable to the Group</b>	<b>90</b>	<b>533</b>	<b>(83.2)</b>	<b>439</b>	<b>(79.6)</b>

(1) In accordance with the Amendments to IFRS4, the Group decided to apply temporary exemption from applying IFRS9 to the financial investments of the Group's insurance firms for all periods that come before 1 January 2021, albeit this date is currently being reviewed as it awaits the entry into force of the new IFRS17: Insurance Contracts (expected on 1 January 2023), 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'.



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**BEING WHAT WE  
NEED TO BE  
MAKES US  
DIFFERENT**

