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CAIXABANK
IN BRIEF



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SOCIALLY RESPONSIBLE
BANKING PLAN



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SDG BOND
FRAMEWORK



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CaixaBank Group at a glance⁽¹⁾



Leading bancassurance
franchise in Iberia

Customers (M)	15.4
Preferred bank-Spain ⁽²⁾ (%)	24.4%
Digital clients-Spain ⁽³⁾ (%)	64.7%
Branches ⁽⁴⁾	4,460
Balance sheet ⁽⁵⁾ (€ Bn)	445.6



Group core operating
income⁽⁶⁾ 1H20: +2.6% yoy

RoTE (TTM)	5.6%
1H20 Net profit (€ M)	205
Recurrent costs 1H20	-2.6% yoy
Core C/I (TTM)	56.7%
CoR (TTM)	0.61%



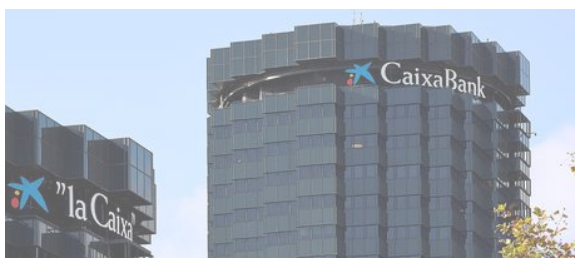
Solid balance sheet
metrics

NPL coverage ratio	63%
Liquid assets (€ Bn)	107
LCR eop	283%
CET1/Total capital ⁽⁷⁾ (%)	12.3%/16.0%
Long Term Ratings ⁽⁸⁾	Baa1/BBB+/BBB+/A



A responsible bank with
solid heritage and values

- Included in **leading sustainability indices⁽⁹⁾**
- **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 30th June 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 through digital channels in the last 12 months. (4) # of branches in Spain and Portugal, of which 3,797 are retail branches in Spain. (5) #2 bank by total assets in Spain (based on public information as of June 2020). (6) Core revenues (NII, net fees, insurance revenues) minus recurrent operating expenses. (7) Including shift to transitional IFRS9. (8) Moody's, Standard&Poor's, Fitch, DBRS. (9) 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)⁽¹⁾



Peer 1 17%

Peer 2 17%

Peer 3 14%

The highest digital penetration

Market penetration among digital clients (Spain)⁽²⁾



Peer 1 23%

Peer 2 19%

Peer 3 14%

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



Scale & capillarity



IT & digitalisation



Advisory & proximity



Comprehensive product offering



#1

Mutual Funds



#1

Life insurance



(49.9%)

#1

Health insurance



PAYMENTS & CONSUMER



(49%)⁽³⁾

#1

Payments

(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 June 2020. CaixaBank ex BPI; peer group includes: Banco Sabadell, Banco Santander, BBVA. Source: Comscore.

(3) On July 30th 2020, CABK reached an agreement with Global Payments Inc. to sell a 29% stake from its current 49% participation in the share capital of Comercia Global Payments, Entidad de Pago, S.L. The transaction is expected to close during 2H20.

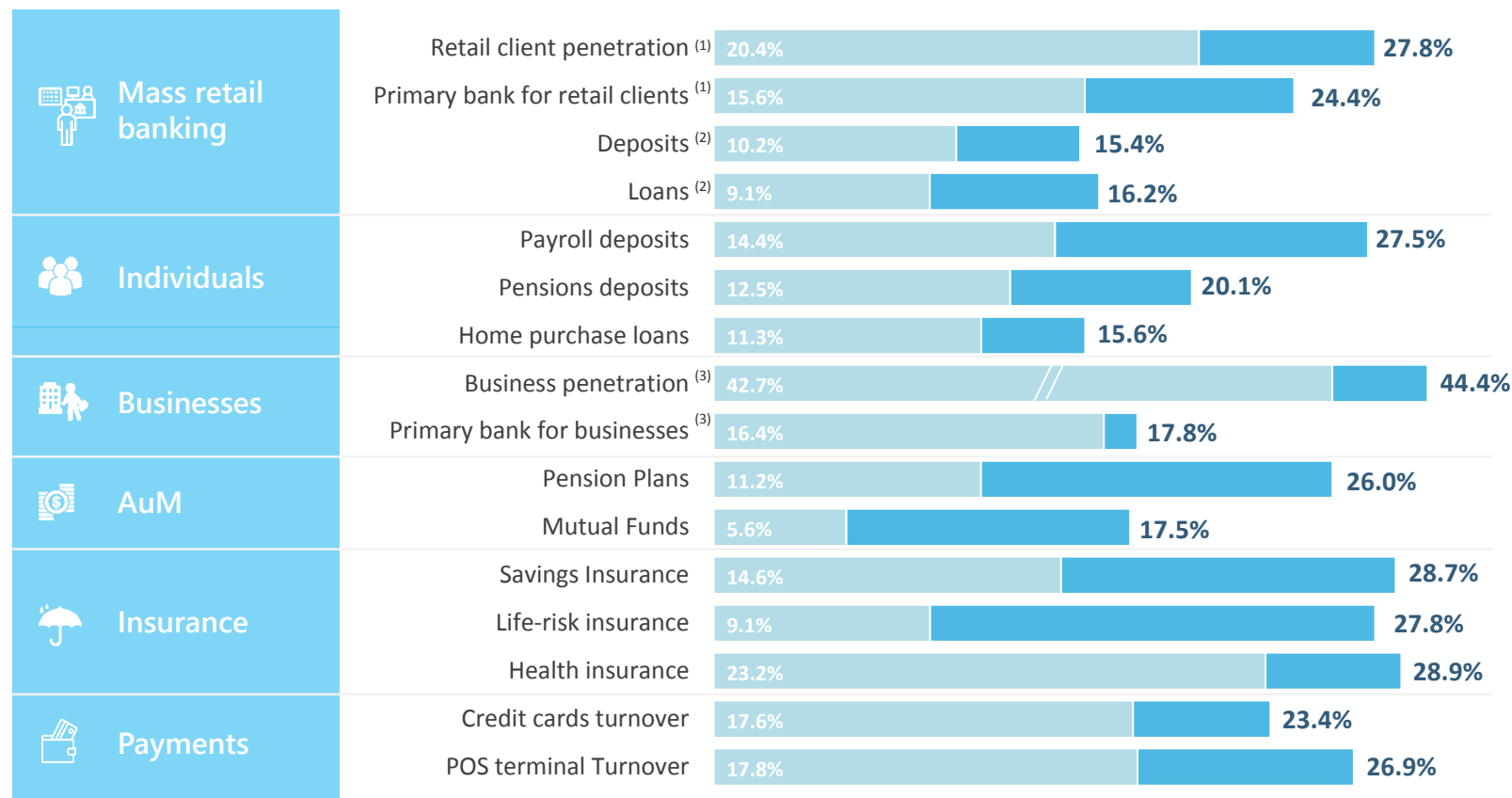


Our leading market position generates valuable network effects

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⁽¹⁾ (Spain)

24.4%

#1 Primary bank for retail clients⁽¹⁾ (Spain)

2020

- **Excellence in Leadership** for its **social commitment** in its response to the COVID-19 crisis.
- **Best Bank in Western Europe**



2020

- **Best Bank in Spain**, for the 6th consecutive year
- **Best Bank in Western Europe**, for the 2nd consecutive year



Customer loyalty and satisfaction lead to sustained growth in market shares

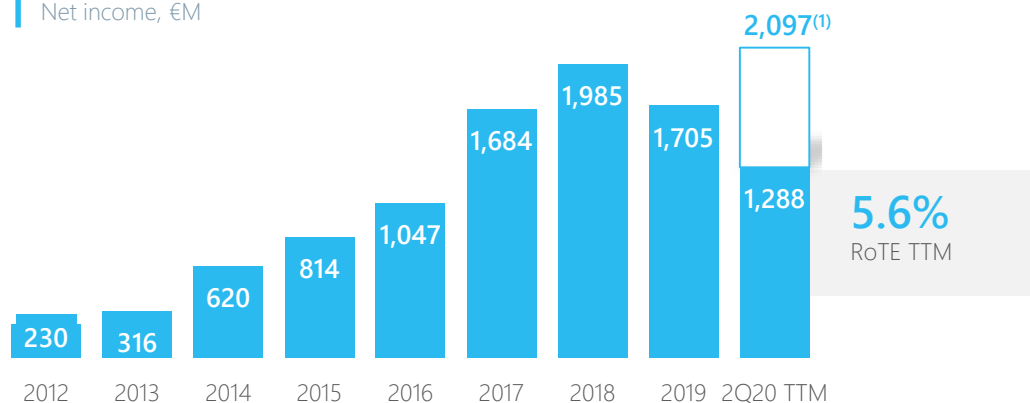
(1) Spanish customers older than 18 years of age. Source: FRS Inmark 2019. (2) Deposit included demand and time deposits and loan data to the other resident sectors as per Bank of Spain data. (3) Businesses: firms with turnover €1M-€100M. Latest data for 2019; initial data for 2008 (bi-annual survey). Source: FRS Inmark survey.



Financial strength: solid P&L and balance sheet metrics

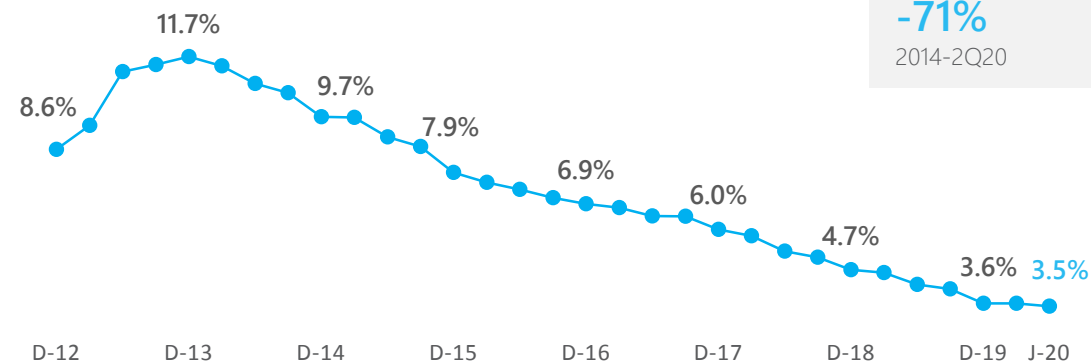
Net income evolution

Net income, €M



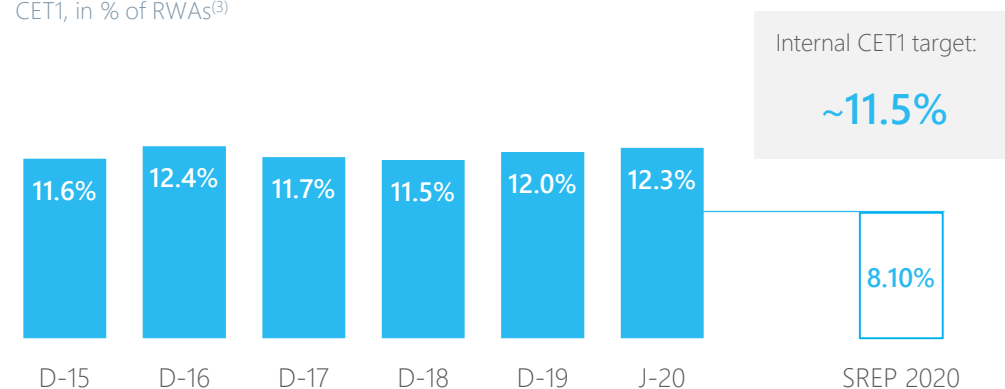
Significant de-risking

NPL ratio, in %



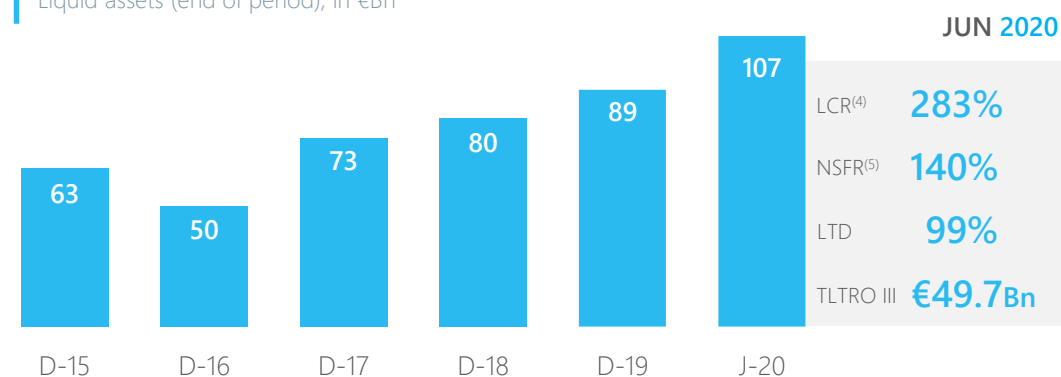
Solid capital well above requirements and internal target

CET1, in % of RWAs⁽³⁾



Ample liquidity remains a hallmark

Liquid assets (end of period), in €Bn



(1) PF ex COVID reserve (€809M as of June 2020). (2) NPLs (including contingent liabilities) + OREO, all gross value. CABK ex BPI, June 2020 vs. 2014 PF Barclays Spain. (3) June 2020 ratio including shift to transitional IFRS9 (11.81% ex transitional IFRS9). YE19 ratio as reported before dividend adjustment announced in March. Fully loaded until 2018. (4) End of period. (5) End of period. Best estimate according to the new CRR criteria (Regulation (EU) 2019/876 of 20 May 2019).



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



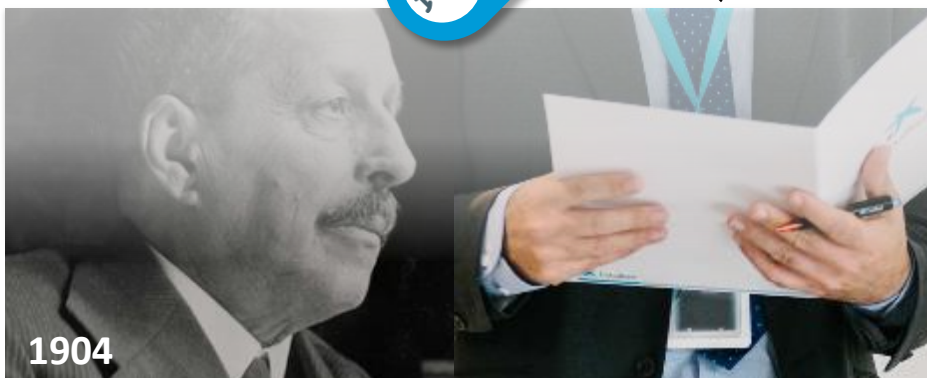
It is in our responsible actions

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



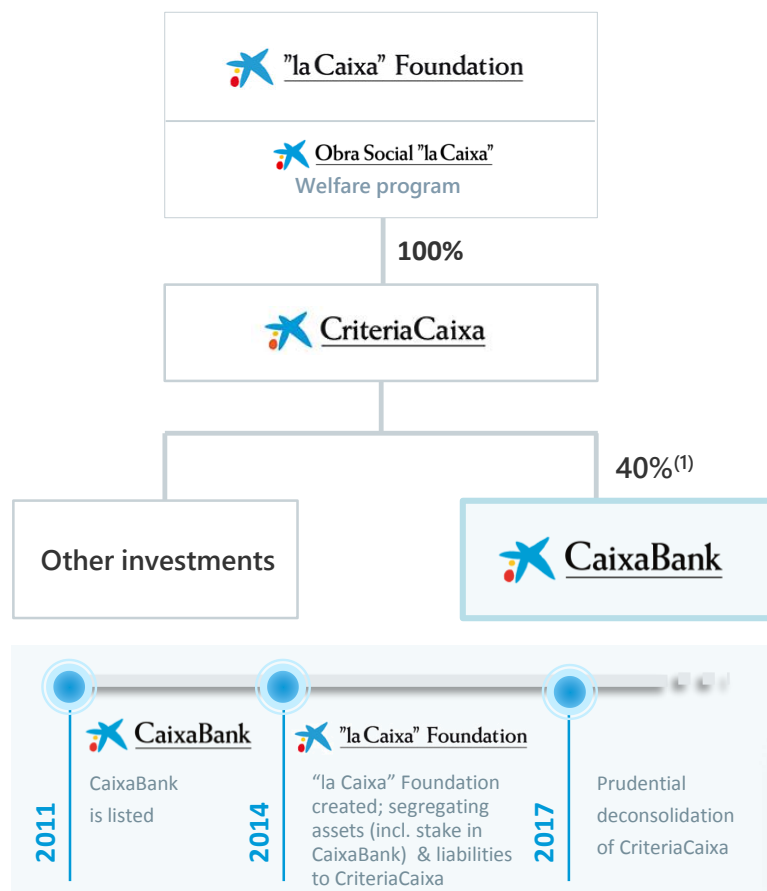
"I am the most ambitious man in the world:
having no needs of my own, I made mine those of others"

Francesc Moragas
Founded "la Caixa" in 1904

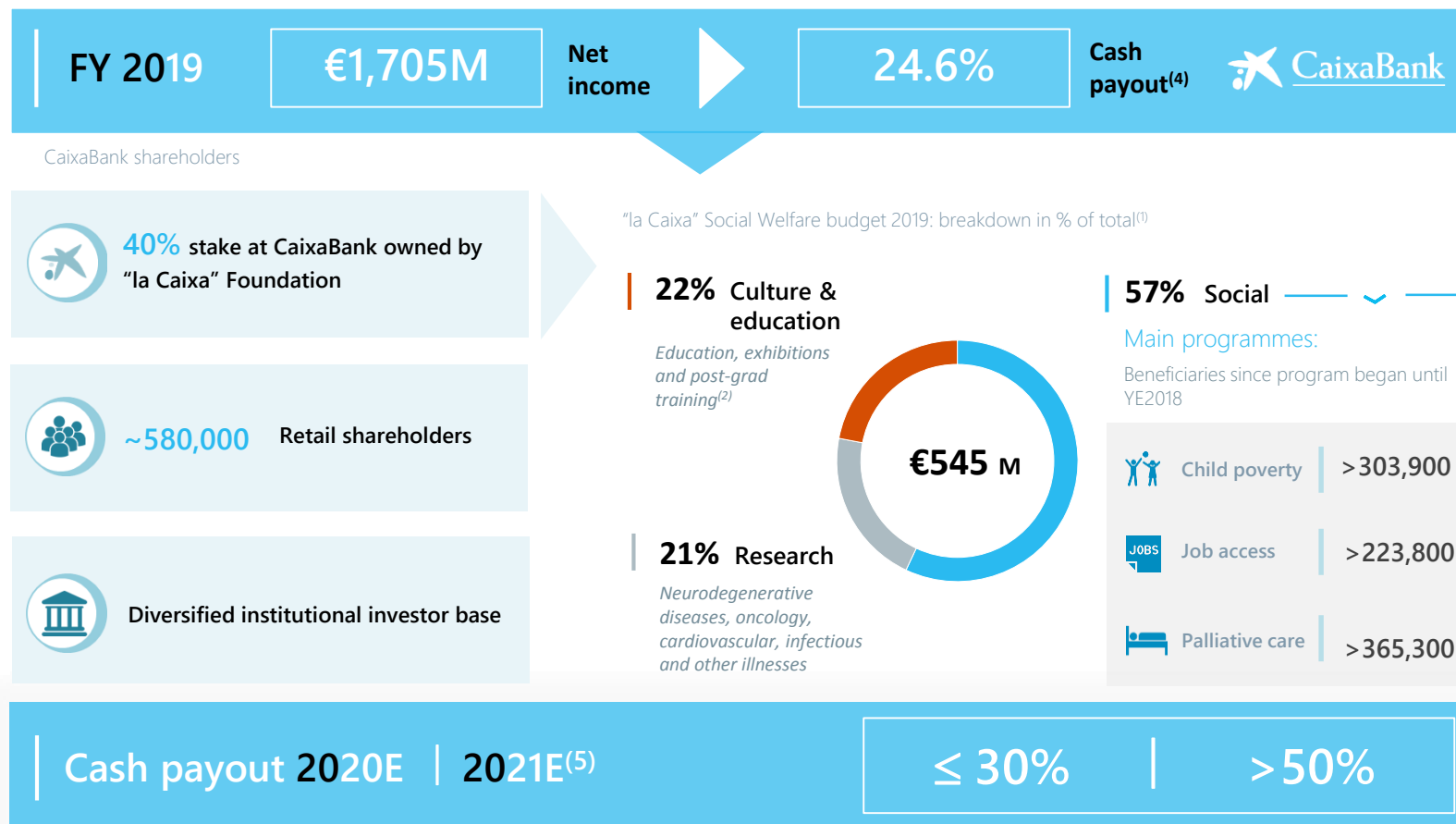


We are a uniquely differentiated bank: profitability and returns to society are fully aligned

Streamlined organisation of "la Caixa" Group



CaixaBank Group: profitability and returns to society are fully aligned



(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

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 Spain

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

~27,000

Deeds in lieu of foreclosure ⁽¹⁾

3 | Volunteering and social action

€44.7M allocated to CABK⁽²⁾ branches

From "la Caixa" social budget; to finance local social projects

More than 11,500 social projects in 2019⁽²⁾

Carried out jointly with local NGOs and associations

Social housing

>18,500 units in stock of social housing

Fostering diversity

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.



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

15.4 M

Clients

~580,000

Shareholders

~35,589

Employees

>16,800

Participants in CaixaBank Social Weeks ⁽¹⁾

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.

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CAIXABANK
IN BRIEF



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**SOCIALLY RESPONSIBLE
BANKING PLAN**



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**SDG BOND
FRAMEWORK**



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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





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 ⁽¹⁾



Both AM and Insurance subsidiaries are signatories of UN PRI



Endorsement of UNEP FI Principles of Responsible Banking⁽²⁾



Process simplification and information security



~ 100%

Digital processes⁽³⁾ 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⁽⁵⁾ → 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.



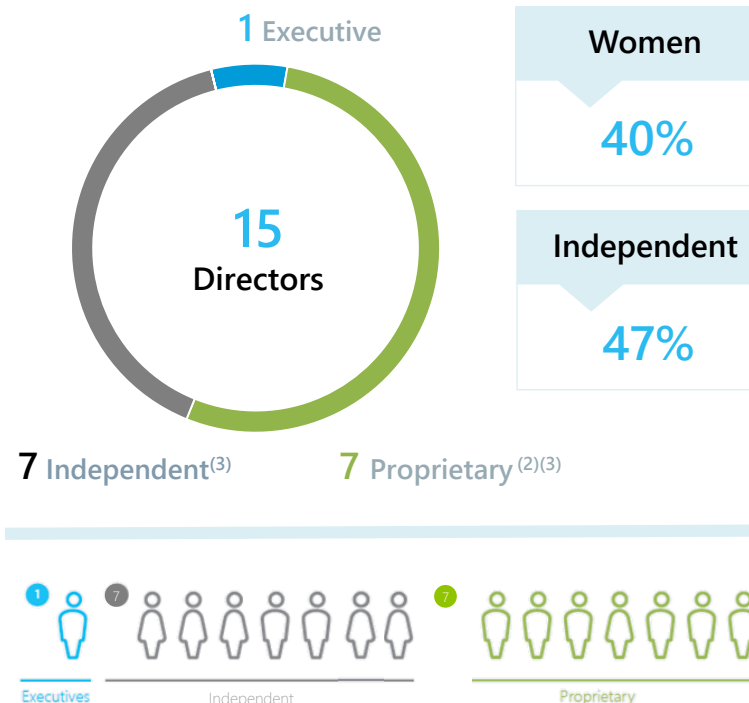
Best-in-class governance is a corporate priority

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) → % of 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

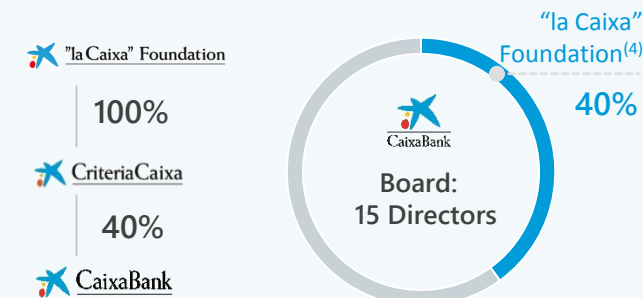
Composition and other details⁽¹⁾



"la Caixa" Foundation no longer controls the bank

Reorganisation of "la Caixa" Group

CaixaBank Board distribution⁽¹⁾



- 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⁾ Data as of 30 June 2020, including 1 Director approved by the AGM and PF the changes announced in August 2020 (CNMV ORI #3936), subject to approval by the ECB.

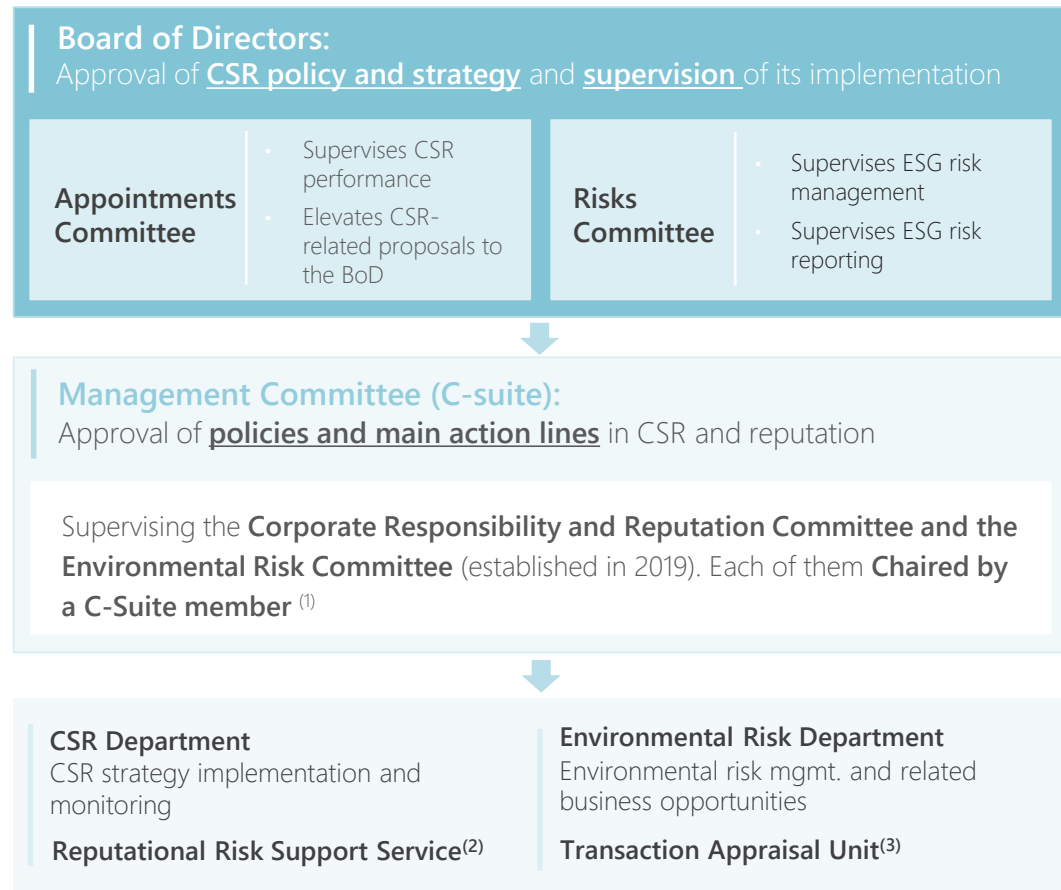
⁽²⁾ 6 directors representing "la Caixa" Foundation (including 1 director approved by the AGM and subject to approval by the ECB) and 1 director representing Mutua Madrileña.

⁽³⁾ It does consider changes announced in August 2020 (refer to CNMV ORI #3936).

⁽⁴⁾ Includes 6 directors representing "la Caixa" Foundation (including 1 director approved by the AGM and subject to approval by the ECB).

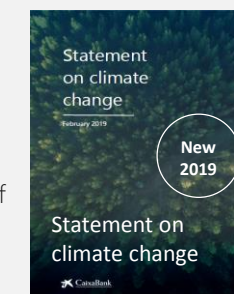


CSR commitment supported by a strong governance structure with BoD supervision



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)⁽⁴⁾
- 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 ⁽¹⁾

62%

Of the project finance energy portfolio exposure corresponds to renewable energy projects⁽²⁾⁽³⁾

~ €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⁽⁴⁾



PR | Principles for Responsible Investment

Dedicated team in environmental risk-management

TCFD | TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

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

-80%

Reduction in emissions since 2009⁽¹⁾⁽²⁾

99.5%

RE 100 ⁽³⁾



Consumed electrical energy from renewable sources⁽¹⁾; 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 CO₂ 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 CO₂ emissions offset

100%

100%

% ↓ in CO₂ 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.



Our activity cannot be conceived without a strong social commitment

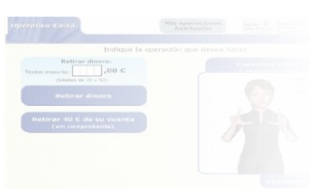
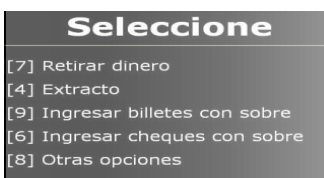
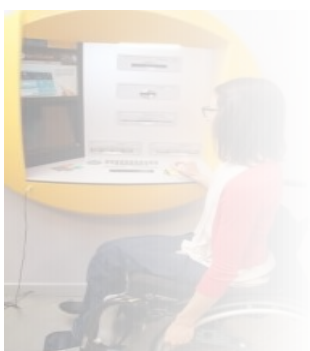
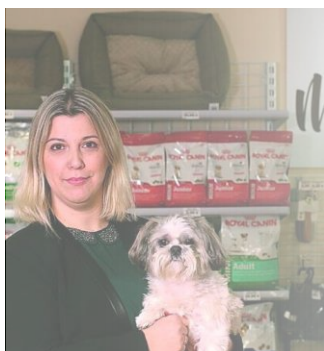
ESG – Social





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-finance in Europe⁽¹⁾

Accessibility, proximity and omni-channel banking



94%/100%

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

87%

Of branches are accessible (physical disability)⁽³⁾

99%

Of ATMs 100% accessible⁽³⁾, 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⁽³⁾

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

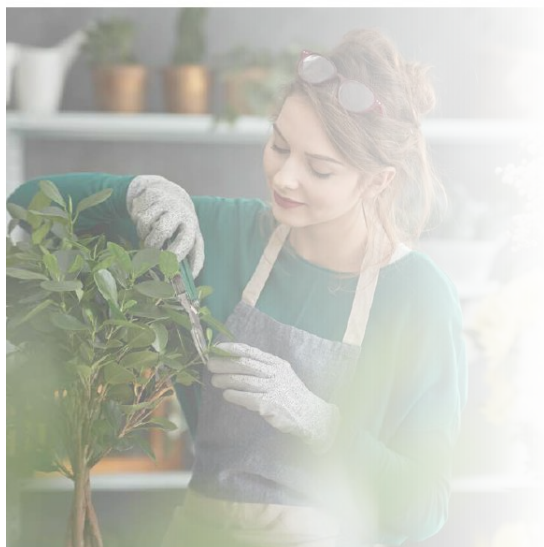
(1) Source: "Microfinance in Europe: A survey Report 2016-2017". European Microfinance Network (EMN), December 2018. (2) In Spain. Moreover, CaixaBank is the only bank in 229 towns and villages in Spain (2019). In Portugal, BPI is present in 85% of towns and villages with >10,000 inhabitants. (3) 654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



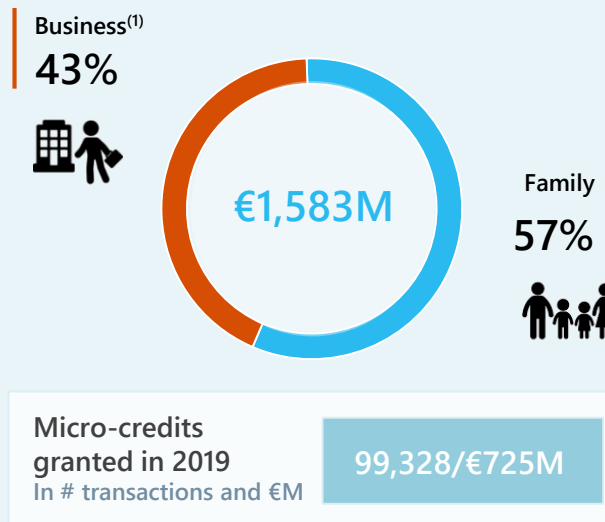
Annual
Report
2019



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 %



FY 2019



Business 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



Family micro-credit

79,789	Transactions
€17,200	Maximum annual joint income of applicants ⁽²⁾
€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⁽¹⁾

2,629

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

>27,000

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













(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
<div><div>MEMBER OF</div><div>Dow Jones Sustainability Indices</div><div>In collaboration with </div></div>	DJSI World DJSI Europe	2012/Sep-19	Nov. 2020 (annual)	81 (0-100) (86 environmental; 90 Social)	S&P
<div><div> 2018 Constituent MSCI ESG Leaders Indexes</div></div>	MSCI Rating ESG	2015/May-20	Dic. 2020 (biannual)	AA (CCC-AAA)	MSCI
<div><div>Corporate Responsibility rated by </div><div></div></div>	ISS-OEKOM	2013/Jul-19	Sept 2020 (annual)	C "Prime" (D-/A+)	ISS-oekom
<div><div></div><div>FTSE4Good</div></div>	FTSE4Good Global FTSE4Good Europe FTSE4Good IBEX	2011/Jun-20	June 2021 (biannual)	4.4 (1-5)	Evalueserve
<div><div> STOXX ESG LEADERS INDEXES</div><div> SUSTAINALYTICS ESG REPORT</div></div>	STOXX Global ESG	2011/May-20	May 2021 (annual)	Medium Risk	Sustainalytics
<div><div></div><div>CDP DRIVING SUSTAINABLE ECONOMIES</div></div>	A List Carbon Disclosure	2013/Jan-20	Jan. 2021 (annual)	A- (D-/A)	PwC/ Ecodes
<div><div></div><div>ETHIBEL SUSTAINABILITY INDEX</div></div>	ETHIBEL Sustainability Index Europe	2013/ May-2020	May. 2021 (annual)	"Robust performance"	VigeoEiris
<div><div></div><div>EURONEXT</div></div>	Eurozone 120 - Europe 120	2013/Jul-2019	Jul 2020 (annual)	(Dec-2019)	

The Sustainability Yearbook 2019

ROBECOSAM
We are Sustainability Investing.

Sustainability Yearbook 2019

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

ISS ESG
ethix • climate • oekom

ISS – OEKOM

- Top rated in all categories⁽¹⁾:
 - Environment: #1
 - Social: #1
 - Governance: #3

TOP 500 BANKING BRANDS

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

imug

TRUCOST

STANDARD & POOR'S

Bloomberg

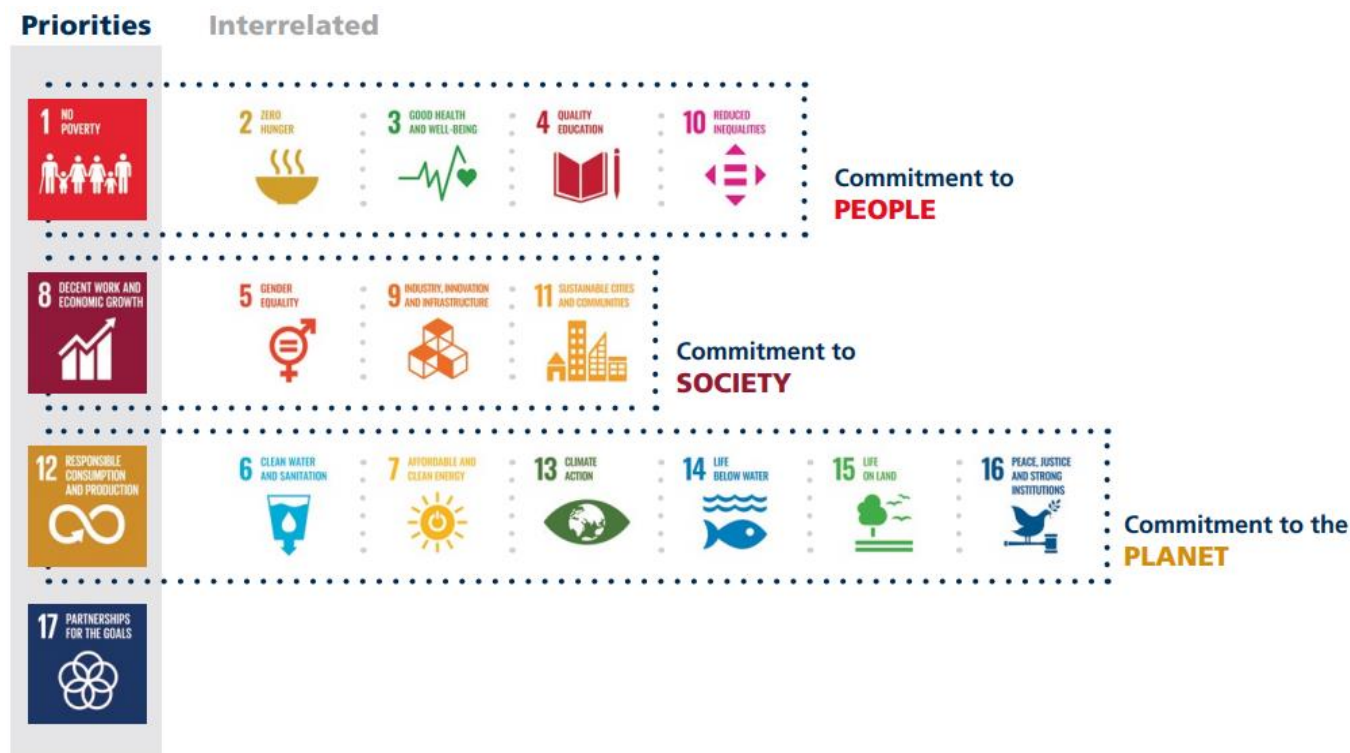
(1) ISS Quality Score. Score scale: 1-10. Scores as of May 2020. Environment: maximum score in risk and opportunities, carbon-climate natural resources. Social: maximum score in human rights, stakeholders/society, quality of product and brand. Governance: maximum score in compensation and shareholder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

Last updated on 26 August 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



Page 3

02

SOCIALLY RESPONSIBLE
BANKING PLAN



Page 13

03

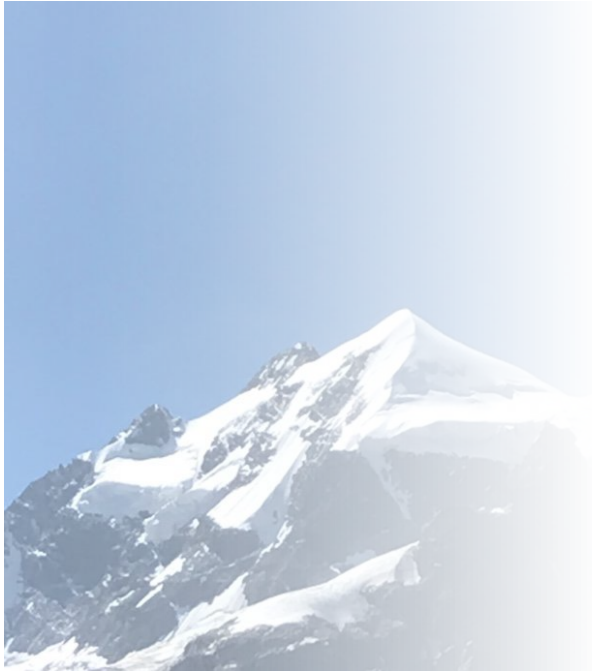
SDG BOND
FRAMEWORK



Page 28



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:**

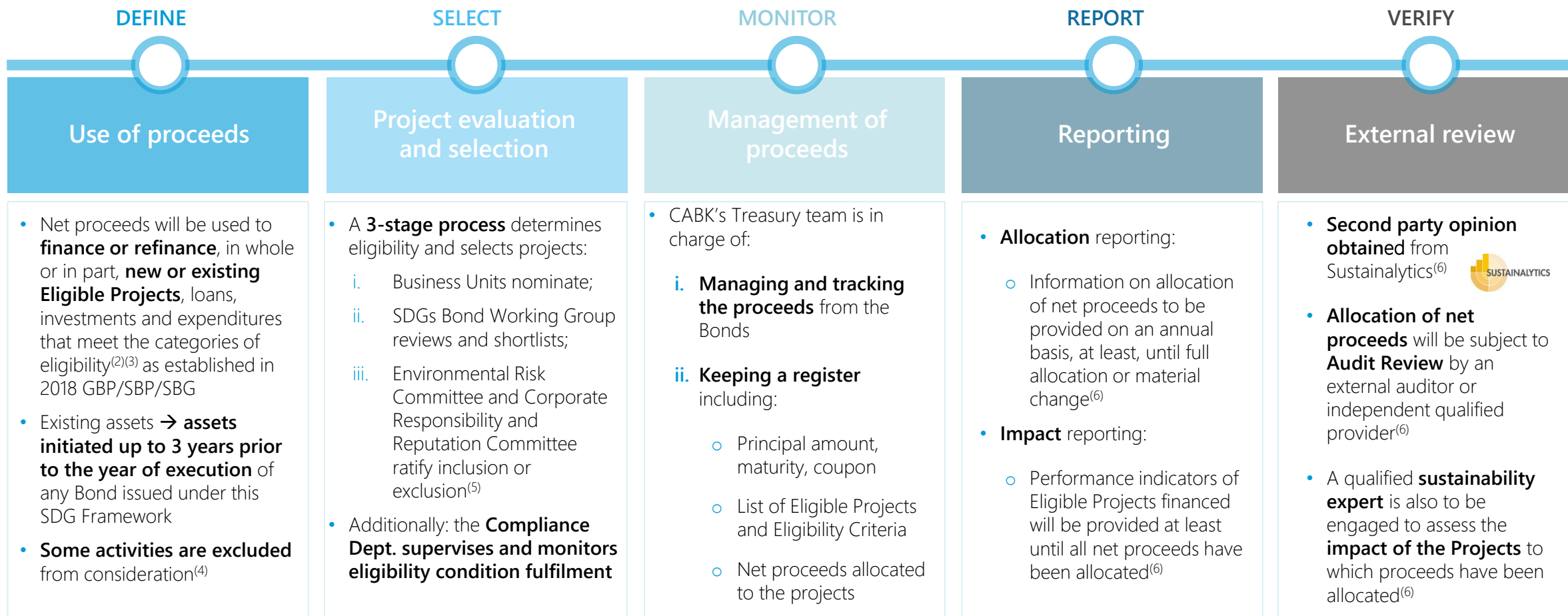
1. Reinforcing **corporate commitment** to **responsible banking**
2. Fostering **responsible business** and increasing **customer satisfaction** while raising **ESG awareness**
3. Offering a new **investment alternative** to ESG investors

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⁽¹⁾



(1) ICMA Green Bond Principles 2018 (2018 GBP) and Social Bond Principles 2018 (2018 SBP) and Sustainability Bond Guidelines 2018 (2018 SBG). (2) Where a business or project derives ≥90% of revenues from activities that align with Eligibility Criteria, its financing can be considered eligible for CABK Green, Social, or Sustainability 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"> Sustainable water and wastewater management 	<ul style="list-style-type: none"> Sustainable use/protection of water/marine resources and climate change mitigation NACE: water supply sewerage, waste management and remediation 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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.
	7.1 7.2 7.3	<ul style="list-style-type: none"> Renewable energy Energy efficiency 	<ul style="list-style-type: none"> Climate change mitigation NACE: electricity, gas, steam and air conditioning supply 	<ul style="list-style-type: none"> Activities aiming at financing equipment, development, manufacturing, construction, expansion, operation, distribution and maintenance of low-carbon and renew. energy⁽¹⁾ 	<ul style="list-style-type: none"> Renewable energy projects including wind, solar and hydro power (<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.
	9.1 9.2 9.4	<ul style="list-style-type: none"> Green buildings 	<ul style="list-style-type: none"> Climate change mitigation NACE: construction, real estate activities 	<ul style="list-style-type: none"> Activities aimed at developing quality, reliable, sustainable green buildings. 	<ul style="list-style-type: none"> New construction building develop./renovation of existing buildings which meet recognised environmental standards; commercial bldg. 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.
	11.2 11.6	<ul style="list-style-type: none"> Affordable basic infrastructure Access to essential services Clean transportation 	<ul style="list-style-type: none"> Climate change mitigation NACE: transport and storage 	<ul style="list-style-type: none"> Activities that expand or maintain access to affordable, accessible, and sustainable mass passenger transport systems and related infrastructure 	<ul style="list-style-type: none"> Metro, tram, high speed passenger train; bicycle infrastructure; all emission-free transport with direct emissions lower than 50 grCO₂e/p-km; etc.
	12.2 12.5	<ul style="list-style-type: none"> Pollution prevention and control 	<ul style="list-style-type: none"> Pollution prevention/control; transition to circular econ.; waste prevention and recycling; climate change mitigation. NACE: water supply sewerage, waste management and remediation 	<ul style="list-style-type: none"> Activities that contribute to waste prevention, minimisation, collection, management, recycling, re-use, or processing for recovery 	<ul style="list-style-type: none"> Waste collection/recycling (ex incineration or landfill activities), biogas plants⁽¹⁾ (primarily processing bio waste), fertilizers from anaerobic digestion or bio waste, waste treatment; etc.
	15.2	<ul style="list-style-type: none"> Biodiversity conservation 	<ul style="list-style-type: none"> Protection of healthy ecosystems and climate change mitigation NACE: Agriculture, forestry and fishing 	<ul style="list-style-type: none"> Activities that contribute to the conservation of terrestrial ecosystems 	<ul style="list-style-type: none"> 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

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



DEFINE



SELECT



MONITOR



REPORT



VERIFY



Use of proceeds

SOCIAL ELIGIBLE CATEGORIES

	SDG Target	ICMA SBP category	Eligible criteria	Including:
	1.4	<ul style="list-style-type: none"> Access to essential services 	<ul style="list-style-type: none"> Activities that increase access to financial services for underserved populations 	<ul style="list-style-type: none"> 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
	3.8 3.b	<ul style="list-style-type: none"> Affordable basic infrastructure Access to essential services 	<ul style="list-style-type: none"> Activities that improve provision of free or subsidised healthcare, and early warning, risk reduction and management of health crises 	<ul style="list-style-type: none"> 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
	4.1 4.2 4.3 4.4	<ul style="list-style-type: none"> Access to essential services 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Construction of public schools (primary, secondary and tertiary) Construction of public student housing Financing educational loans
	8.10	<ul style="list-style-type: none"> Employment generation includ. through potential effect of SME financing and microfinance 	<ul style="list-style-type: none"> 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 30th percentile in GDP/capita or in the top 30th in unemployment rate) 	<ul style="list-style-type: none"> Personal loans without any collateral or guarantee for self-employed workers Micro-enterprises and SMEs as per the European Commission definition

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



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



DEFINE



SELECT



MONITOR



REPORT



VERIFY



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:

	<ul style="list-style-type: none"> # of loans, deposits or insurance products in line with SDGs or # of people provided with them Default rate of loan recipients 				<ul style="list-style-type: none"> Tonnes of waste recycled/reduced/avoided Annual GHG emissions reduced/avoided in tonnes of CO₂ equivalent
	<ul style="list-style-type: none"> # public hospitals and other healthcare facilities built/upgraded # of residents benefitting from healthcare 		<ul style="list-style-type: none"> # jobs created # microfinance, micro-enterprise and SME loans # people employed by micro-enterp., SMEs, loan recip. 		<ul style="list-style-type: none"> Tones or CO₂ emissions avoided through planted forests Total land area with restoration
	<ul style="list-style-type: none"> # students # loan beneficiaries 		<ul style="list-style-type: none"> Location and type of certified green buildings # tonnes of CO₂ avoided Energy consumption (KWh/m² per year) 		
	<ul style="list-style-type: none"> Cubic meters of: water saved/reduced/treated /provided/cleaned; recycled water used Energy consumption/cubic meter recycled water 		<ul style="list-style-type: none"> Lengths of tracks built for mass public transport # tonnes of CO₂ avoided through sustainable transport Total GHG emissions in CO₂e/p-Km 		



DEFINE



SELECT



MONITOR



REPORT



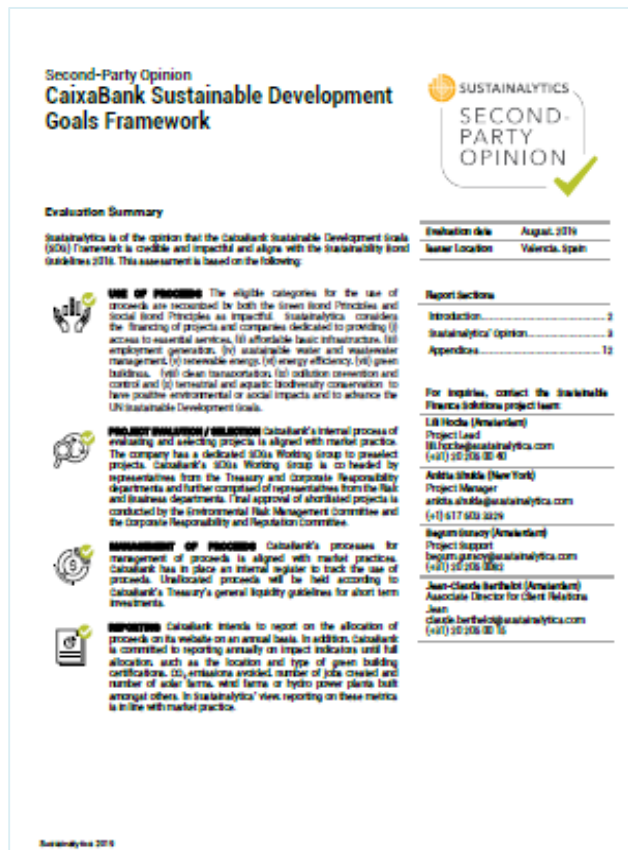
VERIFY



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⁽¹⁾

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).

- 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.



DEFINE



SELECT



MONITOR



REPORT



VERIFY



Inaugural Social Bond – SNP

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



Transaction summary

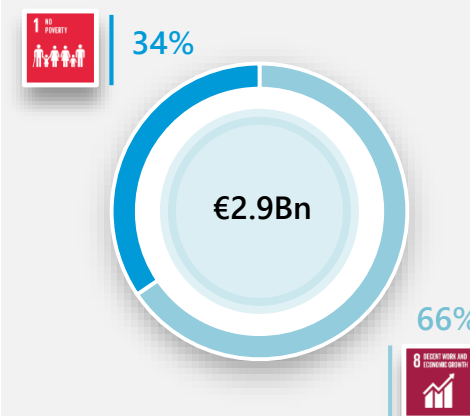
- Inaugural Social Bond 5yr EUR-denominated Senior Non Preferred notes (“SNP”) issued by CaixaBank, S.A.
- Notes issued out of CaixaBank’s €15Bn EMTN programme and governed by Spanish law
- Rated Baa3/BBB/BBB+/AL, by Moody’s/S&P/Fitch/DBRS

Transaction rationale

- First transaction framed within the Sustainable Development Goal Framework published last August. SPO by Sustainalytics⁽¹⁾
- 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:
 - SDG 1 → Access to financial services for underserved populations (families with joint income under €17,200), without any collateral or guarantee
 - SDG 8 → Lending in the most economically disadvantaged regions of Spain: Self-employed workers without any collateral or guarantee; Micro-enterprises and SMEs⁽²⁾
- 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⁽³⁾

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. (2) SMEs as per the European Commission definition. (3) New financing: all assets originated in the year of issuance and thereafter.



COVID-19 Social Bond - SP

CaixaBank €1Bn 6NC5 COVID-19 Social Bond – SP issued in July 2020

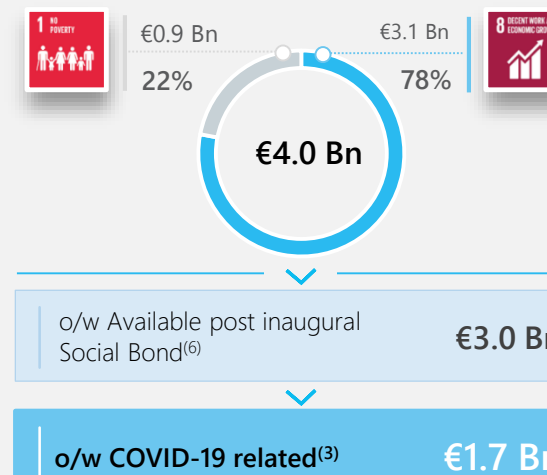
Transaction summary

- **COVID-19 Social Bond aligned to the Social Bond Principles 6NC5 EUR-denominated Senior Preferred notes** ("SP") issued by CaixaBank, S.A.
- This COVID-19 Social Bond is a Social Bond as defined in the SDG Framework published in August 2019. Framework SPO by Sustainalytics⁽¹⁾
- Notes issued off CaixaBank's €25Bn **EMTN Programme** and governed by Spanish law
- Rated **Baa1/BBB+/A-/A** by Moody's/S&P/Fitch/DBRS

Rationale

- A COVID-19 Social Bond aligned to the Social Bond Principles is fully consistent with **CaixaBank's mission and its strong social commitment** with customers and society at large and in particular with those affected by the COVID-19 pandemic
- Loan-book increased by €13.3Bn year-to-date (+5.8% ytd), including **€9.7Bn in already disbursed loans with a partial public guarantee by ICO to address impacts from COVID-19 pandemic**⁽²⁾
- As of 31 of May, **Eligible Social Portfolio encompassing "SDG 1: No poverty" and "SDG 8: Decent work and economic growth"** that meet CaixaBank SDGs Framework Criteria represent **€4.0Bn**, of which **€1.7Bn are new loans granted to address COVID-19 pandemic issues**⁽³⁾
- **Use of Proceeds will advance SDG 8:** loans granted to **micro-enterprises and SMEs**⁽⁴⁾ to mitigate the economic and social impacts derived from COVID-19 **in the most economically disadvantaged regions of Spain**⁽⁵⁾
- **At issuance, 100% of the proceeds will be allocated to COVID-19 loans** with a partial public guarantee granted to micro-enterprises and SMEs originated after the anti-COVID-19 Royal Decree 8/2020 by the Spanish Government

Use of proceeds - Eligible social portfolio



**#WITH YOU
MORE THAN
EVER**

(1) SDG Framework, Framework Presentation and Second Party Opinion by Sustainalytics can be found at CaixaBank's corporate website: https://www.caixabank.com/inversores-institucionales/inversores-renta-fija/bonos-ods_en.html.

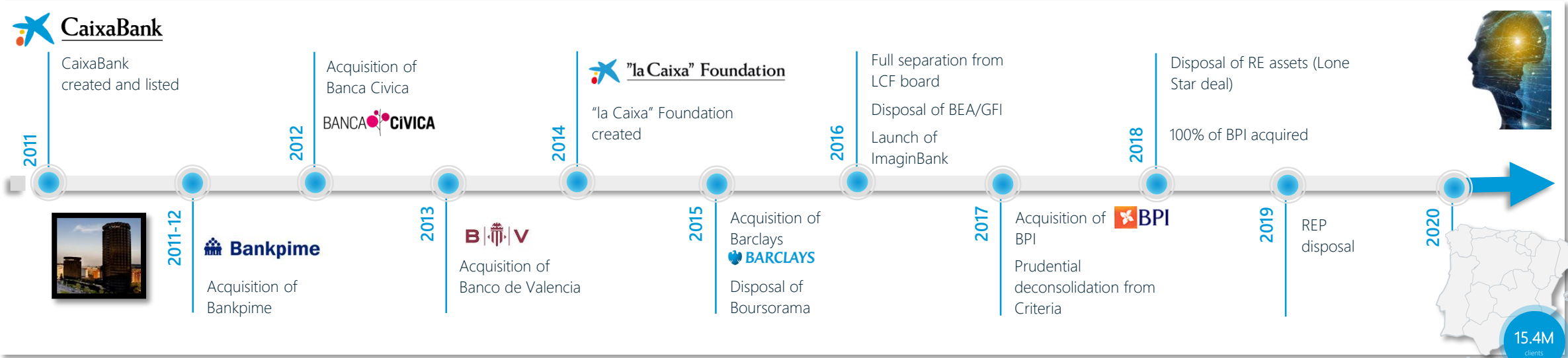
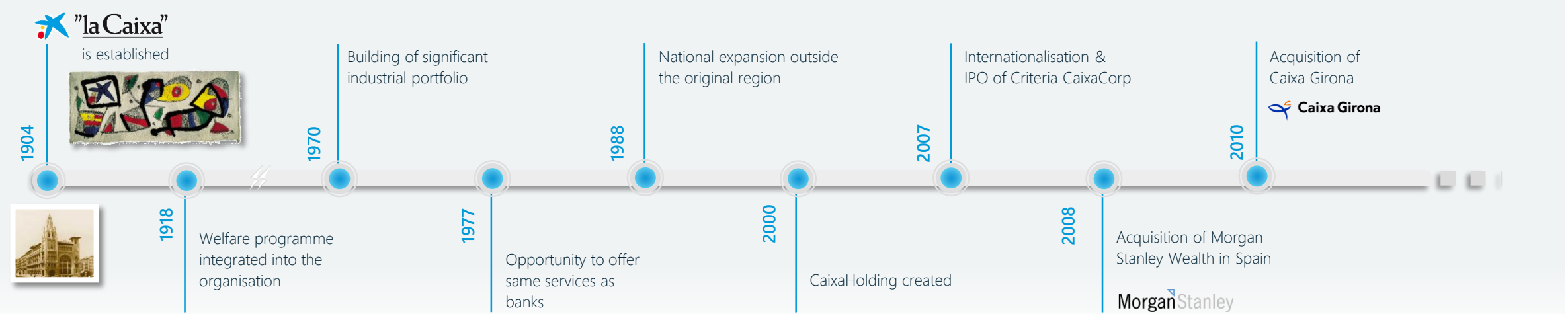
(2) Data as of 31 May 2020. (3) Eligible assets as of 31 May 2020, in line with the Framework Eligibility and Exclusions Criteria in the most economically disadvantaged regions of Spain considering loans with partial public guarantee to micro-enterprises and SMEs only, maturing in 4 or more years. (4) SMEs as per the European Commission definition. (5) Spanish regions either ranking in the bottom 30th percentile in GDP/capita or in the top 30th in unemployment rate. (6) Social Bond SNP €1bn 0.625% Oct. 2024 issued in Sep. 2019.



APPENDIX



A history that spans over 115 years



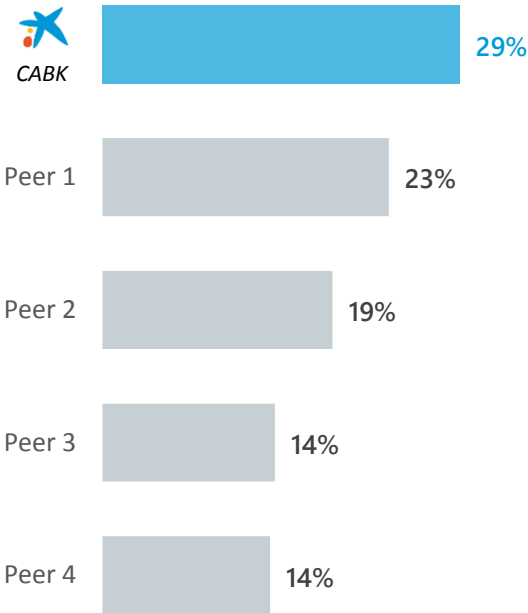


At the forefront of digitalisation

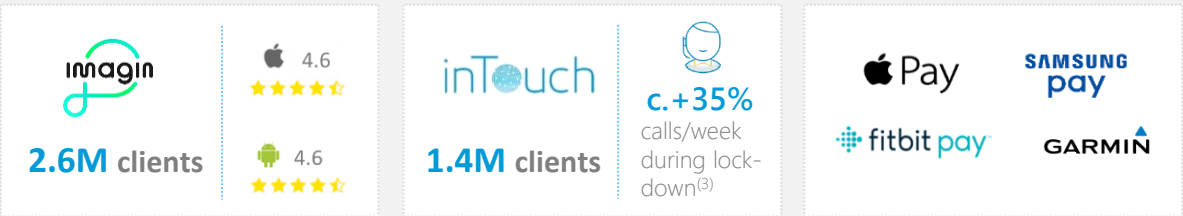


The highest digital penetration

Market penetration among digital clients⁽²⁾ in %



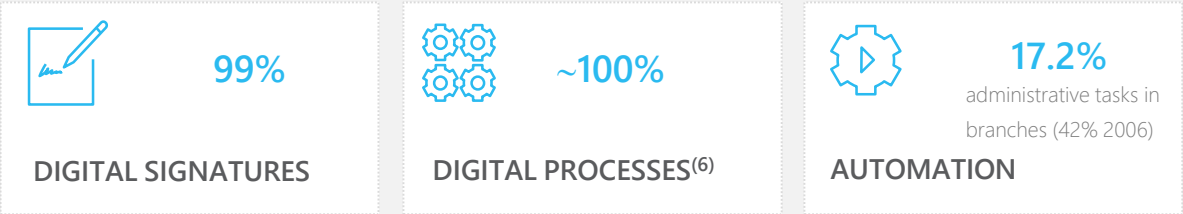
Innovative offering – increasing own and third party value-added services



Leveraging IT for commercial effectiveness...



...while boosting efficiency and facilitating compliance



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 culture and vision 2020 – Europe



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 through digital channels in the last 12 months. Ambition 2021e (Spain): c.70% of digital clients. (2) 12 month average, latest available data as of June 2020. In Spain. CaixaBank ex BPI; peer group includes: Bankia, Banco Sabadell, Banco Santander, BBVA. Source: Comscore. (3) Average/week in April vs. average/week in February and first half of March. (4) Sales executed via electronic channels (web, mobile and ATM). (5) vs. pre-covid period. (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

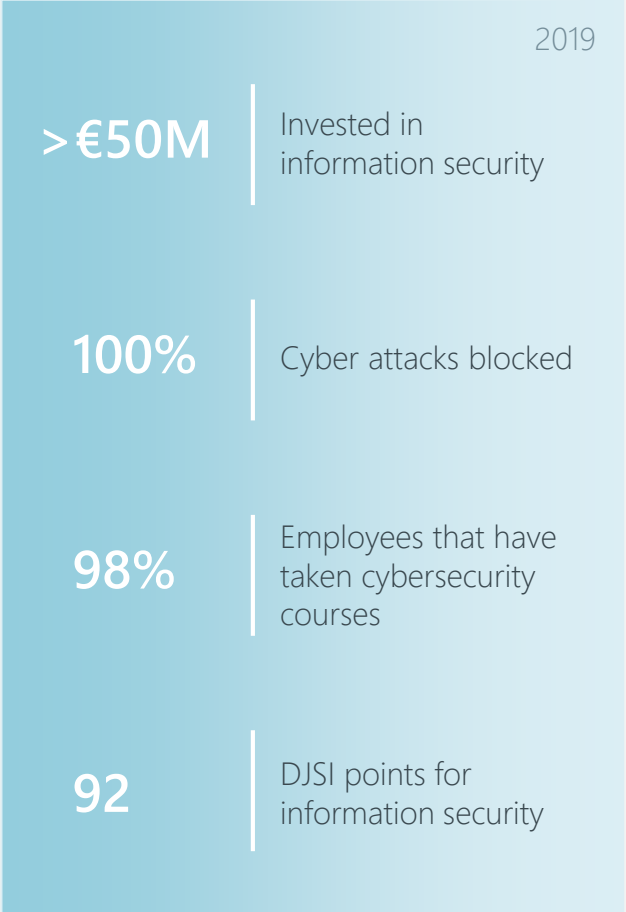
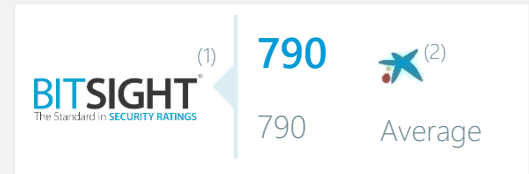


Continued training for all employees and security awareness for employees and clients

- ▶ 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

 <p>Premium brand reputation</p>	 <p>Excellence in Leadership in Western Europe 2020 Euromoney</p>	 <p>Best Bank in Spain 2020 Best Bank in Western Europe 2020 Global Finance</p>	 <p>Best Private Bank in Spain 2019 The Banker/PWM</p>	 <p>Member of Dow Jones Sustainability Indices In collaboration with </p> <p>Dow Jones Sustainability Index Among world's top banks in ESG</p>	 <p>mercoRESPONSABILIDAD Y GOBIERNO CORPORATIVO Las empresas más responsables</p> <p>Most responsible financial institution & best corporate governance Merco</p>
 <p>Wide recognition of leading IT infrastructure</p>	 <p>Best Private Bank for digital culture and vision 2020 – Europe PWM (FT Group)</p>	 <p>Best Consumer Digital Bank in Spain and in Western Europe 2019 Best Consumer Mobile Banking app in the World 2019 Global Finance</p>	 <p>Global Winner Project 2019 - “Analytics & AI” category EFMA/Accenture</p>	 <p>Best innovation in marketing – Global Innovation Awards BAI</p>	
 <p>BPI: Premium brand and innovation recognitions</p>	 <p>#1 Brand 2020 – Big Banks category Escolha do Consumidor</p>	 <p>#1 Brand 2020 - Big Banks category 5 estrelas</p>	 <p>Most Trusted Bank Brand in Portugal 2020 Reader's Digest</p>	 <p>Excellence Brand 2020 Superbrands</p>	 <p>Best Private Bank for portfolio management technology 2020 - Europe PWM (FT Group)</p>  <p>Best Digital Team 2019 PayTech Digital Awards</p>

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 2012-2020



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)



Target Gender Equality programme promoted by the United Nations Global Compact. An impact initiative to accelerate the representation and leadership of women in companies



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)



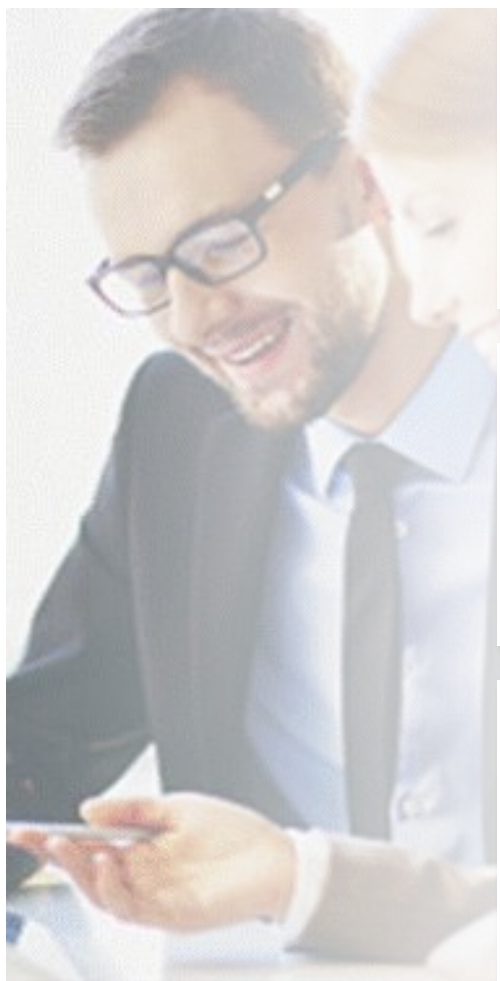
CaixaBank is an affiliated member of this United Nations agency in charge of promoting responsible tourism, sustainable and accessible to all (2019)



VidaCaixa is signatory of the PSI to develop and expand the innovative risk management and insurance solutions that contribute to environmental, social and economic sustainability (2020)

Join effort is essential to foster ESG and exchange best practices

National alliances

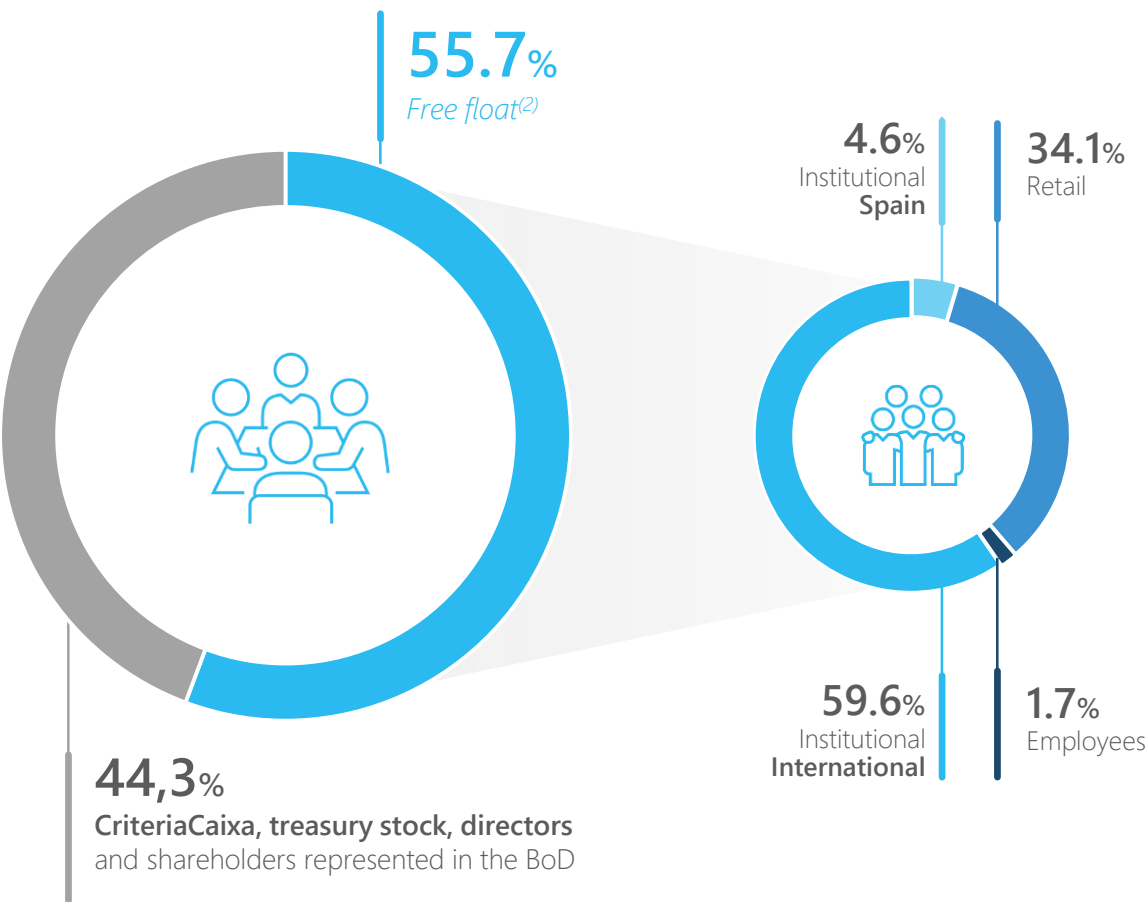


 <p>"la Caixa" Foundation</p> <p>Alliance with "La Caixa" Foundation, the leading foundation in Spain and the one of the biggest in the world</p>	 <p>IESE Business School Universidad de Navarra</p> <p>Cátedra CaixaBank de Responsabilidad Social Corporativa</p> <p>Commitment to foster, promote and spread new CSR ideas (2005)</p>	 <p>Cátedra AgroBank</p> <p>Chair to promote innovation and sustainability in the agribusiness industry (2016)</p>	 <p>Observatorio ODS Empresas españolas</p> <p>Member of the Advisory Board for this initiative that monitors implementation of the EU's Agenda 2030 by Spanish companies (2017)</p>	 <p>ceca</p> <p>Entity representing savings banks in Spain. There are different committees with CaixaBank team participation.</p>
 <p>Grupo Español Crecimiento Verde</p> <p>Founder member, promotes economic growth linked to a low-carbon economy (2016)</p>	 <p>BARCELONA CENTRE FINANCIU EUROPEU</p> <p>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)</p>	 <p>finresp Centro de Finanzas Responsables y Sostenibles</p> <p>Promotes companies commitment for the society improvement through responsible actions. CaixaBank is on the board and in the Advisory Council (2011)</p>	 <p>seres fundación sociedad y empresa responsable</p> <p>Promotes the integration of social, environmental and governance aspects in business management (2010)</p>	 <p>Forética</p> <p>Defends the CSR and fights against corruption in Spanish companies (2019).</p>
 <p>finanzas para todos.es</p> <p>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)</p>		 <p>DIRSE Asociación Española de Expertos en Responsabilidad Social</p> <p>Spanish Association of professionals from CSR. CaixaBank is member of the Board (2011)</p>		



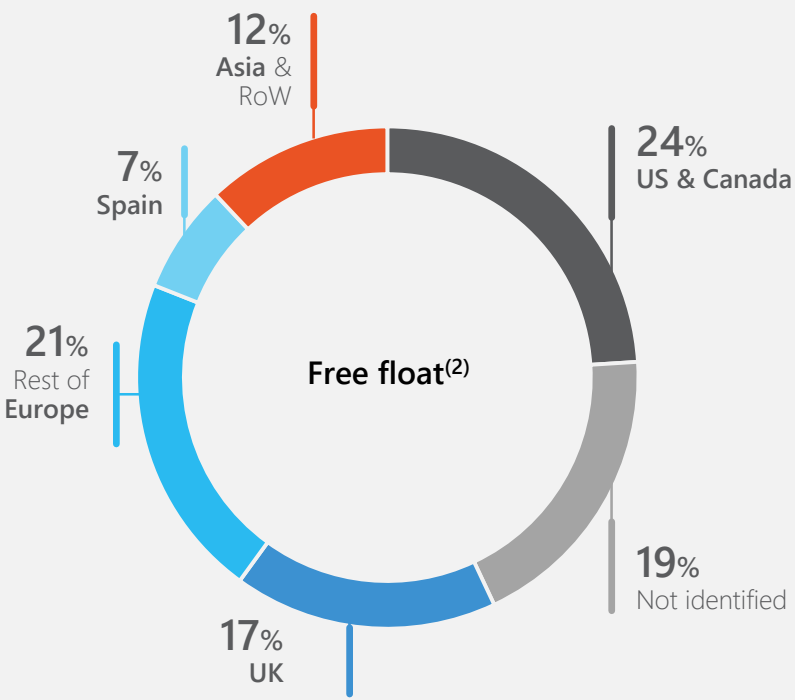
Social capital distribution by type of shareholder

Shareholder base by group⁽¹⁾, in % of share capital as of 30 June 2020



Geographical distribution of institutional free float⁽³⁾

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



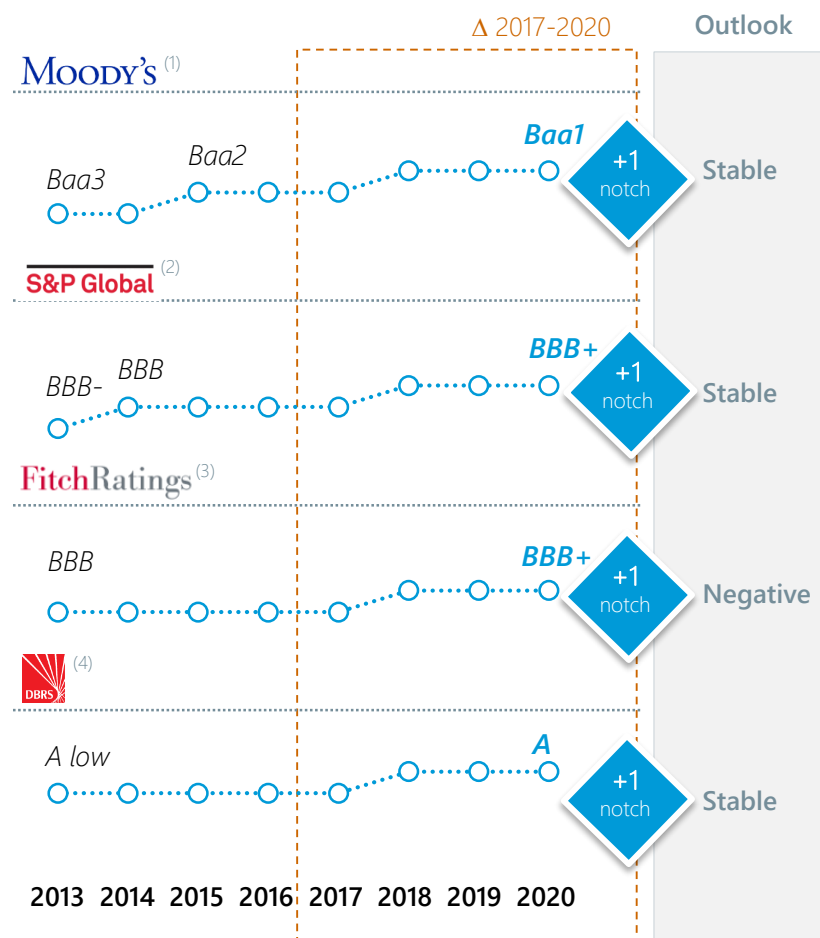
(1) Source: public information as of June 2020 and shareholders' register book. It does not include changes announced on the 3rd August 2020 (refer to CNMV ORI number 3936).
(2) Calculated as the number of issued shares less treasury stock and shares owned by the members of the Board of Directors and by the shareholders represented in the Board of Directors. It does not include changes announced on the 3rd August 2020 (refer to CNMV ORI number 3936).
(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 August 2020

	MOODY'S	S&P Global	FitchRatings	DBRS
Investment grade	Aaa Aa1 CB Aa2 Aa3 A1 A2 A3 Baa1 SP Baa2 Baa3 SNP	AAA AA+ AA CB AA- A+ A A- BBB+ SP BBB SNP BBB- T2	AAA AA+ AA AA- A+ A A- SP BBB+ SNP BBB- T2	AAA CB AA high AA AA low A high A SP A low SNP BBB high T2 BBB BBB low
Non-investment grade	Ba1 T2 Ba2 Ba3 B1	BB+ BB AT1 BB- B+	BB+ BB BB- B+	BB high BB BB low B high

(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	Jun. 30, 2020	Mar. 31, 2020	Change %	Dec. 31, 2019	Change %
- Cash and cash balances at central banks and other demand deposits	44,304	26,505	67.2	15,110	
- Financial assets held for trading	7,774	8,778	(11.4)	7,370	5.5
- Financial assets not designated for trading compulsorily measured at fair value through profit or loss	381	410	(7.1)	427	(10.8)
Equity instruments	184	195	(5.6)	198	(7.1)
Debt securities	54	52	3.8	63	(14.3)
Loans and advances	143	163	(12.3)	166	(13.9)
- Financial assets at fair value with changes in other comprehensive income	20,745	21,782	(4.8)	18,371	12.9
- Financial assets at amortised cost	269,430	257,962	4.4	244,702	10.1
Credit institutions	7,109	5,673	25.3	5,159	37.8
Customers	236,291	225,738	4.7	222,154	6.4
Debt securities	26,030	26,551	(2.0)	17,389	49.7
- Derivatives - Hedge accounting	392	399	(1.8)	2,133	(81.6)
- Investments in joint ventures and associates	3,928	3,892	0.9	3,941	(0.3)
- Assets under the insurance business ¹	72,700	69,629	4.4	72,683	0.0
- Tangible assets	7,229	7,301	(1.0)	7,282	(0.7)
- Intangible assets	3,883	3,842	1.1	3,839	1.1
- Non-current assets and disposal groups classified as held for sale	1,257	1,272	(1.2)	1,354	(7.2)
- Other assets	13,549	14,619	(7.3)	14,202	(4.6)
Total assets	445,572	416,391	7.0	391,414	13.8
Liabilities	421,179	392,174	7.4	366,263	15.0
- Financial liabilities held for trading	2,191	3,440	(36.3)	2,338	(6.3)
- Financial liabilities at amortised cost	339,710	311,690	9.0	283,975	19.6
Deposits from central banks and credit institutions	57,840	44,608	29.7	20,656	
Customer deposits	238,674	224,763	6.2	221,079	8.0
Debt securities issued	34,291	34,544	(0.7)	33,648	1.9
Other financial liabilities	8,905	7,775	14.5	8,592	3.6
- Liabilities under the insurance business ¹	70,769	68,001	4.1	70,807	(0.1)
- Provisions	3,356	3,419	(1.8)	3,624	(7.4)
- Other liabilities	5,153	5,624	(8.4)	5,519	(6.6)
Equity	24,393	24,217	0.7	25,151	(3.0)
- Shareholders' equity	25,996	25,876	0.5	26,247	(1.0)
- Minority interest	25	28	(10.7)	29	(13.8)
- Accumulated other comprehensive income	(1,628)	(1,687)	(3.5)	(1,125)	44.7
Total liabilities and equity	445,572	416,391	7.0	391,414	13.8

P&L

€ million	1H20	1H19	Change	Change %
Net interest income	2,425	2,478	(53)	(2.1)
Dividend income	94	161	(67)	(41.6)
Share of profit/(loss) of entities accounted for using the equity method	97	209	(112)	(53.7)
Net fee and commission income	1,266	1,248	18	1.5
Trading income	142	261	(119)	(45.5)
Income and expense under insurance or reinsurance contracts	292	264	28	10.5
Other operating income and expense	(199)	(176)	(23)	12.9
Gross income	4,117	4,445	(328)	(7.4)
Recurring administrative expenses, depreciation and amortisation	(2,345)	(2,408)	63	(2.6)
Extraordinary expenses		(978)	978	
Pre-impairment income	1,772	1,059	713	67.4
Pre-impairment income stripping out extraordinary expenses	1,772	2,037	(265)	(13.0)
Allowances for insolvency risk	(1,334)	(204)	(1,130)	
Other charges to provisions	(184)	(91)	(93)	
Gains/(losses) on disposal of assets and others	(49)	(38)	(11)	31.6
Profit/(loss) before tax	204	726	(522)	(71.9)
Income tax expense	(1)	(104)	103	(99.2)
Profit/(loss) after tax	203	622	(419)	(67.3)
Profit/(loss) attributable to minority interest and others	(1)		(1)	
Profit/(loss) attributable to the Group	205	622	(417)	(67.0)

(1) In accordance with the Amendments to IFRS 4, the Group decided to apply temporary exemption from applying IFRS 9 to the financial investments of the Group's insurance firms for all periods that come before 1 January 2021. This date is currently being reviewed by the European Commission as it awaits its alignment with the entry into force of the new IFRS 17: 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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