

Social Portfolio Report

December 2021



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01.

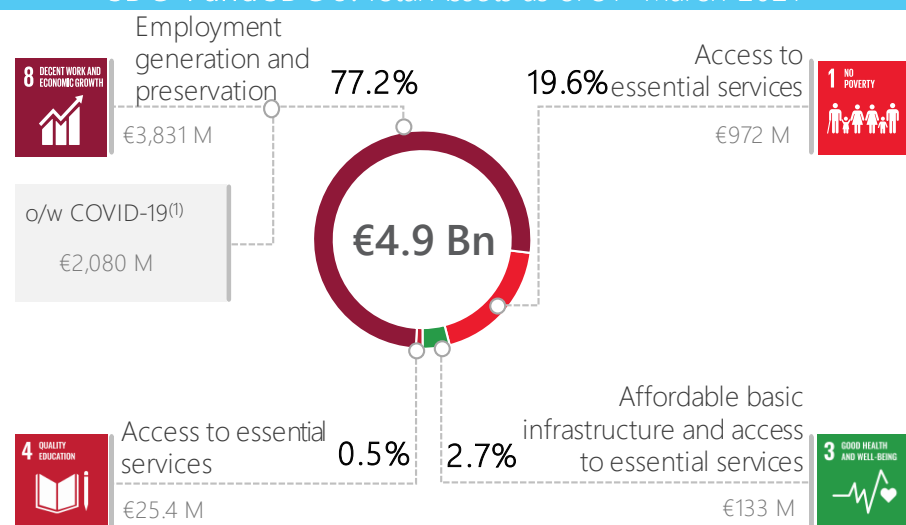


Executive Summary

Qualifying Social Portfolio and Impact Assessment

CaixaBank's Social Portfolio as of March 31, 2021: €4.9 Bn. The portfolio includes 298,574 loans and 266,077 borrowers distributed across SDG 1, SDG 3, SDG 4 and SDG 8.

Qualifying Social Portfolio and Impact Assessment SDG 1, SDG 3, SDG 4 and SDG 8. Total Assets as of 31st March 2021



No Poverty impact (Families/Households)



ACHIEVEMENT OF THE OBJECTIVE

97% of the borrowers claim to have achieved their goals



AREAS WITH POPULATION AT RISK OF POVERTY

49% loans to beneficiaries located in areas where the population is at risk of poverty



RURAL AREAS

€144 M granted in rural areas related to **33,715** loans and **31,029** borrowers.



Good Health and Well-Being impact (Hospitals and healthcare foundations)



NUMBER OF HOSPITALS/ HEALTH CENTERS FINANCED

6 Hospitals and healthcare foundations which provide public healthcare



NUMBER OF BEDS

2,027 beds of hospitals and healthcare centers financed



NUMBER OF RESIDENTS BENEFITED ⁽²⁾

1.8 M of residents



Quality Education impact (Educational centers)



STUDENTS BENEFITED

2,991 Students benefited/enrolled in educational centers financed



EDUCATIONAL CENTERS FINANCED

2 subsidized educational centers



Decent Work and Economic Growth impact (Self-employed, micro-enterprises, small-sized enterprises and medium-sized enterprises)⁽³⁾



RURAL AREAS

€385 M granted in rural areas related to **11,234** loans and **8,863** borrowers.



NEWLY-CREATED COMPANIES

3,728 companies that were created within the two years prior to the granting of the loan.



ECONOMIC IMPACT ⁽⁴⁾

€7,008 M contributed to Spanish GDP (€1 M invested contributes to €1.83 M to GDP).



EMPLOYMENT IMPACT⁽⁴⁾

54,405 jobs created/retained. This implies that for every €1M invested in the social bond approximately 14.2 jobs are created/retained.



o/w COVID-19

ECONOMIC IMPACT AND EMPLOYMENT IMPACT ⁽⁵⁾

€3,858 M contributed to Spanish GDP.
38,597 jobs created/retained.

1) Loans granted to micro-enterprises and SMEs with a partial public guarantee by ICO to address impacts from COVID-19 pandemic

2) The number of residents benefited is the population that could potentially benefit from the services of the healthcare center.

3) The calculation of the indicators for the overall SDG 8 also includes funding related to COVID-19.

4) The economic and employment impact represents the total impact (direct and indirect).

ICMA reporting tables

Eligible Social Portfolio as of March 31st, 2021, broken down by **SDGs 1, 3, 4, and 8** based on their targets indicated in the **CaixaBank's SDG Bond Framework**. CaixaBank's SDGs Bond Framework is aligned with the **Framework for Impact Reporting for Social Bonds as published by ICMA 2019 version⁽¹⁾**

> OUTSTANDING SOCIAL BONDS

	ISIN	Issuance date	Tenor	Amount issued (€M)	Coupon (%)	Spread	Related SDG
Inaugural Social SNP	XS2055758804	26-9-19	5yr	1.000	0.625	MS+113bps	SDG 1, SDG 8
COVID-19 Social SP	XS2200150766	10-7-20	6NC5	1.000	0.75	MS+117bps	SDG 8
Third Social SNP	XS2346253730	26-5-21	7NC6	1.000	0.75	MS+100bps	SDG 1, SDG 3, SDG 4, SDG 8

> NO POVERTY FINANCING IMPACT ⁽²⁾

Eligible Amount	Number of Loans	Number of families	Average € / loan	Average loan maturity period (years)	Average age of borrowers	% of borrowers who consider that the funding has had a positive impact	Loans granted in areas with population at risk of poverty	Loans granted in rural areas	% of families/households that claim to have achieved the purpose of the loan	% of families/households that have been able to increase or maintain their income
€972 M	239,928	220,198	€4,051	3.5	45	83%	<ul style="list-style-type: none"> ➤ Number of loans: 117,562 ➤ Number of borrowers: 109,093 ➤ Total amount: €485 M 	<ul style="list-style-type: none"> ➤ Number of loans: 33,715 ➤ Number of borrowers: 31,029 ➤ Total amount: €144 M 	97%	51%



1) Working Towards a Harmonized Framework for Impact Reporting for Social Bonds, ICMA. [Framework-for-Social-Bond-Reporting-Final-06-2019-100619.pdf \(icmagroup.org\)](https://www.icmagroup.org/standards/working-towards-a-harmonized-framework-for-impact-reporting-for-social-bonds/)

2) See Appendix II: Methodology for detailed definition and explanation of the calculation (pages 37 - 39).

ICMA reporting tables

> GOOD HEALTH AND WELL-BEING FINANCING IMPACT ⁽¹⁾



Eligible Amount	Number of Loans	Average €M / loan	Average loan maturity period (years)	Number of beds	Number of beneficiary citizens	Number of hospitals and healthcare foundations
€133 M	6	€22.2M	19.8	2,027	1,853,108	6

> QUALITY EDUCATION FINANCING IMPACT ⁽¹⁾



Eligible Amount	Number of Loans	Average €M / loan	Average loan maturity period (years)	Number of beneficiary students	Number of educational centers funded
€25.4 M	5	€5.1M	7.6	2,991	2

> DECENT WORK AND ECONOMIC GROWTH FINANCING IMPACT ⁽¹⁾



SDG target	Eligible Amount	Number of Loans	Number of borrowers	Average € / loan	Average loan maturity period (years)	Economic activities with the largest amount of financing granted	Loans granted in rural areas	Economic impact Contribution to total GDP (€ M) ⁽²⁾	Employment impact Number of jobs created/retained ⁽²⁾
8.10 total	€3,831 M	58,635	46,174	€65,338	6.0	- Trade and distribution - Tourism	<ul style="list-style-type: none"> ➤ Number of loans: 11,234 ➤ Number of borrowers: 8,863 ➤ Total amount: €385 M 	7,008	54,405
8.10 of which COVID-19 ⁽³⁾	€2,080 M	23,925	23,014	€86,923	4.5	- Trade and distribution - Construction and related activities	<ul style="list-style-type: none"> ➤ Number of loans: 3,382 ➤ Number of borrowers: 3,271 ➤ Total amount: €176 M 	3,858	38,597

1) See Appendix II: Methodology for detailed definition and explanation of the calculation (pages 37 - 45).

2) The economic and employment impact represents the total impact (direct and indirect).

3) Loans granted to micro and SMEs with a partial public guarantee by ICO to address impacts from COVID-19 pandemic

CaixaBank Sustainable Development Goals Bond Issues



Social Bond of the year – bank 2020
by Environmental Finance (Bond Awards 2020)
For the Inaugural Social Bond (Sep-2019)



Global winners of the Outstanding Crisis Leadership awards. Leadership in response to the COVID-19

Outstanding Leader in Social Bonds in Western Europe for 2021



Euromoney Award for Excellence in Leadership in Western Europe 2020 for social commitment in its response to the COVID-19 crisis.

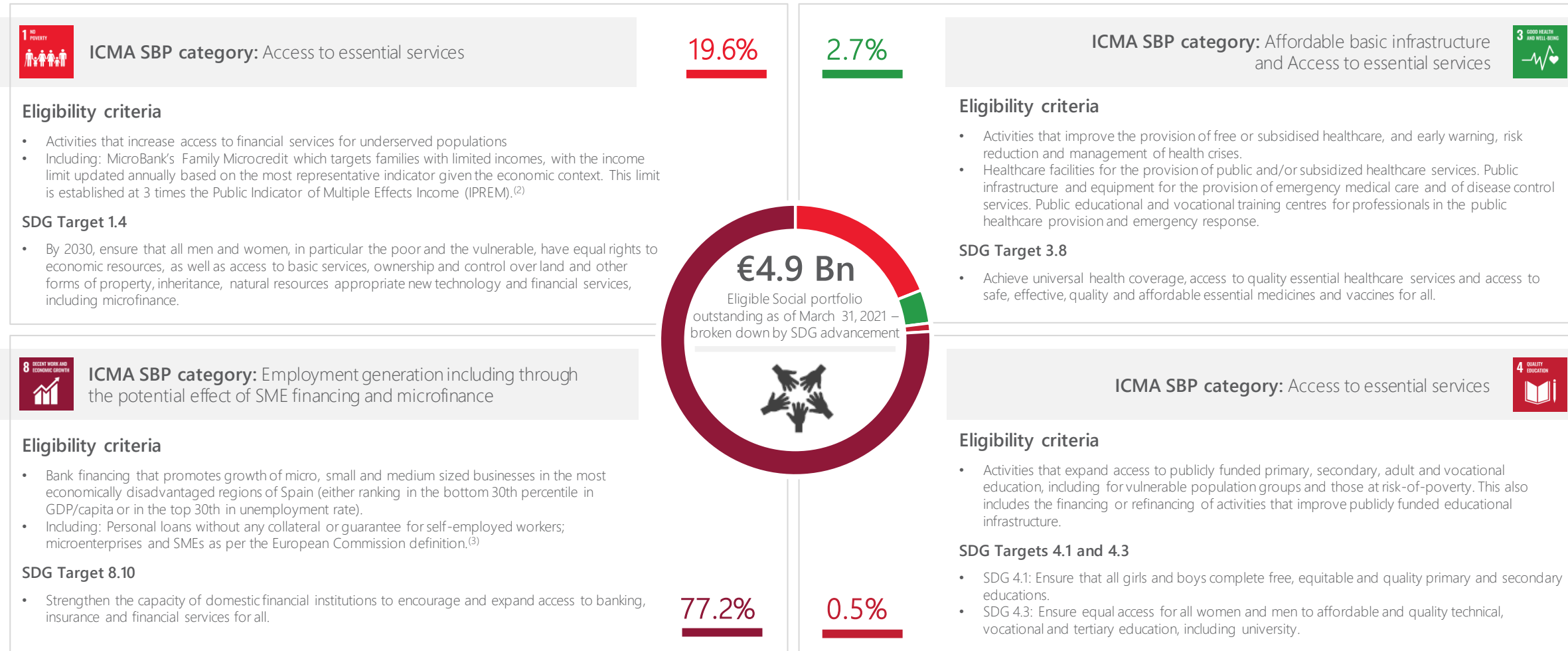
02.



Allocation Report

Use of proceeds

A total of **€4.9 Bn⁽¹⁾** has been identified in loans which advance SDG 1, SDG 3, SDG 4 and SDG 8 under CaixaBank's SDG Bond Framework of which **€2.1 Bn address COVID-19 related impacts:**



1) As of 31 March 2021

2) As of Dec. 2020, the threshold was set at €19,300; in 2018 and 2019 the threshold was €17,200.

3) Small and medium-sized enterprises as defined by the European Commission (https://ec.europa.eu/growth/smes/sme-definition_en).

Breakdown of the Social portfolio

The total amount of the Social portfolio (€4.9 Bn) is made up of the proceeds contributing to SDG 1, SDG 3, SDG 4 and SDG 8⁽¹⁾.



€4.9 Bn

Total Portfolio amount



298,574#

Number of loans



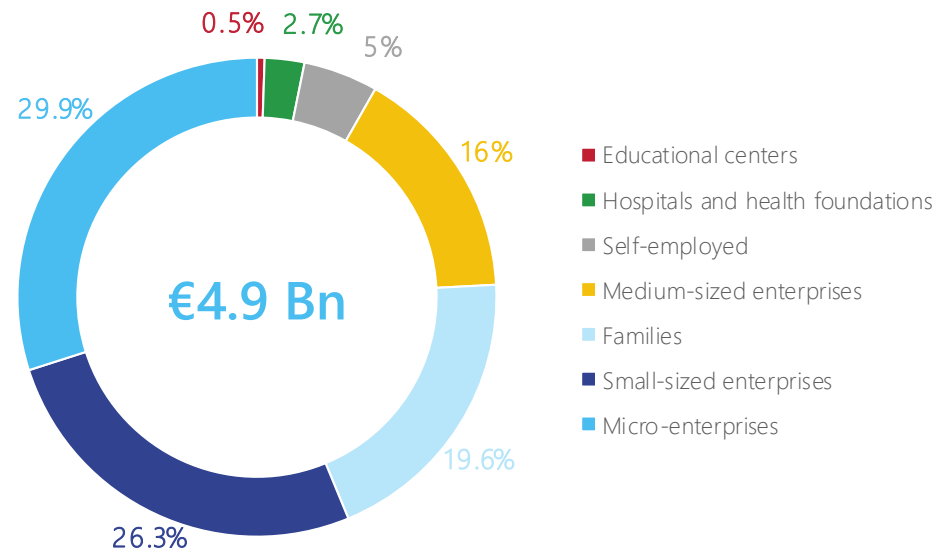
€16,087

Average € / loan



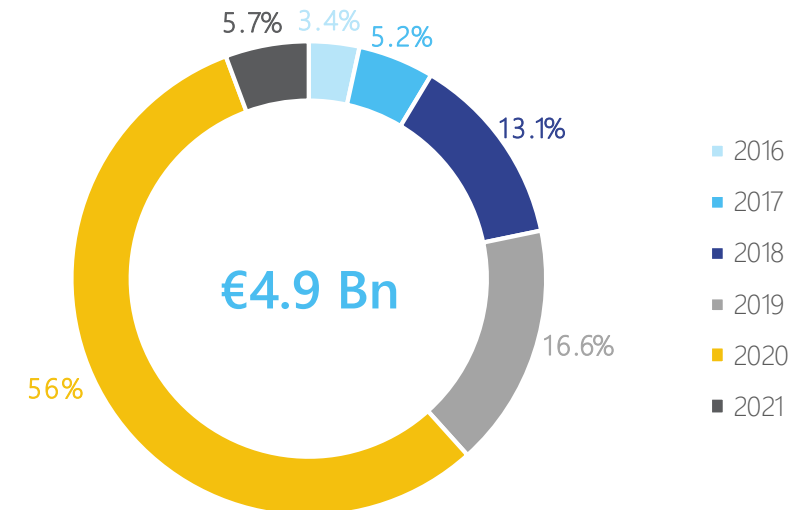
LOANS: BY TYPE OF BORROWER

(€ M)



LOANS: BY VINTAGE ⁽²⁾

(€ M)



1) Eligible Social portfolio outstanding as of March 31, 2021

2) Proceeds will be allocated to loans originated up to 3 years before the year of issuance.





Breakdown of the amount contributing to SDG 1

All net proceeds of SDG 1 have the objective of increasing access to financial services for underserved populations, including loans under the MicroBank umbrella to individuals or families located in Spain with an income limit updated annually, considering the Public Multi-Purpose Income Indicator (IPREM).



FAMILIES / INDIVIDUALS ⁽¹⁾

€ 9 7 2 M



239,928#
Number of loans



220,198#
Number of borrowers



€4,051
Average € / loan



3.5 years
Average loan maturity period (years)⁽²⁾



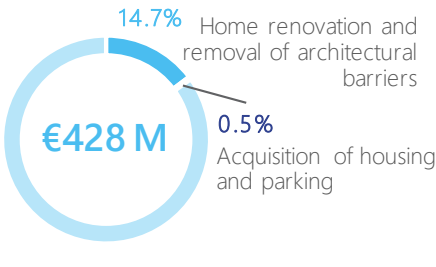
45 years
Average age of borrowers



50 %
Women beneficiaries

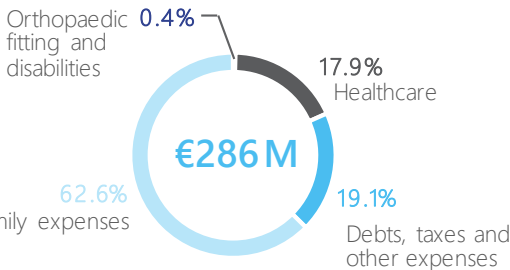
BREAKDOWN BY SOCIAL CATEGORY (€ M)

> Decent and accessible housing



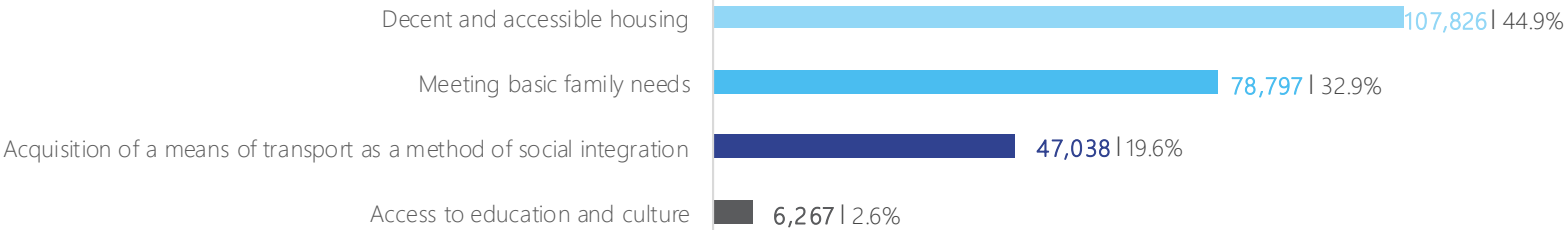
~€22 M > Access to education and culture

> Meeting basic family needs



~€236 M > Acquisition of a means of transport as a method of social integration

NUMBER OF LOANS BY SOCIAL CATEGORY



1) Eligible Social portfolio outstanding as of March 31, 2021.

2) See Appendix II: Methodology for a detailed definition and explanation of the calculation (pages 37 - 38).



Breakdown of the amount contributing to SDG 3 and SDG 4

Focused on improving the provision of free or subsidized healthcare including the provision/distribution of public healthcare equipment and services for SDG 3 and on expanding access to publicly funded primary, secondary, adult and vocational education for SDG 4.



HOSPITALS AND HEALTHCARE FOUNDATIONS ⁽¹⁾

€133 M



6#

Number of loans



€22.2M

Average €M / loan

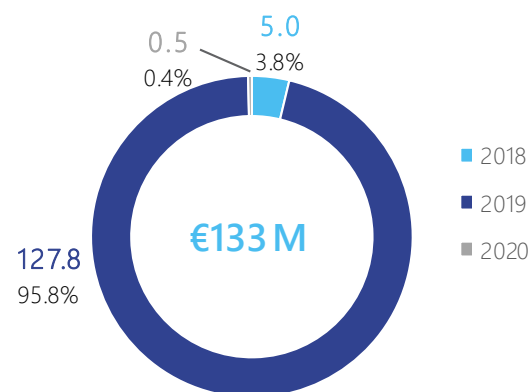


19.8 years

Average loan maturity period ⁽²⁾



LOANS: BY
VINTAGE
(€ M)



EDUCATIONAL CENTERS ⁽¹⁾

€25.4 M



5#

Number of loans



€5.1M

Average €M / loan

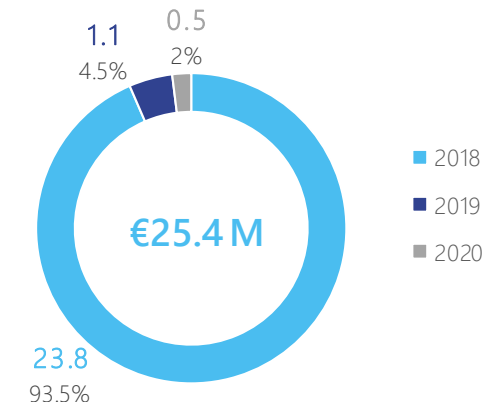


7.6 years

Average loan maturity period ⁽²⁾



LOANS: BY
VINTAGE
(€ M)



1) Eligible Social portfolio outstanding as of March 31, 2021.

2) See Appendix II: Methodology for a detailed definition and explanation of the calculation (page 37).





Breakdown of the amount contributing to SDG 8

Focused on promoting sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. CaixaBank's SDG 8 includes loans granted to self-employed workers, micro and small businesses operating in Spanish provinces in the bottom 30th percentile in terms of either GDP per capita or in the top 30th percentile in unemployment rate and some of them specifically address impacts related to COVID-19.

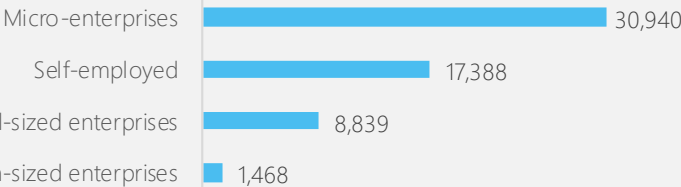


SELF-EMPLOYED, MICRO-ENTERPRISES AND SMES ⁽¹⁾

€ 3,831 M



58,635#
Number of loans



46,174#
Number of borrowers

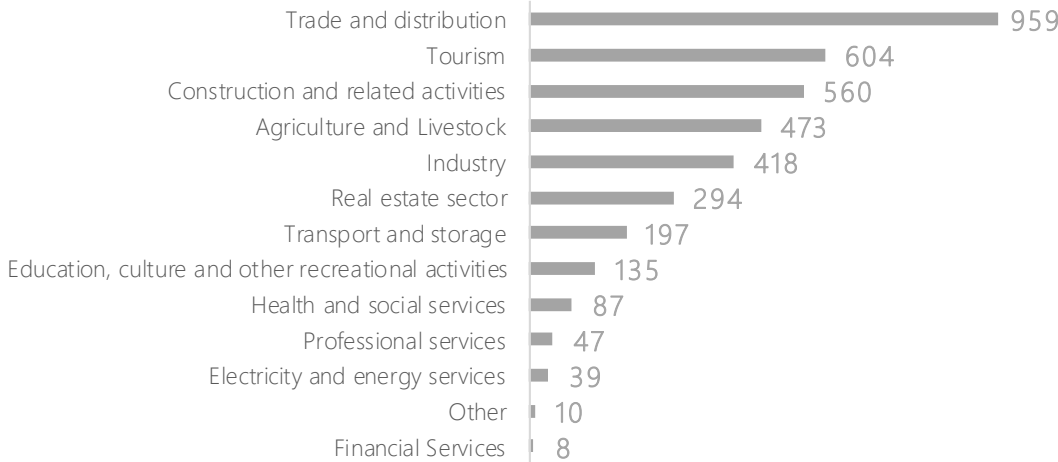


€65,338
Average € / loan

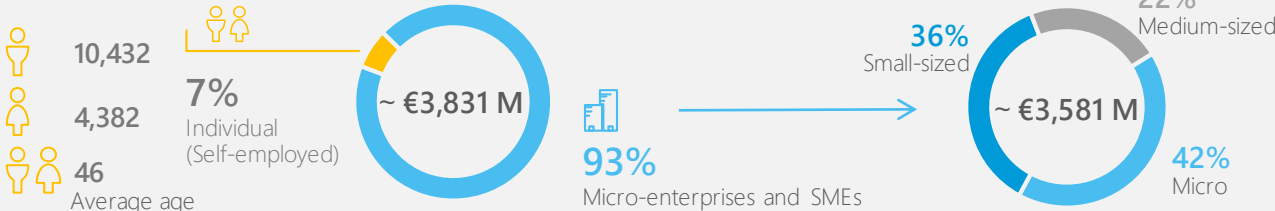


6.0 years
Average loan maturity period (years)⁽²⁾

BREAKDOWN BY ECONOMIC ACTIVITY (€ M)



LOANS BY TYPE OF BORROWER AND VOLUME GRANTED (€ M)



KEY MACROECONOMIC INDICATORS ⁽³⁾

	Spain	Eligible provinces ⁽⁴⁾	Eligible pool average
Population	47.4 M	15.9 M	33%
GDP/capita	€25,771	< €20,415	€19,573
Unemployment rate	15.98%	> 19.17%	21.8%

1) Eligible Social portfolio outstanding as of March 31, 2021.
2) See Appendix II: Methodology for a detailed definition and explanation of the calculation (pages 37 - 38).
3) Jan-21 for Population, Mar-21 for Unemployment rate and Dec-18 for GDP/capita. Source: INE (National Institute of Statistics).
4) Includes 21 provinces that comply with the eligible criteria out of a total of 52 provinces in Spain (including the autonomous cities of Ceuta and Melilla).





Breakdown of the amount contributing to SDG 8 (COVID-19)

CaixaBank's COVID-19 SDG 8 includes loans granted to micro businesses and small businesses operating in Spain. The loans accounted in this portfolio have a partial **public guarantee by ICO** ("Instituto de Crédito Oficial") to address the impacts of the COVID-19 pandemic.



MICRO-ENTERPRISES AND SMES ⁽¹⁾

€2,080 M



23,925#
Number of loans



€86,923
Average € / loan

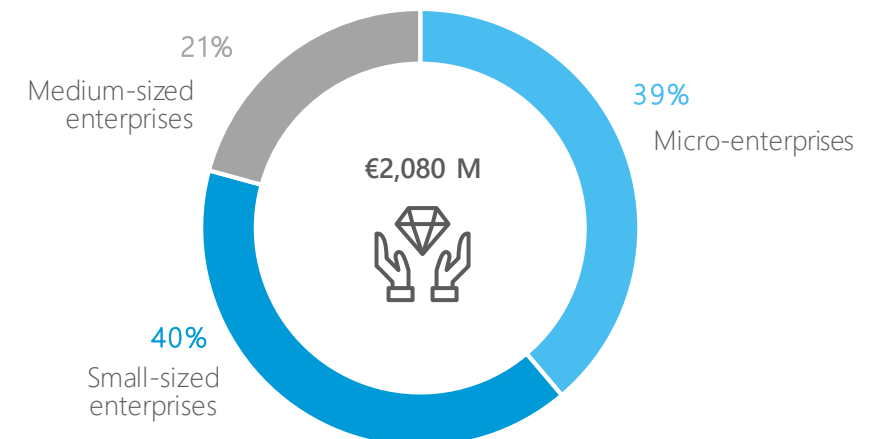
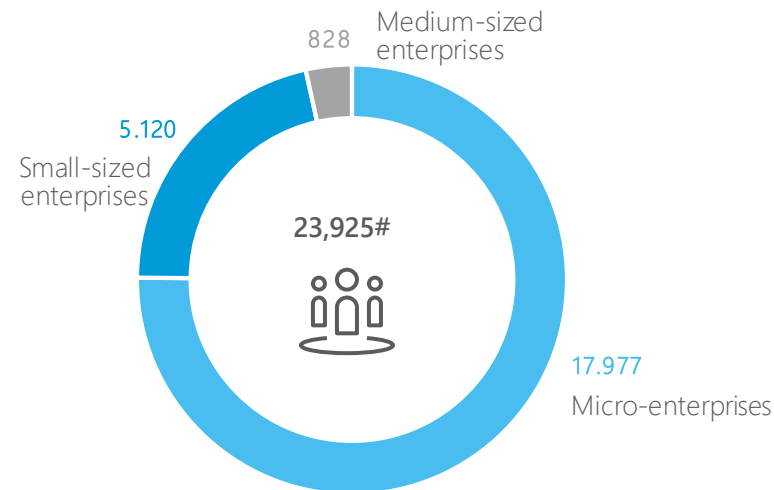


23,014#
Number of borrowers



4.5 years
Average loan maturity period (years)⁽²⁾

LOANS BY TYPE OF BORROWER AND VOLUME GRANTED in €M



1) Eligible Social portfolio outstanding as of March 31, 2021.

2) See Appendix II: Methodology for a detailed definition and explanation of the calculation (pages 37 - 38).





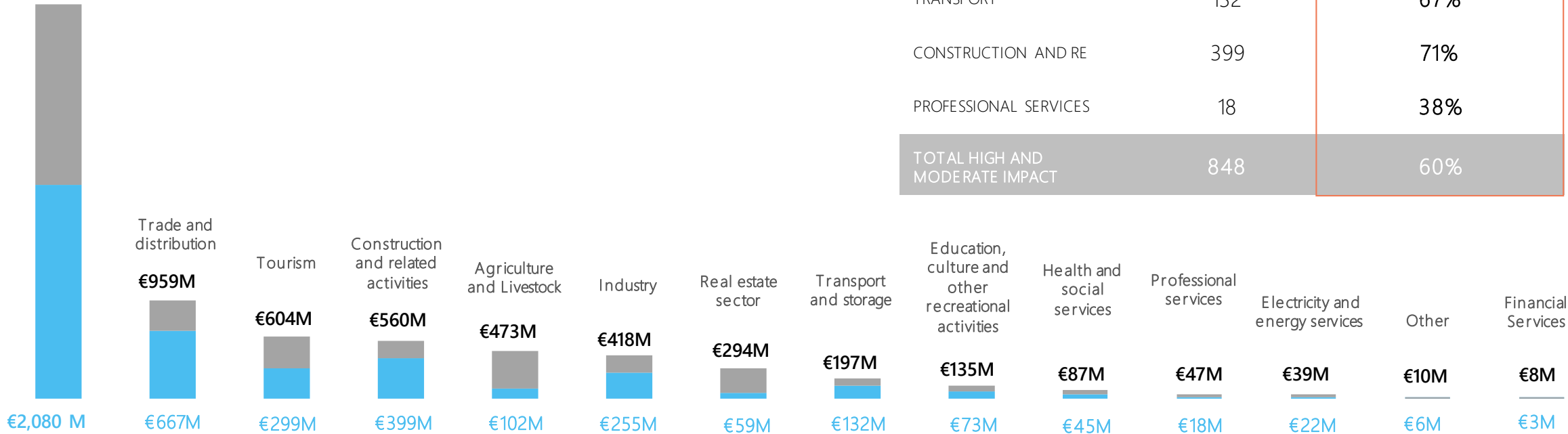
Breakdown of the amount contributing to SDG 8 (COVID-19)

CaixaBank's COVID-19 SDG 8 portfolio constitutes a part of SDG 8 total portfolio and provides support to the most impacted sectors by COVID-19.

BREAKDOWN BY ECONOMIC ACTIVITY

Allocation of proceeds linked to SDG 8 COVID-19 regarding total SDG 8 proceeds⁽¹⁾

~ €3,831 M



■ SDG 8 COVID-19 ■ €M SDG 8 total portfolio

> HIGH AND MODERATE IMPACT SECTORS⁽²⁾ (outstanding SDG 8 COVID-19 portfolio)

	Exposition (€M)	% COVID-19 proceeds over total SDG 8
TOURISM AND LEISURE	299	50%
TRANSPORT	132	67%
CONSTRUCTION AND RE	399	71%
PROFESSIONAL SERVICES	18	38%
TOTAL HIGH AND MODERATE IMPACT	848	60%

1) See Appendix II: Methodology for a detailed definition and explanation of the calculation (pages 38).

2) See sectors classification in: CaixaBank 1Q 2021 Results.

https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/AccionistasInversores/Informacion_economico_financiera/210506_Webcast_1T21_en.pdf



03.



Impact Report



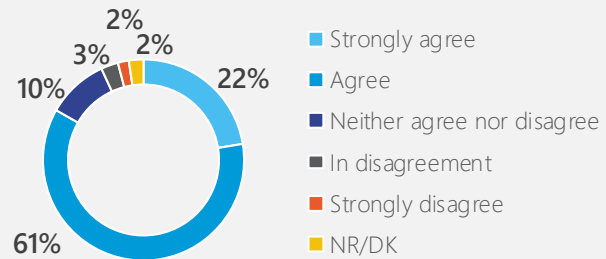
Social Portfolio Impact - SDG 1

Almost 100% of borrowers claim that the loan has helped them to achieve their goals, largely resulting in a positive impact on their lives



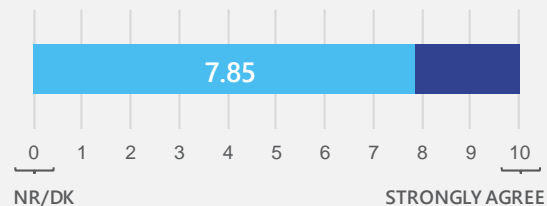
Positive impact of funding received ⁽¹⁾

> The financial support received has had a positive impact on my personal well-being and/or that of a family member



**"83 %
CLAIM TO HAVE
EXPERIENCED A
POSITIVE IMPACT
ON THEIR PERSONAL/
FAMILY WELL-BEING"**

Intensity score | out of 10 ⁽²⁾



Intensity score = weighted average of replies using the following scale

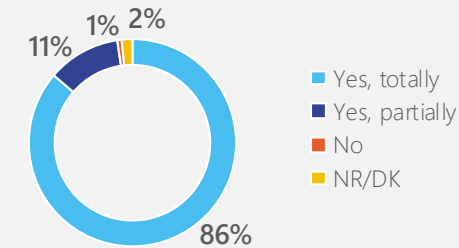
- > Strongly agree = 5
- > Agree = 4
- > Neither agree nor disagree = 3
- > Disagree = 2
- > Strongly disagree = 1
- > NR/DK = 0

THE HIGHER THE SCORE, THE MORE THE LOANS ARE CONSIDERED TO HAVE A POSITIVE IMPACT



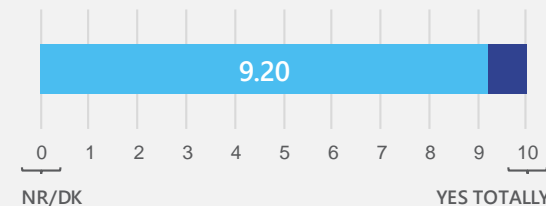
Impact of funding on the achievement of objectives ⁽¹⁾

> Would you say you have met the need / needs for which you applied for the loan?



**"97 %
CLAIM TO HAVE
ACHIEVED THEIR
GOALS"**

Intensity score | out of 10 ⁽²⁾



Intensity score = weighted average of replies using the following scale

- > Yes, totally = 2
- > Yes, partially = 1
- > No = 0
- > NR/DK = 0

THE HIGHER THE SCORE, THE MORE THE LOANS ARE CONSIDERED TO BE THE FIRST OPTION FOR THE BORROWERS

1) See Appendix II: Methodology for detailed definition and explanation of the calculation (pages 39).
2) See Appendix II: Methodology for detailed definition and explanation of the calculation (page 43).



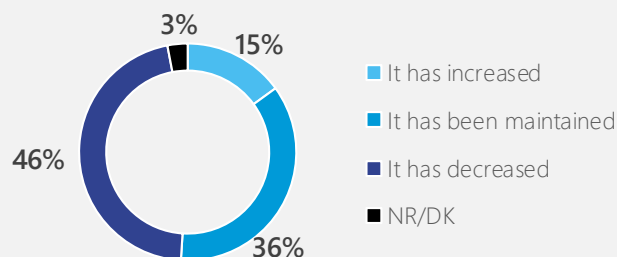
Social Portfolio Impact - SDG 1

3 out of 4 borrowers have been able to maintain and increase their income, which is a positive impact in areas with population at risk of poverty or rural areas



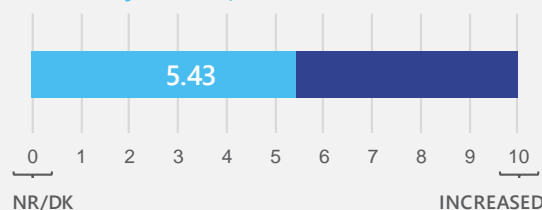
Impact on income ⁽¹⁾

> Since the loan was granted, your income has...



"51% CLAIM THAT THEY HAVE BEEN ABLE TO INCREASE OR MAINTAIN THEIR INCOME THANKS TO THE LOAN"

Intensity score | out of 10 ⁽²⁾



Intensity score = weighted average of replies using the following scale

- > It has increased = 3
- > It has remained the same = 2
- > It has decreased = 1
- > NR/DK = 0

THE HIGHER THE SCORE, THE MORE THE LOANS ARE CONSIDERED TO HAVE A POSITIVE IMPACT ON THE INCOME

The loans help to foster equal opportunities, facilitating financing for people with limited resources and increasing family well-being



Loans granted in areas with population at risk of poverty ⁽¹⁾

- > Number of loans: 117,562
- > Number of borrowers: 109,093
- > Total amount: €485 M



Loans granted in rural areas ⁽¹⁾

- > Number of loans: 33,715
- > Number of borrowers: 31,029
- > Total amount: €144 M

Financing families and individuals helps them to increase and maintain their incomes **for future contingencies**

1) See Appendix II: Methodology for detailed definition and explanation of the calculation (pages 39).
2) See Appendix II: Methodology for detailed definition and explanation of the calculation (pages 43).





Social Portfolio Impact - SDGs 3 and 4

The loans granted generate a strong impact while contributing to SDGs 3 and 4



Number of hospitals/health centers ⁽¹⁾



CAIXABANK HAS GRANTED LOANS TO **6 HOSPITALS AND HEALTHCARE CENTERS** WHICH PROVIDE PUBLIC HEALTHCARE



Number of educational centers ⁽¹⁾



CAIXABANK HAS GRANTED LOANS TO **2 SUBSIDIZED EDUCATIONAL CENTERS** WHICH PROVIDE PRIMARY AND SECONDARY EDUCATION

WHICH HAS RESULTED IN ...



Total number of beds

2,027 

total beds of the **hospitals and healthcare centers** financed



Total number of residents benefited

1,853,108 

potential number of people benefiting (people served) from the financing granted to **hospitals and healthcare centers**

WHICH HAS REACHED...



Students benefited

2,991 students enrolled in the **educational centers**

1) See Appendix II: Methodology for detailed definition and explanation of the calculation (pages 40).



Indicator calculated from CaixaBank's databases



Social Portfolio Impact - SDG 8

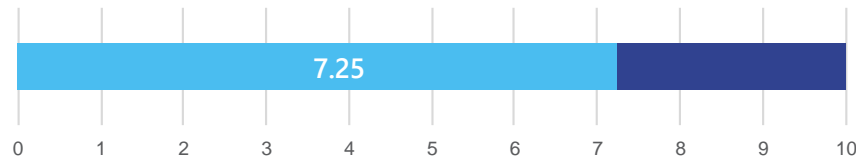
For most borrowers, the loan helped to improve or sustain their quality of life which has resulted in an increase in their well-being

SELF-EMPLOYED



Positive impact of funding received ⁽¹⁾

Intensity score | out of 10 ⁽²⁾



Intensity score = weighted average of replies using the following scale

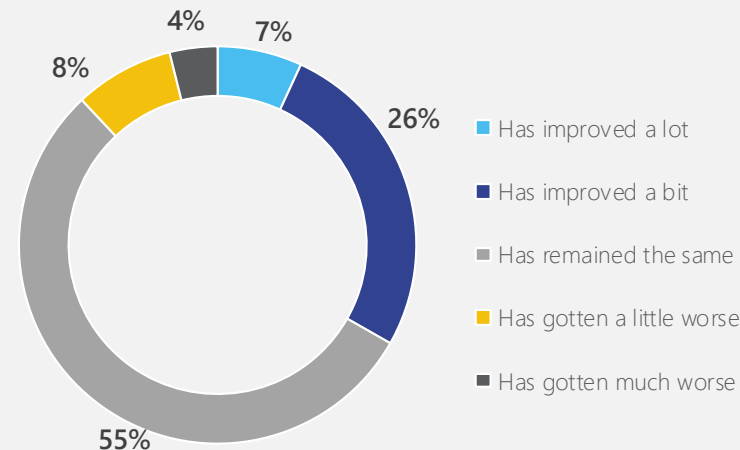
- > Has improved a lot = 3
- > Has improved a bit = 2
- > Has remained the same = 1
- > Has gotten a little worse = 0
- > Has gotten much worse = 0



Loans granted in rural areas ⁽¹⁾

> Number of loans	11,234
> Number of borrowers	8,863
> Total amount	€385 M

> After the loan was granted, would you say that your quality of life has improved?



"33% OF SELF-EMPLOYED WORKERS BELIEVE THAT THE LOANS HAVE HAD A POSITIVE IMPACT ON THEIR WELL-BEING AND A 55% CLAIM THAT IT HAS REMAINED THE SAME"

THE GRANTING OF LOANS AIMED AT CREATING OR EXPANDING BUSINESS PROJECTS HAS A DIRECT IMPACT ON IMPROVING THE EMPLOYMENT AND ECONOMIC SITUATION OF THE BORROWERS WHILE HELPING TO CREATE JOBS

1) See Appendix II: Methodology for detailed definition and explanation of the calculation (pages 39).
2) See Appendix II: Methodology for detailed definition and explanation of the calculation (pages 43).



Indicator calculated from surveys



Indicator calculated from CaixaBank's databases



Social Portfolio Impact - SDG 8

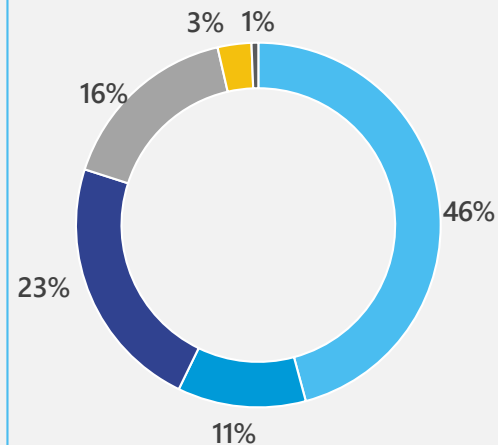
Most of the self-employed workers and companies who launched a business would not have been able to do so without the loan



Purpose of the loan ⁽¹⁾

> What was the purpose of the loan?

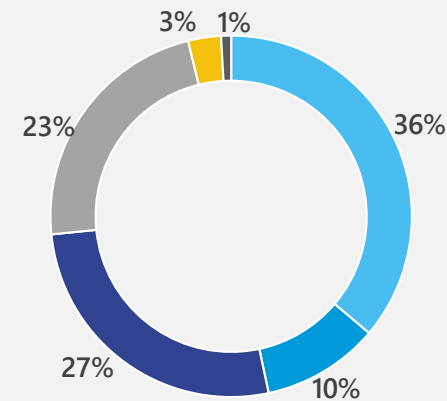
SELF-EMPLOYED



"71% OF SELF-EMPLOYED WORKERS WHO USED THE LOAN TO START UP A BUSINESS WOULD NOT HAVE BEEN ABLE TO DO SO WITHOUT THE LOAN"

- Investment in technology and improvements: machinery, equipment, vehicles, reforms, etc
- Investment for business continuity: taxes, goods, rent, etc
- Investment to expand the range of products and/or services

GENERAL FOR COMPANIES



"86% OF COMPANIES THAT APPLIED THE LOAN FUNDS FOR RECRUITMENT OR PERSONNEL TRAINING CLAIMS THAT THEY WOULD NOT HAVE BEEN ABLE TO DO SO WITHOUT THE LOAN"

- Investment to start up a business: creation of a company, etc
- Investment to expand the business: opening of new premises, etc
- Investment for the recruitment or training of staff



3,728 

Companies financed are newly created ⁽²⁾

8% of total companies
€282 M

1) For this indicator, the results of surveys related to SDG 8 COVID-19 have not been added. A specific indicator has been defined for SDG 8 COVID-19. See Appendix II: Methodology for detailed definition and explanation of the calculation (page 41).

2) See Appendix II: Methodology for detailed definition and explanation of the calculation (page 41).



Indicator calculated from surveys



Indicator calculated from CaixaBank's databases



Social Portfolio Impact - SDG 8

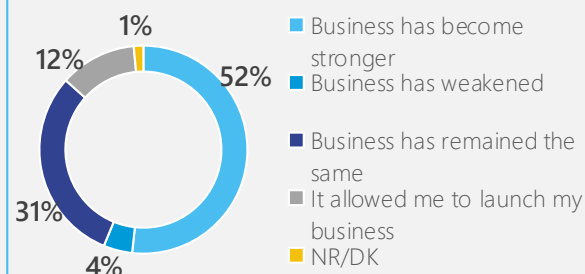
A significant portion of borrowers claim that the loans granted had made their business stronger and even grow

SELF-EMPLOYED



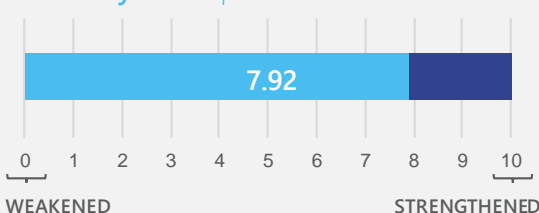
Impact on business strength ⁽¹⁾

> How did the loan impact your business 12 months after it was granted?



"64% BELIEVE THAT THE LOANS HAVE HAD A POSITIVE IMPACT ON THE STRENGTH OF THEIR EXISTING BUSINESS, OR ON THEIR ABILITY TO LAUNCH A BUSINESS"

Intensity score | out of 10 ⁽²⁾



Intensity score = weighted average of replies using the following scale

- > Business has become stronger = 2
- > Business has remained the same = 1
- > It allowed me to launch my business = 2
- > Business has weakened = 0

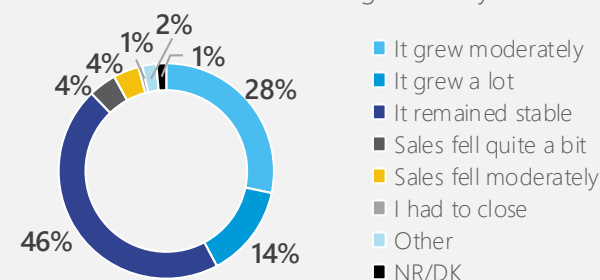
THE HIGHER THE SCORE, THE MORE THE LOANS ARE CONSIDERED TO HAVE AN IMPACT ON BUSSINESS STRENGTH

Most activities must contend with unforeseen expenses, so **financing helps to strengthen the business**



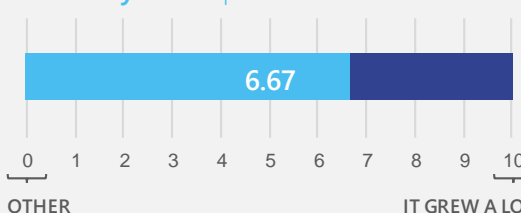
Impact on business growth after the loan was granted ⁽¹⁾

> How did the loan affect the growth of your business 12 months after it was granted?



"42% BELIEVE THAT THE LOAN HAD A POSITIVE IMPACT ON THE GROWTH OF THEIR BUSINESS"

Intensity score | out of 10 ⁽²⁾



Intensity score = weighted average of replies using the following scale

- > It grew a lot = 5
- > It grew moderately = 4
- > It remained stable = 3
- > Sales fell moderately = 2
- > Sales fell quite a bit = 1
- > Other = 0

THE HIGHER THE SCORE, THE MORE THE LOANS ARE CONSIDERED TO HAVE AN IMPACT ON BUSINESS GROWTH

External funding fosters business growth, **leading to more sustainable and valuable businesses**



Indicator calculated from surveys

1) See Appendix II: Methodology for a detailed definition and explanation of the calculation (page 41).
2) See Appendix II: Methodology for a detailed definition and explanation of the calculation (page 43).



Social Portfolio Impact - SDG 8

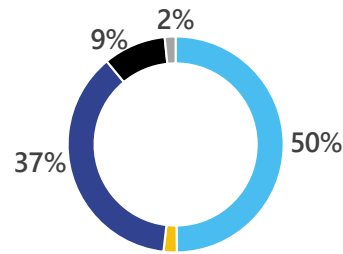
80% of medium-sized enterprises borrowers claim that the loan allowed them to launch their business or strengthen their existing business



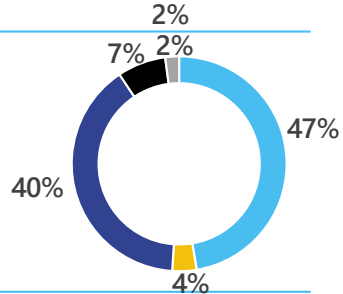
Impact on business strength ⁽¹⁾

> How did the loan impact the business in the 12 months after it was granted?

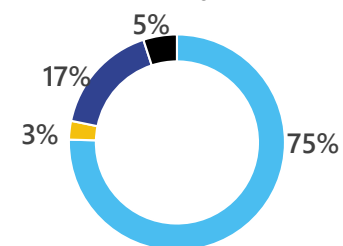
MICRO-ENTERPRISES



SMALL-SIZED ENTERPRISES

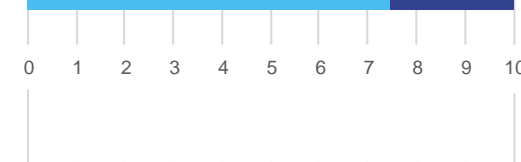
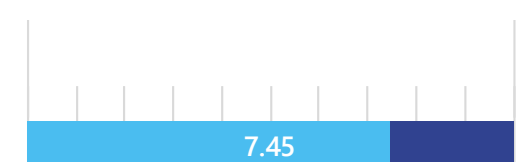
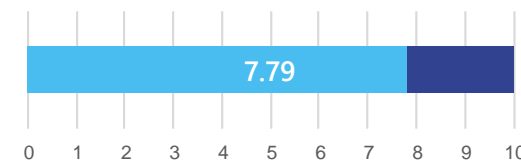


MEDIUM-SIZED ENTERPRISES



- Business has become stronger
- Business has weakened
- Business has remained the same
- It allowed me to launch my business
- NR/DK

Intensity score | out of 10 ⁽²⁾



NR/DK / BUSINESS HAS WEAKENED BUSINESS HAS BECOME STRONGER I WAS ABLE TO LAUNCH THE BUSINESS

Thanks to the funding,
the companies have increased their financial health

"3 OUT OF 4 MEDIUM-SIZED ENTERPRISES CLAIM TO HAVE STRENGTHENED THEIR BUSINESSES THANKS TO THE LOAN"

Intensity score = weighted average of replies using the following scale

- > Business has become stronger = 2
- > It allowed me to launch my business = 2
- > Business has remained the same = 1
- > Business has weakened = 0
- > NR/DK = 0

THE HIGHER THE SCORE, THE MORE THE LOANS ARE CONSIDERED TO HAVE AN IMPACT ON BUSINESS STRENGTH

1) For this indicator, the results of surveys related to SDG 8 COVID-19 have not been added. A specific indicator has been defined for SDG 8 COVID-19. See Appendix II: Methodology for a detailed definition and explanation of the calculation (page 41).

2) See Appendix II: Methodology for a detailed definition and explanation of the calculation (page 43).



Indicator calculated from surveys



Social Portfolio Impact - SDG 8

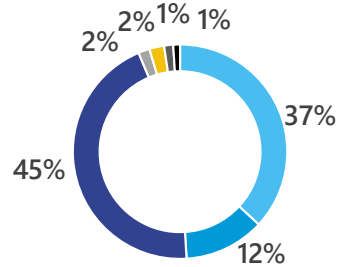
More than 90% of the companies claim they have been able to maintain, and in some cases grow their businesses thanks to the loan



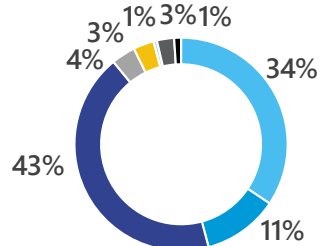
Impact on business growth after the loan was granted ⁽¹⁾

> How did the loan affect the growth of the business 12 months after it was granted?

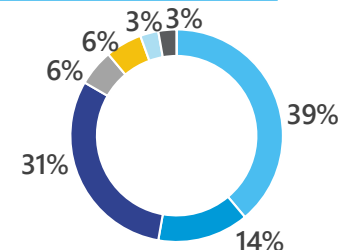
MICRO-ENTERPRISES



SMALL-SIZED ENTERPRISES

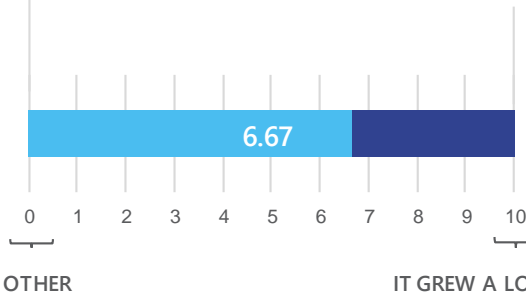
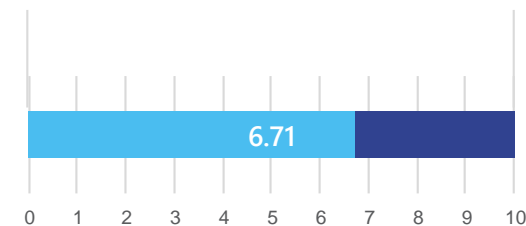
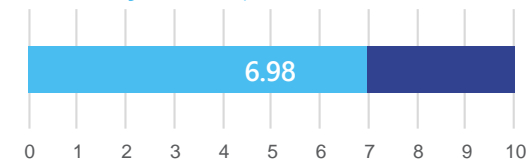


MEDIUM-SIZED ENTERPRISES



- It grew moderately
- It grew a lot
- It remained stable
- Sales fell quite a bit
- Sales fell moderately
- I had to close
- Other
- NR/DK

Intensity score | out of 10 ⁽²⁾



"NEARLY ALL OF THE FINANCED COMPANIES HAVE BEEN ABLE TO KEEP THEIR BUSINESS STABLE AND EVEN GROW IT"

Intensity score = weighted average of replies using the following scale

- > It grew a lot = 5
- > It grew moderately = 4
- > It remained stable = 3
- > Sales fell quite a bit = 1
- > I had to close = 0
- > Other = 0
- > Sales fell moderately = 2

THE HIGHER THE SCORE, THE MORE THE LOANS ARE CONSIDERED TO HAVE AN IMPACT ON BUSINESS GROWTH

1) For this indicator, the results of surveys related to SDG 8 COVID-19 have not been added. A specific indicator has been defined for SDG 8 COVID-19. See Appendix II: Methodology for a detailed definition and explanation of the calculation (page 41).

2) See Appendix II: Methodology for a detailed definition and explanation of the calculation (page 43).



Indicator calculated from surveys



Social Portfolio Impact - SDG 8

Total SDG 8 contributed €7,008 M to Spanish GDP. Every €1M invested in the social bonds contributes €1.83M to GDP⁽¹⁾.

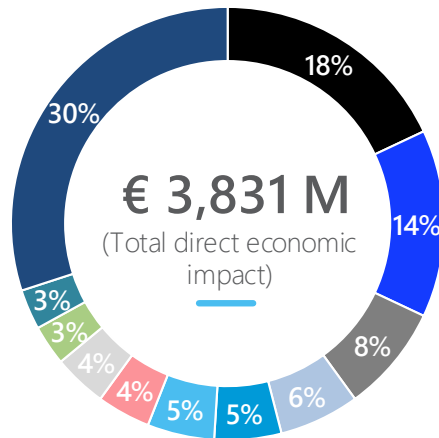


GENERAL (SELF-EMPLOYED AND COMPANIES)

Economic Impact⁽²⁾ - Economic contribution of the loans to GDP by sector. In the pie charts provided below, we have taken the 10 most representative economic sectors for each type of impact, based on the 62 sectors monitored by the National Institute of Statistics.

DIRECT IMPACT

Value added created directly by the loans within the borrowers' industries



Food products and drinks⁽³⁾

Buildings and construction works

Textile products; clothing; leather articles and footwear

Wholesale trade services and trade intermediation, except of motor vehicles, motorcycles and mopeds

Real estate services

Accommodation, food and beverage services

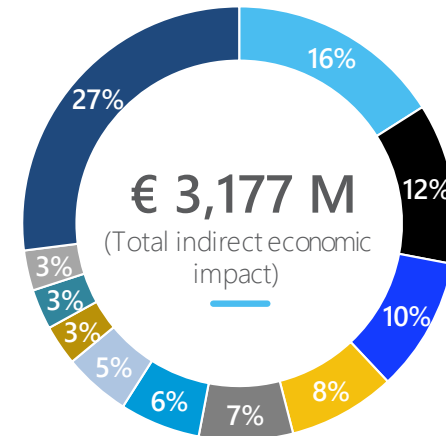
Electric power, gas, steam and air conditioning

Agricultural, livestock and hunting products, and related services

Wood and products of wood and cork, except furniture; articles of straw and plaiting materials; basketware and wickerwork

INDIRECT IMPACT (4)

Value added generated by other parties in the supply chain



Metallurgy and metal products

Wholesale and retail trade services and repair services of motor vehicles and motorcycles

Retail trade services, except of motor vehicles and motorcycles

Machinery and equipment n.e.c.

Other

1) Ratio calculated only with direct and indirect impact. For the purpose of this report, induced impact has not been considered due to atypical COVID-19 context.

2) See Appendix II: Methodology for a detailed definition and explanation of the calculation (pages 42, 44 and 45).

3) Activities related to tobacco manufacturing have been excluded from this economic sector according to CaixaBank SDGs Framework.

4) Statistical calculation estimated from the latest available data related to the input - output methodology.



Indicator calculated from surveys using an input - output methodology



Indicator calculated from surveys



Indicator calculated from CaixaBank's databases



Social Portfolio Impact - SDG 8

54,405 jobs created/retained, of which **17,180** are direct and **37,225** indirect. This implies that for every **€1M** invested in the social bonds approximately **14.2 jobs are created/retained⁽¹⁾**.

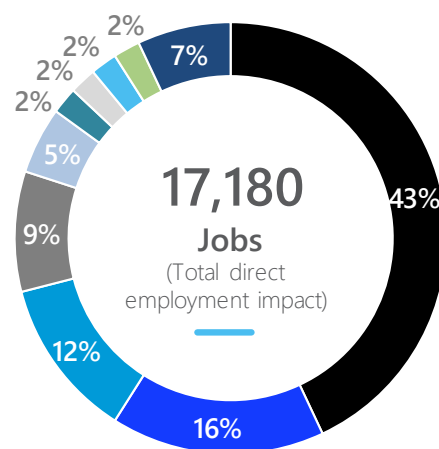


GENERAL (SELF-EMPLOYED AND COMPANIES)

Employment Impact⁽²⁾ - Contribution of the loans to employment by sector. In the pie charts provided below, we have taken the 9 most representative economic sectors for each type of impact, based on the 62 sectors monitored by the National Institute of Statistics.

DIRECT IMPACT

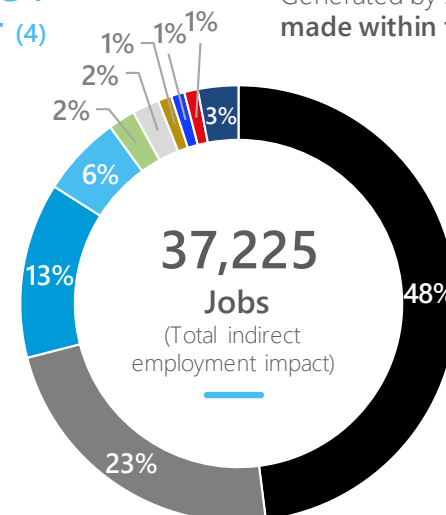
Number of FTEs⁽³⁾ employed by the **borrowers as a result of the loans granted**



- Food products and drinks⁽⁵⁾
- Buildings and construction works
- Textile products; clothing; leather articles and footwear
- Wholesale trade services and trade intermediation, except of motor vehicles, motorcycles and mopeds
- Accommodation, food and beverage services
- Electric power, gas, steam and air conditioning
- Agriculture, livestock and hunting products, and related services
- Wood and products of wood and cork, except furniture; articles of straw and plaiting materials; basketware and wickerwork

INDIRECT IMPACT⁽⁴⁾

Generated by supply chain purchases made within the borrowers' industries



- Wholesale and retail trade services and repair services of motor vehicles and motorcycles
- Retail trade services, except of motor vehicles and motorcycles
- Other personal services
- Other

1) Ratio calculated only with direct and indirect impact. For the purpose of this report, induced impact has not been considered due to atypical COVID-19 context.

2) See Appendix II: Methodology for a detailed definition and explanation of the calculation (pages 42, 44 and 45).

3) Full-time equivalent.

4) Statistical calculation estimated from the latest available data related to the input - output methodology.

5) Activities related to tobacco manufacturing have been excluded from this economic sector according to CaixaBank SDGs Framework.



Indicator calculated from surveys using an input - output methodology



Indicator calculated from surveys



Indicator calculated from CaixaBank's databases



Social Portfolio Impact - SDG 8 (COVID-19)

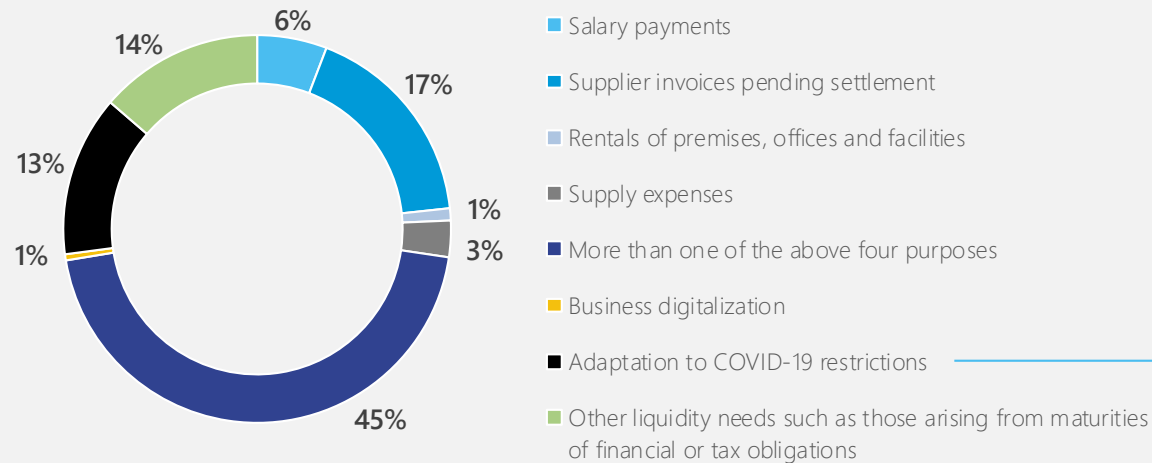
Majority of borrowers claim that the loans granted to adapt their business to COVID-19 restrictions were used to work with new customers, introduce teleworking and invest in infrastructure, technology and other investments.

GENERAL FOR COMPANIES

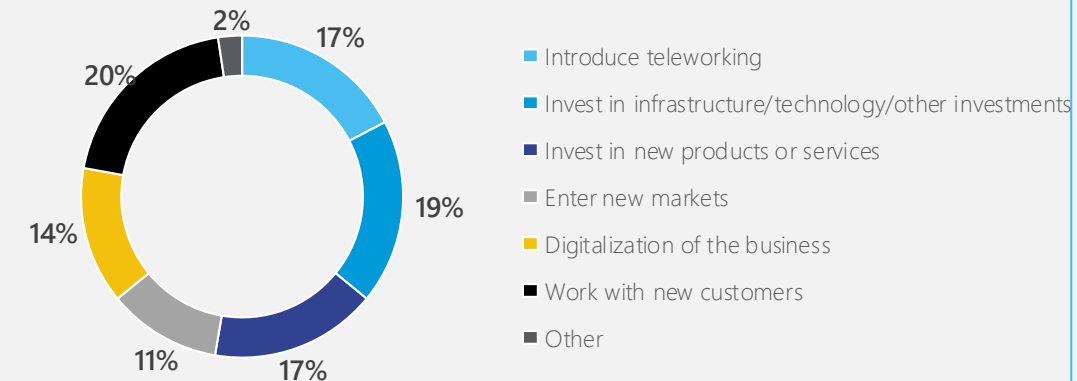


Purpose of the loan ⁽¹⁾

> What was the purpose of the loan?



Adaptation to COVID-19 restrictions



"MORE THAN 70% OF THE COMPANIES HAVE USED THE LOAN FOR SALARY PAYMENTS, SUPPLIER INVOICES PENDING SETTLEMENT, RENTALS OF PREMISES, OFFICES AND FACILITIES AND SUPPLY EXPENSES"

1) Indicators for funding related to COVID-19. See Appendix II: Methodology for a detailed definition and explanation of the calculation (page 41).





Social Portfolio Impact - SDG 8 (COVID-19)

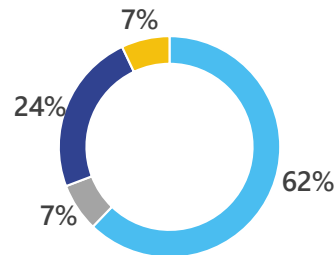
More than 80% of micro and small-sized enterprises borrowers claim that the loan allowed them to maintain their existing level of business strength or launch a new business



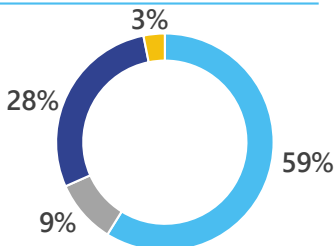
Impact on business strength ⁽¹⁾

> How did the loan impact the business in the 12 months after it was granted?

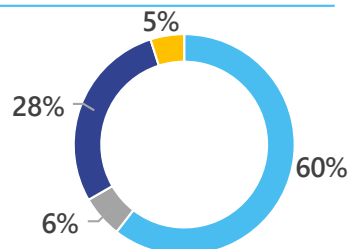
MICRO-ENTERPRISES



SMALL-SIZED ENTERPRISES

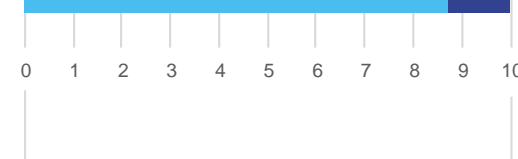
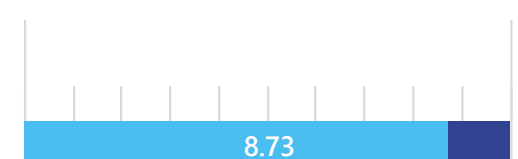
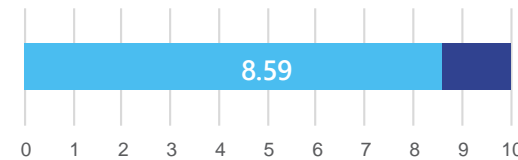


MEDIUM-SIZED ENTERPRISES



- Business has remained the same
- Business has weakened
- It allowed me to launch my business
- NR/DK

Intensity score | out of 10 ⁽²⁾



NR/DK / BUSINESS HAS WEAKENED | BUSINESS HAS BECOME STRONGER I WAS ABLE TO LAUNCH THE BUSINESS

Thanks to the funding,
the companies have increased their financial health

"MORE THAN **80%** OF COMPANIES CLAIM THAT THANKS TO THE LOAN THEY **HAVE BEEN ABLE TO LAUNCH OR MANTAIN THEIR BUSINESS**"

Intensity score = weighted average of replies using the following scale

- > It allowed me to launch my business = 1
- > Business has remained the same = 1
- > Business has weakened = 0
- > NR/DK = 0

THE HIGHER THE SCORE, THE MORE THE LOANS ARE CONSIDERED TO HAVE AN IMPACT ON BUSINESS STRENGTH

1) Indicators for funding related to COVID-19. See Appendix II: Methodology for a detailed definition and explanation of the calculation (page 41).

2) See Appendix II: Methodology for a detailed definition and explanation of the calculation (page 43).



Indicator calculated from surveys



Social Portfolio Impact - SDG 8 (COVID-19)

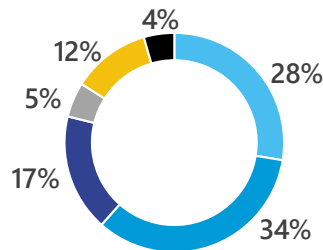
As a result of loans granted by CaixaBank, borrowers have been able to mitigate the significant reduction of company growth that was onset by the COVID-19 crisis



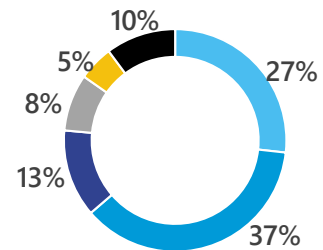
Impact on business growth after the loan was granted ⁽¹⁾

> How has the COVID-19 crisis affected employment in your business?

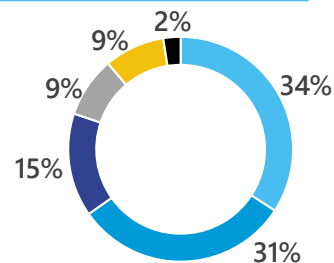
MICRO-ENTERPRISES



SMALL-SIZED ENTERPRISES

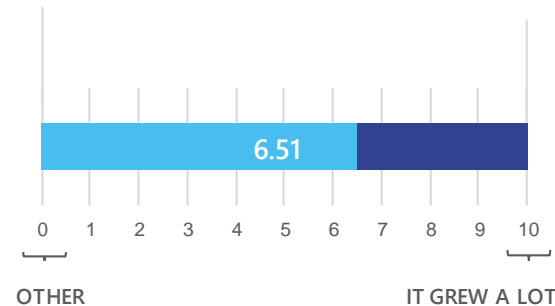
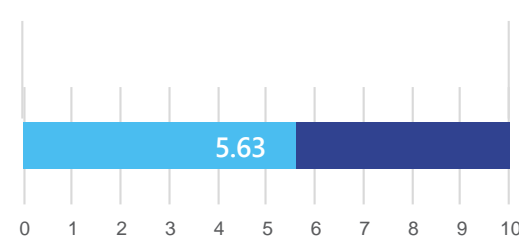
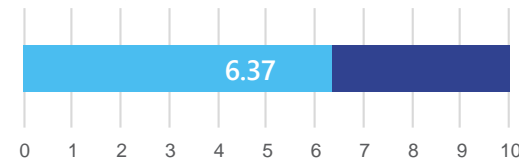


MEDIUM-SIZED ENTERPRISES



- Sales fell moderately
- Sales fell quite a bit
- It remained stable
- It grew a lot
- It grew moderately
- NR/DK

Intensity score | out of 10 ⁽²⁾



> How do you think the loan granted has helped to mitigate this situation?

"76% OF THE COMPANIES CLAIM THAT THE LOAN GRANTED HAS HELPED THEM TO IMPROVE THE GROWTH / DEMAND OF THEIR BUSINESS"

Intensity score = weighted average of replies using the following scale

- > It grew a lot = 3
- > It grew moderately = 3
- > It remained stable = 3
- > Sales fell moderately = 2
- > Sales fell quite a bit = 1
- > I had to close = 0
- > Other = 0

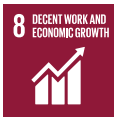
THE HIGHER THE SCORE, THE MORE THE LOANS ARE CONSIDERED TO HAVE AN IMPACT ON BUSINESS GROWTH

1) Indicators for funding related to COVID-19. See Appendix II: Methodology for a detailed definition and explanation of the calculation (page 41).

2) See Appendix II: Methodology for a detailed definition and explanation of the calculation (page 43).



Indicator calculated from surveys



Social Portfolio Impact - SDG 8 (COVID-19)

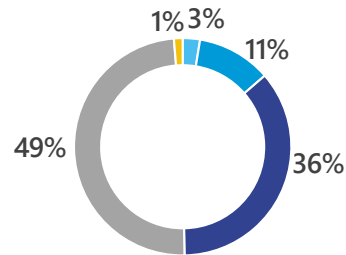
Almost 20% of companies claim that their business would have closed without the loan



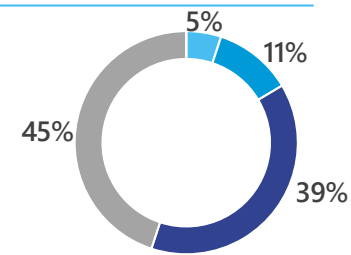
Impact on business stability ⁽¹⁾

> Do you think your business would remain open without the loan?

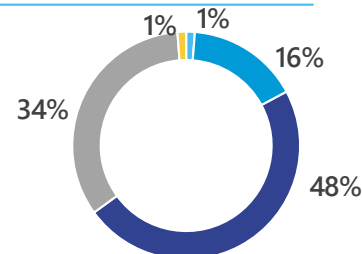
MICRO - ENTERPRISES



SMALL - SIZED ENTERPRISES



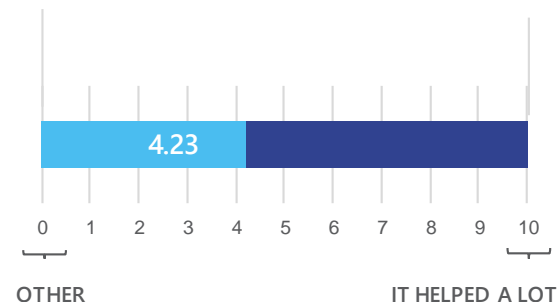
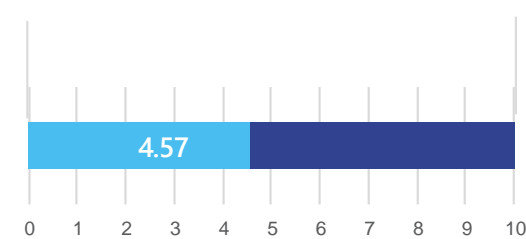
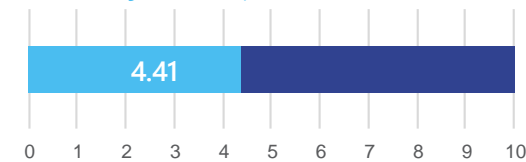
MEDIUM - SIZED ENTERPRISES



- Definitely not
- Probably not
- Yes, definitely
- Yes probably
- NR/DK



Intensity score | out of 10 ⁽²⁾



"17% OF MEDIUM SIZED ENTERPRISES CLAIM THAT THEIR BUSINESS WOULD NOT REMAIN OPEN WITHOUT THE LOAN"

Intensity score = weighted average of replies using the following scale

- > Definitely not = 4
- > Probably not = 3
- > Yes probably = 2
- > Yes, definitely = 1
- > NR/DK = 0

THE HIGHER THE SCORE, THE MORE THE LOANS ARE CONSIDERED TO HAVE AN IMPACT ON BUSINESS GROWTH

1) Indicators for funding related to COVID-19. See Appendix II: Methodology for a detailed definition and explanation of the calculation (page 42).

2) See Appendix II: Methodology for a detailed definition and explanation of the calculation (page 43).



Indicator calculated from surveys



Social Portfolio Impact - SDG 8 (COVID-19)

€3,858M contributed to Spanish GDP. Every €1M invested in the social bond contributes €1.85M to GDP⁽¹⁾.

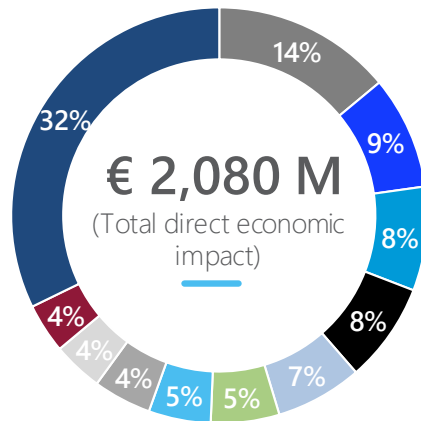


GENERAL (SELF-EMPLOYED AND COMPANIES)

Economic Impact⁽²⁾ - Economic contribution of the loans to GDP by sector. In the pie charts provided below, we have taken the 10 most representative economic sectors for each type of impact, based on the 62 sectors monitored by the National Institute of Statistics.

DIRECT IMPACT

Value added created directly by the loans within the borrowers' industries



Food products and drinks

Buildings and construction works

Textile products; clothing; leather articles and footwear

Wholesale trade services and trade intermediation, except of motor vehicles, motorcycles and mopeds

Accommodation, food and beverage services

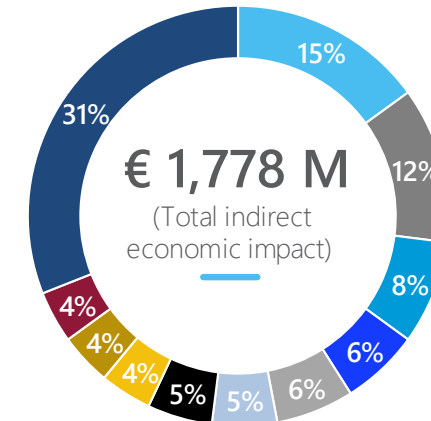
Agricultural, livestock and hunting products, and related services

Ground transportation services, including by pipeline

Wood and products of wood and cork, except furniture; articles of straw and plaiting materials; basketware and wickerwork

INDIRECT IMPACT⁽³⁾

Value added generated by other parties in the supply chain



Metallurgy and metal products

Wholesale and retail trade services and repair services of motor vehicles and motorcycles

Retail trade services, except of motor vehicles and motorcycles

Machinery and equipment n.e.c.

Other

1) Ratio calculated only with direct and indirect impact. For the purpose of this report, induced impact has not been considered due to atypical COVID-19 context.

2) See Appendix II: Methodology for a detailed definition and explanation of the calculation (pages 42, 44 and 45).

3) Statistical calculation estimated from the latest available data related to the input - output methodology.



Indicator calculated from surveys using an input - output methodology



Indicator calculated from surveys



Indicator calculated from CaixaBank's databases



Social Portfolio Impact - SDG 8 (COVID-19)

38,597 jobs created/retained, of which **9,977** are direct, **28,620** indirect. This implies that for every **€1M** invested in the social bond approximately **18.6 jobs are created/retained⁽¹⁾**.

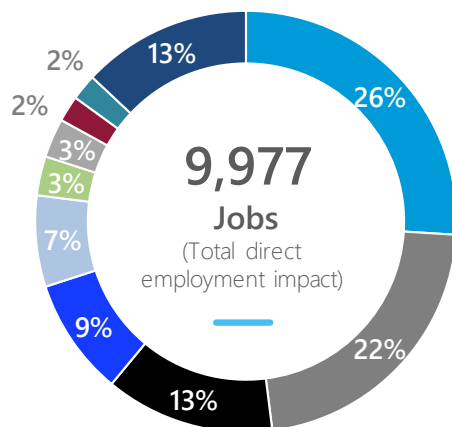


GENERAL (SELF-EMPLOYED AND COMPANIES)

Employment Impact⁽²⁾ - Contribution of the loans to employment by sector. In the pie charts provided below, we have taken the 9 most representative economic sectors for each type of impact, based on the 62 sectors monitored by the National Institute of Statistics.

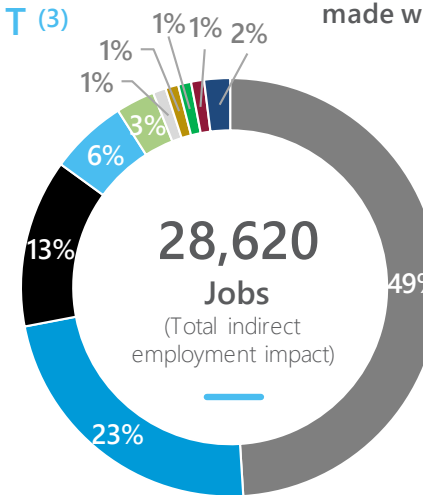
DIRECT IMPACT

Number of FTEs employed by the **borrowers** as a result of the loans granted



INDIRECT IMPACT⁽³⁾

Generated by supply chain purchases made within the borrowers' industries



■ Food products and drinks⁽⁴⁾

■ Buildings and construction works

■ Textile products; clothing; leather articles and footwear

■ Wholesale trade services and trade intermediation, except of motor vehicles, motorcycles and mopeds

■ Accommodation, food and beverage services

■ Electric power, gas, steam and air conditioning

■ Agricultural, livestock and hunting products, and related services

■ Ground transportation services, including by pipeline

■ Wood and products of wood and cork, except furniture; articles of straw and plaiting materials; basketware and wickerwork

■ Wholesale and retail trade services and repair services of motor vehicles and motorcycles

■ Retail trade services, except of motor vehicles and motorcycles

■ Machinery and equipment n.e.c.

■ Architectural and engineering technical services; technical testing and analysis services

■ Other

1) Ratio calculated only with direct and indirect impact. For the purpose of this report, induced impact has not been considered due to atypical COVID-19 context.

2) See Appendix II: Methodology for a detailed definition and explanation of the calculation (pages 42, 44 and 45).

3) Statistical calculation estimated from the latest available data related to the input - output methodology.

4) Activities related to tobacco manufacturing have been excluded from this economic sector according to CaixaBank SDGs Framework.



Indicator calculated from surveys using an input - output methodology



Indicator calculated from surveys



Indicator calculated from CaixaBank's databases



04.



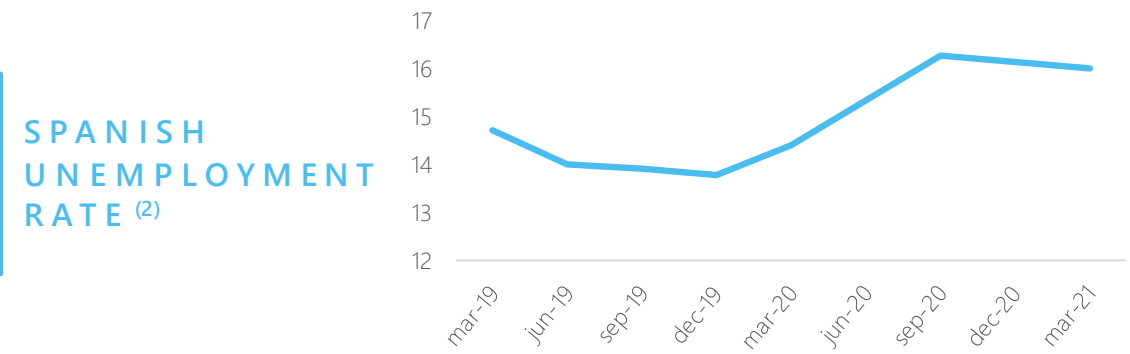
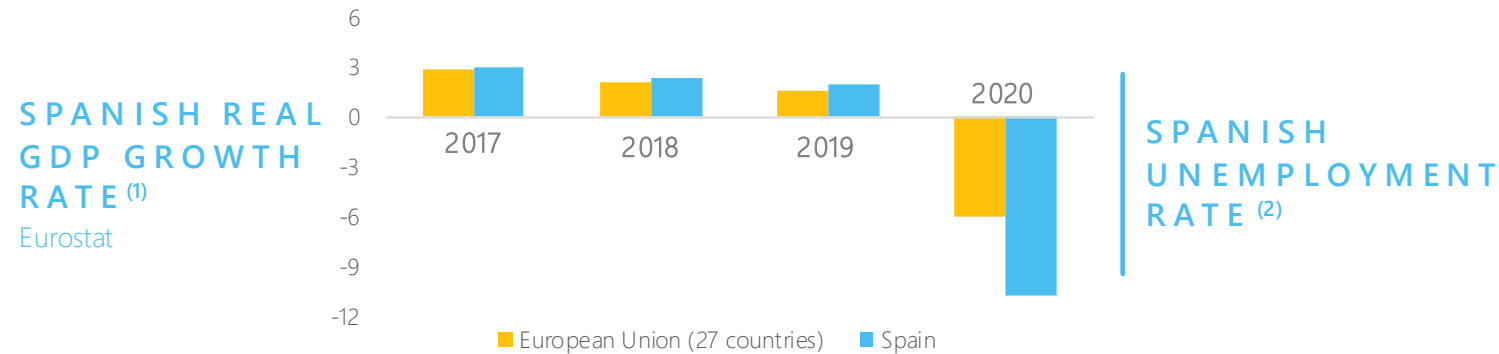
Appendix I:

COVID-19 Context



Context of COVID-19 and its impact on Economic and Employment Growth

Beyond the impact on the lives of millions of people, the COVID-19 pandemic has also negatively impacted **the evolution of the Spanish economy, mainly driving the increase in unemployment and the reduction of GDP.**



KEY POINTS OF THE SPANISH ANSWER TO THE CRISIS ⁽³⁾

- The **public guarantee programs managed through the ICO** have played a very relevant role in financing companies' liquidity needs. The first program (**€100 billion**), was aimed at financing the liquidity needs of companies and the self-employed. The second (**€40 billion**), was to finance investment in fixed assets.
- As of March 31, 2021, both programs have jointly **guaranteed loans for a total of € 93.9 billion**, resulting in a total financing of € 123.6 billion.
- Credit has increased, in relative terms, with **more intensity in the sectors most affected by the pandemic**.
- Consequently, **the macroeconomic effect** of the crisis would have been significantly more adverse without this set of economic policy measures.

1) The Spanish Economy in the context of the Covid-19 crisis: Current situation, perspectives and challenges. Bank of Spain, Economic Forum (page 17) <https://www.bde.es/f/webbde/GAP/Secciones/SalaPrensa/IntervencionesPublicas/Gobernador/Arc/Fic/hdc100221.pdf>

2) Spanish unemployment rate between mar-20 and mar-21 (INE). https://www.ine.es/dyngs/INEbase/es/operacion.htm?c=Estadistica_C&cid=1254736176918&menu=ultiDatos&idp=1254735976595

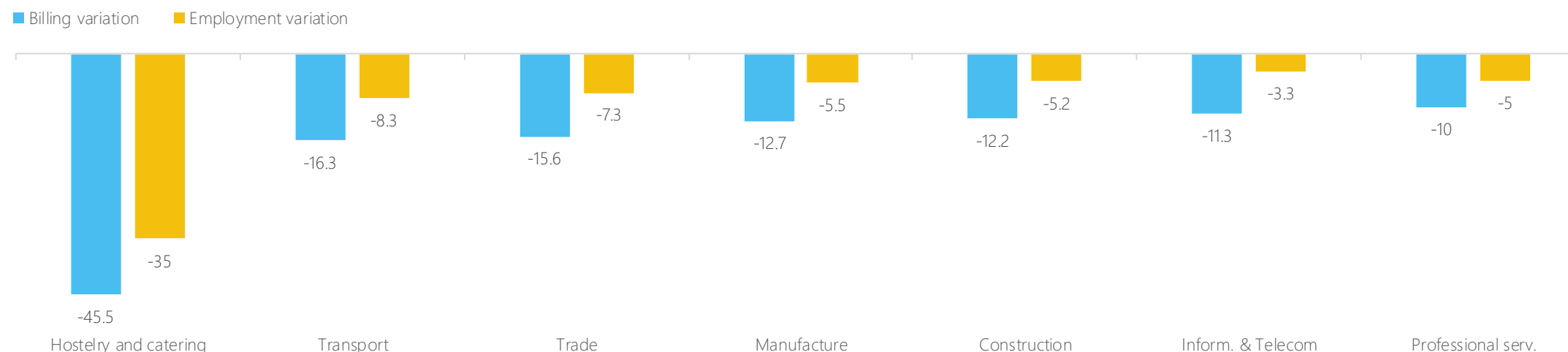
3) Annual Report 2020, Bank of Spain (page 117, 227 and 64). https://www.bde.es/f/webbde/SES/Secciones/Publicaciones/PublicacionesAnuales/InformesAnuales/20/Fich/InfAnual_2020.pdf



Context of COVID-19 and its impact on Economic and Employment Growth

In the current context is of paramount importance to highlight the contextual factors in which CaixaBank has worked to alleviate its negative effects by financing those sectors that have suffered the most within the framework of SDG 8 and the issuance of COVID-19 Social Bond

> Variation in billing, employment and the number of social security affiliates by sector (2019-2020,%)⁽¹⁾⁽²⁾



Transport and storage:

Year-on-year decline of passengers transported by train (-47.5%), and volume of goods (-15.3%)⁽⁴⁾.



Trade & distribution: Year-on-year decline in exports (-20.2%) and imports (-15.8%)⁽³⁾.



Construction: Decline of production in the construction industry (-23.3%) between February and April 2020⁽⁵⁾ and year-on-year decline of investment in construction (-14%)⁽³⁾.

> Other sectors affected:



Industry: Decline of volume of industry production (-28%) in April-20 compared to April-19⁽⁵⁾.



Tourism: Year-on-year decline of non-resident (-77.3%) and resident travellers (-47.6%)⁽⁴⁾.

1) The Economic Impact Of Covid-19 On Spanish Companies According To The Bank of Spain Survey On Business Activity (EBAE) (page 6) [EBAE](https://www.ebae.es/)

2) Average affiliates by months and two-digit CNAE. Ministry of Inclusion, Social Security and Migration. <https://www.seg-social.es/wps/portal/wss/internet/EstadisticasPresupuestosEstudios/Estadisticas/EST8/EST10/EST290/EST295/EST296>

3) Annual Report 2020, Bank of Spain. https://www.bde.es/f/webbde/SES/Secciones/Publicaciones/PublicacionesAnuales/InformesAnuales/20/Fich/InfAnual_2020.pdf

4) National Institute of Statistics (INE)







5) European Statistical Recovery Dashboard, Eurostat. <https://ec.europa.eu/eurostat/cache/recovery-dashboard/>

05.









Appendix II: Methodology

Allocation indicators

Indicator	Definition	Data source	SDG	Page in the Report
Amount contributed to Sustainable Development Goals and Eligibility Criteria	Amount, in €, of the Social Portfolio that is contributing to Sustainable Development Goals (SDG 1, SDG 3, SDG 4 or SDG 8) and Eligibility Criteria.		SDG 1 SDG 3 SDG 4 SDG 8	Pages 4 to 6
Number of loans	Eligible Loans, in number, included in the Social Portfolio broken down by SDG (SDG 1, SDG 3, SDG 4 or SDG 8).		Total Portfolio SDG 1 SDG 3 SDG 4 SDG 8 SDG 8 COVID-19	Pages 5, 6, 10, 11, 12, 13 and 14
Loans: by type of borrower	Eligible Loans, in millions of €, included in the Social Portfolio broken down by type of borrower (educational centers, hospitals and health foundations, families/individuals, self-employed workers, micro-enterprises, small-sized enterprises, medium-sized enterprises).		Total Portfolio	Pages 10
Loans: by vintage	Eligible Loans, in millions of € and in %, included in the Social Portfolio broken down by the year of its origination.		Total Portfolio SDG 3 SDG 4	Pages 10 and 12
Number of borrowers	For SDG 1, individuals and families, in number, granted with a loan included in the Social Portfolio. For SDG 8, self-employed workers, micro-enterprises, small-sized enterprises and medium-sized enterprises, in number, granted with a loan included in the Social Portfolio.		SDG 1 SDG 8 SDG 8 COVID-19	Pages 5, 6, 11, 13 and 14
Average € / loan	Average amount, in €, per loan included in the Social Portfolio or to the SDG.		Total Portfolio SDG 1 SDG 3 SDG 4 SDG 8 SDG 8 COVID-19	Pages 10, 11, 12, 13 and 14
Average loan maturity period	<p>Average loan period, in years, of the loans included in the Social Portfolio, calculated as follows:</p> <p>Average maturity period = (maturity date - date of calculation of the outstanding social portfolio) * volume granted</p> <p>The date of calculation of the outstanding social portfolio is 31/03/2021.</p> <p>Subsequently, once the average maturity period of each loan has been calculated, the sum of this calculation is weighted by the amount of the total portfolio.</p>		Total Portfolio SDG 1 SDG 3 SDG 4 SDG 8 SDG 8 COVID-19	Pages 5, 6, 11, 12, 13 and 14

Allocation indicators






Indicator	Definition	Data source	SDG	Page in the Report
Women beneficiaries	Women, in %, granted with a loan included in the Social Portfolio.		SDG 1	Page 11
Loans by social category	Loans, in number and %, included in the Social Portfolio broken down by social category (decent and accessible housing, meeting basic family needs, acquisition of a means of transport as a method of social integration, access to education and culture).		SDG1	Page 11
Breakdown by social category	Loans, in millions of € and %, included in the Social Portfolio broken down by social category (decent and accessible housing, meeting basic family needs, acquisition of a means of transport as a method of social integration, access to education and culture). Detailed breakdown, in %, by subcategory of the social category of "decent and accessible housing" and "meeting basic family needs".		SDG 1	Page 11
Average age of borrowers	Average age, in years, of the borrowers of the loans included in the Social Portfolio.		SDG 1 SDG 8	Pages 5, 11 and 13
Breakdown by economic activity	Loans, in millions of €, included in the Social Portfolio broken down by economic activity.		SDG 8 SDG 8 COVID-19	Pages 13 and 15
Loans by type of borrower and volume granted	Loans, in millions of € and in %, included in the Social Portfolio broken down by type of borrower (self-employed, micro-enterprises, small-sized enterprises, medium-sized enterprises).		SDG 8 SDG 8 COVID-19	Pages 13 and 14

Impact indicators

>> Surveys information:






- > SDG 1: 594 and 600 surveys conducted among individuals and families by MicroBank in 2021 and 2020 respectively.
- > SDG 8: 1,097 surveys conducted in 2021 (of which 401 refer to SDG 8 COVID-19) and 489 surveys conducted in 2020 among self-employed workers, micro-enterprises, small-sized companies and medium-sized companies

Margin of error for the total sample: **5%**
Confidence level (both SDG 1 and SDG 8 surveys): **95%**
Method: **telephone surveys**.





Indicator	Definition	Data source	SDG	Page in the Report
Positive impact of funding received	<p>a) Direct responses, in %, broken down by reply options to the questions "The financial support received has had a positive impact on my personal well-being and/or that of a family member" for individuals and families and "After the loan was granted, would you say that your quality of life has improved?" for self-employed workers of the telephone surveys conducted among a sample of borrowers granted a loan included in the Social Portfolio.</p> <p>b) Intensity score, out of 10, is calculated considering the weighted average of replies to the above question according to the "Intensity score" methodology described on page 43.</p>		SDG 1 SDG 8	Page 17 and 20
Impact of funding on the achievement of objectives	<p>a) Direct responses, in %, broken down by reply options to the question "Would you say you have met the need/needs for which you applied for the loan?" of the telephone surveys conducted among a sample of borrowers (individuals and families) granted a loan included in the Social Portfolio.</p> <p>b) Intensity score, out of 10, is calculated considering the weighted average of replies to the above question according to the "Intensity score" methodology described on page 43.</p>		SDG 1	Page 17
Impact on income	<p>a) Direct responses, in %, broken down by reply options to the question "Since the loan was granted, your income has increased, maintained or decreased?" of the telephone surveys conducted among a sample of borrowers (individuals and families) granted a loan included in the Social Portfolio.</p> <p>b) Intensity score, out of 10, is calculated considering the weighted average of replies to the above question according to the "Intensity score" methodology described on page 43.</p>		SDG 1	Page 18
Loans granted in areas with population at risk of poverty	<p>a) Loans, in number, included in the Social Portfolio granted in areas with population at risk of poverty, defined as "areas with more than 15% of the population living in households whose total equivalent annual income is below the poverty line". Data obtained through the INE (National Institute of Statistics) for the year 2019 (https://www.ine.es/jaxiT3/Tabla.htm?t=29282).</p> <p>b) Borrowers, in number, granted a loan included in the Social Portfolio in areas with population at risk of poverty.</p> <p>c) Total amount of loans, in millions of €, included in the Social Portfolio granted in areas with population at risk of poverty.</p>		SDG 1	Pages 4, 5 and 18
Loans granted in rural areas	<p>a) Loans, in number, included in the Social Portfolio granted in rural areas, defined as "areas with a number of inhabitants of less than 30,000 per municipality and a population density of less than 100 inhabitants per km²" (definition according to Spanish Law 45/2007: https://www.boe.es/buscar/pdf/2007/BOE-A-2007-21493-consolidado.pdf).</p> <p>b) Borrowers, in number, granted a loan included in the Social Portfolio in rural areas.</p> <p>c) Total amount of loans, in millions of €, included in the Social Portfolio granted in rural areas.</p>		SDG1 SDG 8 SDG 8 COVID-19	Pages 4, 5, 6, 18 and 20



Impact indicators








Indicator	Definition	Data source	SDG	Page in the Report
Total number of beds	Existing beds, in number, reported by the hospitals and healthcare centers financed by the loans included in the Social Portfolio.		SDG 3	Page 19
Total number of residents benefited	Potential beneficiaries, in number, from the hospitals and healthcare centers financed by the loans included in the Social Portfolio, calculated on the basis of the population served (potential number of inhabitants benefiting from the hospitals and healthcare centers).		SDG 3	Page 19
Number of hospitals/health centers	Hospitals and health centers, in number, financed by the loans included in the Social Portfolio.		SDG 3	Page 19
Students benefited	Total, in number, of students enrolled in the educational centers benefited from the loans granted and reported by the centers.		SDG 4	Page 19
Number of educational centers	Educational centers, in number, financed by the loans included in the Social Portfolio.		SDG 4	Page 19

Impact indicators

Indicator	Definition	Data source	SDG	Page in the Report
Purpose of the loan	a) Direct responses, in %, broken down by reply options to the question "What was the purpose of the loan?" for SDG 8 no COVID and SDG 8 COVID, in addition to SDG 8 COVID borrowers that have answered "Adaptation to COVID-19 restrictions" it has been included direct responses to "What adaptation actions to the COVID-19 restrictions have been necessary to apply in your business?" of the telephone surveys conducted among a sample of borrowers granted a loan included in the Social Portfolio.	 	SDG 8 SDG 8 COVID-19	Pages 21 and 27
	b) Newly-created companies financed, in number, % and millions of €, defined as "companies that were created within the two years prior to the granting of the loan".			
Impact on business strength	a) Direct responses, in %, broken down by reply options to the question "How did the loan impact the business 12 months after it was granted?" of the telephone surveys conducted among a sample of borrowers (self-employed workers, micro-enterprises, small-sized enterprises and medium-sized enterprises) granted a loan included in the Social Portfolio.		SDG 8 SDG 8 COVID-19	Pages 22, 23 and 28
	b) Intensity score, out of 10, is calculated considering the weighted average of replies to the above question according to the "Intensity score" methodology described on page 43.			
Impact on business growth after the loan was granted	a) Direct responses, in %, broken down by reply options to the questions "How did the loan affect the growth of your business 12 months after it was granted?" for SDG 8 no COVID and "How has the COVID-19 crisis affected employment in your business?" and "How do you think the loan granted has helped to mitigate this situation?" for SDG 8 COVID, of the telephone surveys conducted among a sample of borrowers granted a loan include in the Social Portfolio.		SDG 8 SDG 8 COVID-19	Pages 22, 24 and 29
	b) Intensity score, out of 10, is calculated considering the weighted average of replies to the above question according to the "Intensity score" methodology described on page 43.			



Impact indicators

Indicator	Definition	Data source	SDG	Page in the Report
Impact on business stability	<p>a) Direct responses, in %, broken down by reply options to the question "Do you think your business would remain open without the loan?" for SDG 8 COVID, of the telephone surveys conducted among a sample of borrowers granted a loan included in the Social Portfolio.</p> <p>b) Intensity score, out of 10, is calculated considering the weighted average of replies to the above question according to the "Intensity score" methodology described on page 42.</p>		SDG 8 COVID-19	Page 30
Economic impact⁽¹⁾	<p>Total, direct, and indirect economic impact, in millions of €, defined as the "economic contribution to GDP of the loans included in the Social Portfolio", broken down by sector of the economy (in the graphics provided, we have taken the 10 most representative economic sectors for each type of impact, based on the 62 sectors monitored by the INE (National Institute of Statistics).</p> <p>Economic impact is calculated according to the "Input-output" methodology described on pages 43 to 44.</p>	  	SDG 8 SDG 8 COVID-19	Pages 4, 6, 25 and 31
Employment impact⁽¹⁾	<p>Total, direct and indirect employment impact, in number of jobs, defined as the "employment contribution of the loans included in the Social Portfolio", broken down by sector of the economy (in the graphics provided, we have taken the 10 most representative economic sectors for each type of impact, based on the 62 sectors monitored by the INE (National Institute of Statistics).</p> <p>Employment impact is calculated according to the "Input-output" methodology described on pages 43 to 44.</p>	  	SDG 8 SDG 8 COVID-19	Pages 4, 6, 26 and 32

1) Indicators for 2020 calculated with data from surveys conducted in 2021.



Intensity score

>> A score is assigned to each question to then calculate a weighted score out of 10, thus ensuring continuity for all indicators.

The calculation is as follows:

>> **EXAMPLE:**
Positive impact of funding received – SDG 1 Families

The financial support received has had a positive impact on my personal well-being and/or that of a family member

Answer	% of the total	Score assigned	Calculation (% of the total * score assigned)
Strongly agree	20%	5	1.01
Agree	58%	4	2.34
Neither agree nor disagree	14%	3	0.41
Disagree	3%	2	0.07
Strongly disagree	2%	1	0.01
NR/DK	3%	0	0
	100%		3.84



WEIGHTED SCORE OUT OF 10

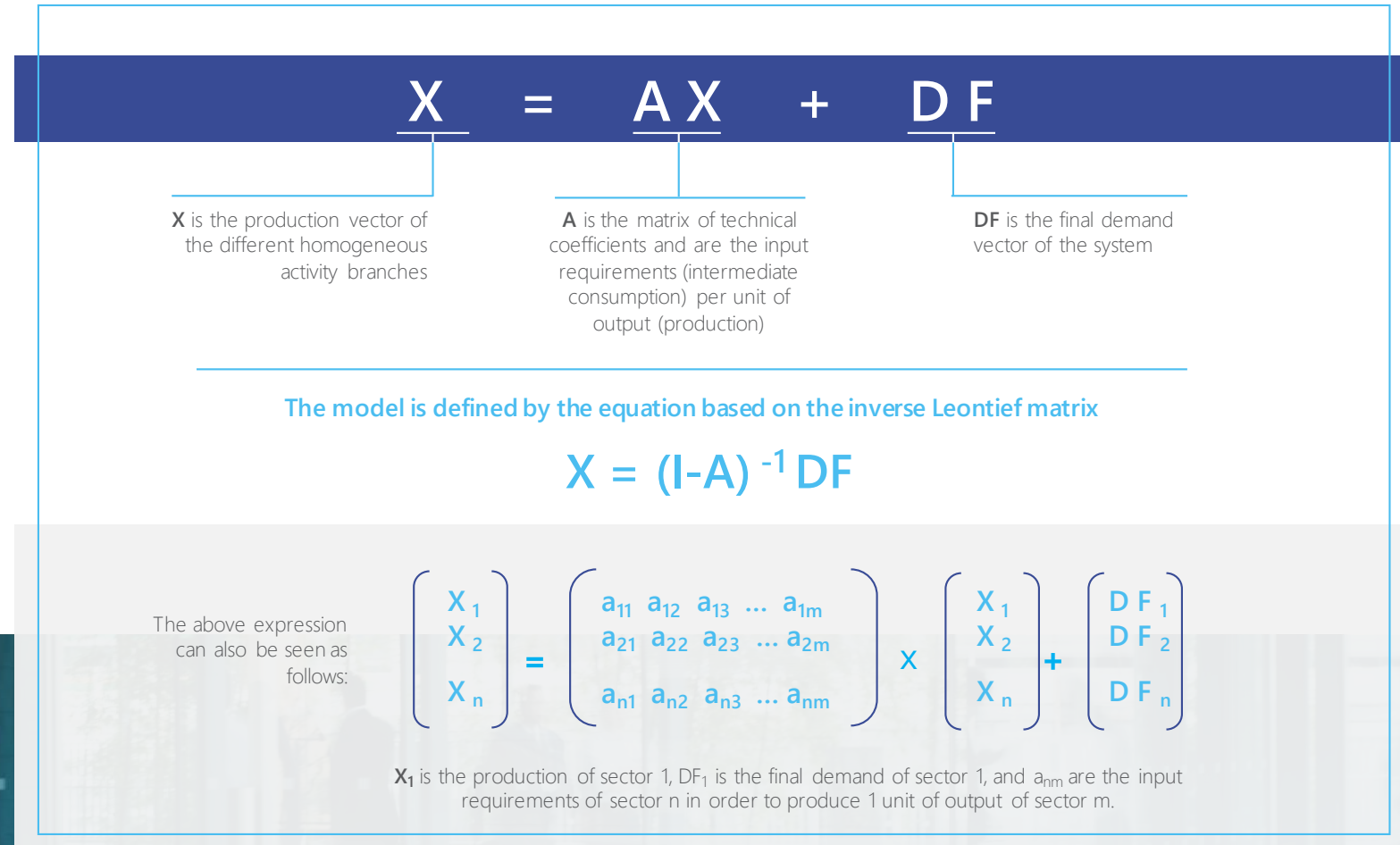
Intensity score out of 10=

$(3.84 / 5) * 10 = 7.68$

Input-output

» The input-output table analysis was developed by W.W. Leontief in 1936, as an instrument for interpreting the interdependencies of the various sectors of the economy. The methodology is used to calculate the impacts that the credits granted have on the whole of the Spanish economy.

The input-output methodology is a technique used to estimate indirect impact on GDP and employment. In general, the starting point is the symmetric input-output tables (SIOT), which serve as the basis for calculating the multiplier or Leontief matrices. Both types of matrices are published by the National Institute of Statistics (INE). The input-output methodology is based on Leontief's production model, in which the production requirements of an economy are equivalent to the intermediate demand for goods and services by the productive sectors, plus final demand, **as summarised in the following expression:**



Input-output

ECONOMIC IMPACT

- Impact has been estimated by taking into account the borrowers' activity as a consequence of the loan granted. In this context, the total impact of the loans is the sum of the direct and indirect impacts. This impact is estimated based on the total volume of financing in the portfolio and using the results of the surveys (sum of spending on salaries, suppliers and taxes).
- Direct impact is the value added that the loans have created directly within the borrowers' industries. The Economic direct impact of the loans is the Social Portfolio allocated to SDG 8.
- Indirect impact is the value added supported through other parties in the supply chain, that is, the supply chain activity generated in the Spanish economy by the loans granted. In this indicator it is applied type I GVA effect multiplier that estimates the total indirect GVA. Indirect GVA is the GVA supported through the loans granted within the borrowers' industries in terms of supply chain demand⁽¹⁾.

EMPLOYMENT IMPACT

- Employment impact has been estimated by taking into account the borrowers' activity as a consequence of the loan granted.
- Direct employment is defined here as the number of FTEs⁽²⁾ employed by the borrowers as a consequence of the loans granted. Employment is obtained from a CaixaBank survey among borrowers.
- Indirect employment numbers give an estimate of how many FTE jobs are supported throughout the economy by an industry thanks to the credit granted by the CaixaBank Group. Indirect employment is supported by supply chain purchases made by the borrowers' industry. Type I employment effect multipliers are applied to estimate the number of FTEs supported due to supply chain demand within the borrowers' industry (indirect impact).

The following procedures are used to estimate the indirect impact on employment created/retained by CaixaBank:

- Quantification of financing broken down by the sectors affected.
- The volume of financing for each sector is multiplied by the matrix of production multipliers, thus obtaining a vector that shows the indirect impact of production.
- Calculation of the employment coefficients per sector, i.e. the ratio between the number of employees and the production of each sector.
- The indirect impact by sector will be the result of multiplying the indirect impact on production by sector by the employment coefficient for each sector.
- The total indirect impact is obtained by adding up the indirect impact on each sector affected.

1) Types I GVA effects multipliers relevant to each industry are applied to the Spanish-only output for each industry to obtain indirect GVA (Gross Value Added)

2) Full-time equivalent

06.



Appendix III:

Socially Responsible Banking Plan

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

Socially Responsible Banking Plan⁽¹⁾



01 | 02



- > Reinforce our culture of integrity and transparency
- > Build the most diverse and talented team
- > Foster diversity and consolidate Wengage programme
- > Consolidate the management and monitoring of reputational risk

03 |



- > Foster responsible and sustainable financing
- > Issuance of SDG-advancing bonds
- > Manage ESG and climate-related risks
- > Improve efficiency and reduce carbon footprint

04 | 05



- > Maintain commitment to financial inclusion
- > Contribute to improve society's financial culture
- > Promote social initiatives at local level
- > Consolidate the Corporate Volunteering Plan

1) Approved by the Board of Directors in December 2017; aligned with 2019-21 strategic plan with updated KPIs.

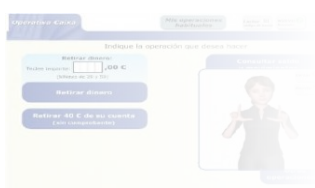
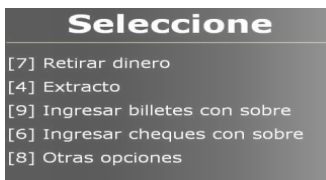
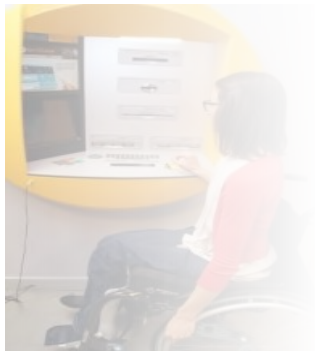
Our activity cannot be conceived without a strong social commitment

ESG – Social



Delivering in financial inclusion: some examples

Financial inclusion: a bank for everyone



Social and micro-financing



€3Bn



Issued in SDG-advancing bonds in Sep'19, Jul' 20 and May' 21

53,629

Micro-credits granted in 2021 for a total of €467M

€116.0M

Ethical fund by MicroBank⁽¹⁾



Spanish and European reference in micro-credit

Accessibility, proximity and omni-channel banking



94%/100%

Presence in towns/cities with >5,000/>10,000 inhabitants⁽¹⁾⁽²⁾

89%

Of branches are accessible⁽³⁾

99%

Of ATMs 100% accessible, with design considering all impairments/disabilities⁽¹⁾

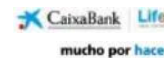


Financial culture



Financial Culture

New plan to foster financial culture in society



Aula

12 economics and finance courses/webinars for shareholders → 6,084 participants⁽¹⁾



CABK Research: creating and spreading knowledge through economic & CSR research and analysis⁽¹⁾⁽⁴⁾
CABK Chair for CSR at IESE Business School to promote and develop responsible practices in businesses

¹⁾ In 2020

²⁾ In Spain. Moreover, CaixaBank is the only bank in 215 towns and villages in Spain (2020). In Portugal, BPI is present in 83% of towns and villages with >10,000 inhabitants.

³⁾ In Spain ex BKIA.

⁴⁾ 690 reports published by CaixaBank Research and 82 talks given by CaixaBank research economists.

Delivering in social action and volunteering: some examples

Data for 2020

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



Decentralised social welfare



€44.8 M

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

6,904

Beneficiary entities

8,557

Activities targeting local social entities

>> ~51%

Focused on poverty, health and disability

Active housing policy



>11,500

Homes in social rent programme in 2021⁽¹⁾

2,629

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

4,786

Contracts with beneficiaries of support measures related to the COVID-19 crisis

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

Corporate volunteering programme



>11,100

Participants in the digital social week⁽²⁾

>4,200

Local volunteering activities carried out excluding digital social week⁽²⁾

>850

Beneficiary entities⁽¹⁾



1) CaixaBank ex BPI and BKIA.
2) CaixaBank ex BPI.

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

MICROBANK IN 2020 – KEY FIGURES



105,378 | €900M

Micro-credits granted in 2020⁽¹⁾

transactions | €M



8,737M

Jobs created with micro-credit support



5,416M

New businesses created with the support of micro-credits



€1,832M

Loan-book outstanding balance, YE2020



C.1.1 Million Micro-credits and loans with social impact granted since MicroBank was created in 2007

FY2020



Business micro-credit⁽²⁾

32,331

Transactions (incl. specific COVID-19 lines)

€374M

Total amount

€11,571

Average €/transaction

3,424

FEI-COVID19 BUSINESS LOAN⁽³⁾
Loans granted



Family micro-credit

67,764

Transactions

€19,300

Maximum annual joint income of applicants⁽⁴⁾

€5,497

Average €/transaction

>2,110

ICO RENTALS⁽⁵⁾
Homes benefited



Other financing with social impact

Loans in sectors related to the social economy, health, education and innovation

5,283

Transactions

€154M

Total amount

€29,059

Average €/transaction

14 years promoting micro-credits

2007 —> 2008-2011 —> 2012-2019 —> 2019-2021 -----

"la Caixa" creates MicroBank to promote micro-credits

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

Gradual incorporation of new lines

Strategic Plan 2019-21.
Vision: best bank in financing with social impact

With support from European institutions



1) Including loans with social impact.

2) Entrepreneurs and micro-enterprises with fewer than 10 employees and with a turnover not exceeding two million euros a year that need financing to start, consolidate or expand the business, or to meet working capital needs.

3) FEI-Covid19 Business Loan: a specific new credit line available to entrepreneurs and micro-enterprises to meet working capital needs arising from the crisis. This line has been carried out thanks to the European Commission's COSME COVID19 sub-programme.

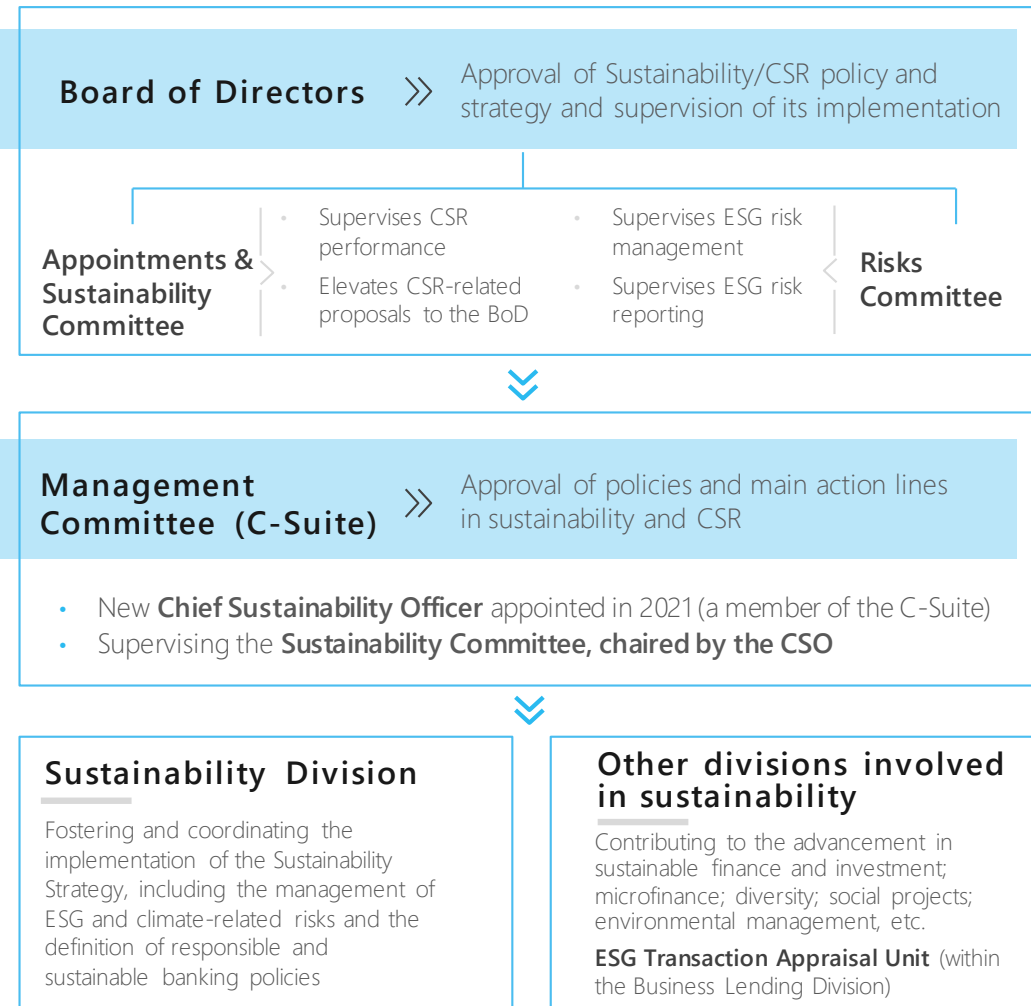
4) Maximum amount for the joint income of all applicants is €19,300/year. This figure corresponds to the result of multiplying the Public Multiple Purpose Income Indicator (IPREM) by 3.

5) ICO rentals: new financing facility for customers and non-customers in a vulnerable situation who could not afford to pay for their home rental.

6) For students and educational institutions.

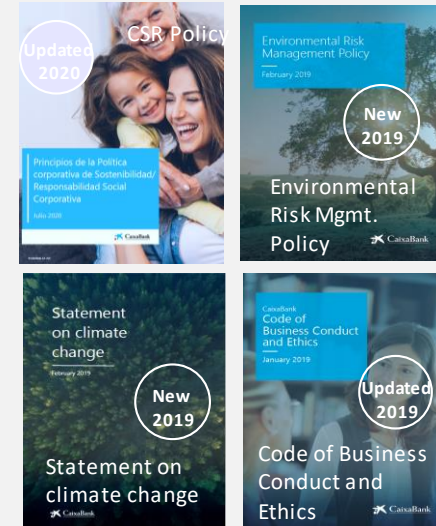
Data as of year-end 2020.

Corporate Social Responsibility commitment supported by a strong governance structure with Board of Directors supervision



RESPONSIBLE BANKING POLICIES

- **Code of Business Conduct and Ethics**
- **Sustainability/CSR policy:** strategy & basic operating CSR principles (updated in 2020, first approved in 2015)
- **Statement on Climate Change** (2019)
- **Environmental Risk Management Policy** (2019)⁽¹⁾
- Other **responsible policies and principles**:
 - Anti-corruption; Human Rights; Tax Risk Mgmt./Control; and Occupational Health & Safety policies; Defence
 - 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
- **Ethics & Compliance:** Corporate whistleblowing channel (489 queries/38 reports); strong communication and awareness-raising strategy to reinforce integrity culture that encompasses compulsory training. Corporate-level goals in variable remuneration include a conduct-related KPI. UNE 19601 (Criminal compliance management system) & ISO 37001 (Antibribery Management System) certified.

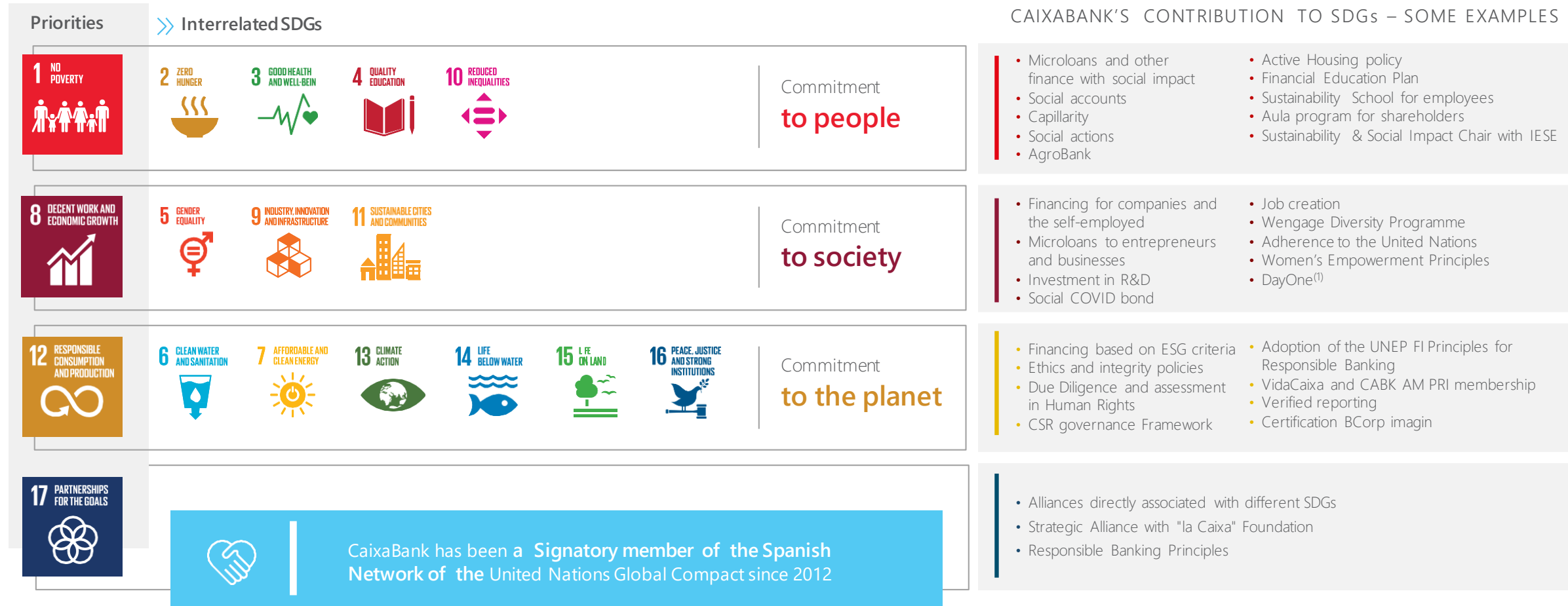


Socially Responsible Banking Plan aligned with 2019-21 Strategic Plan⁽²⁾

¹⁾ Covering mining, power, infrastructure and agribusiness. https://www.caixabank.com/deployedfiles/caixabank/Estaticos/PDFs/responsabilidad_corporativa/Environmental_Risk_Management_Policy_v2_eng.pdf.

²⁾ Approved by the Board of Directors in December 2017; aligned with 2019-21 strategic plan with updated KPIs.

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



1) Specialized network and services for start-ups and scale-ups.

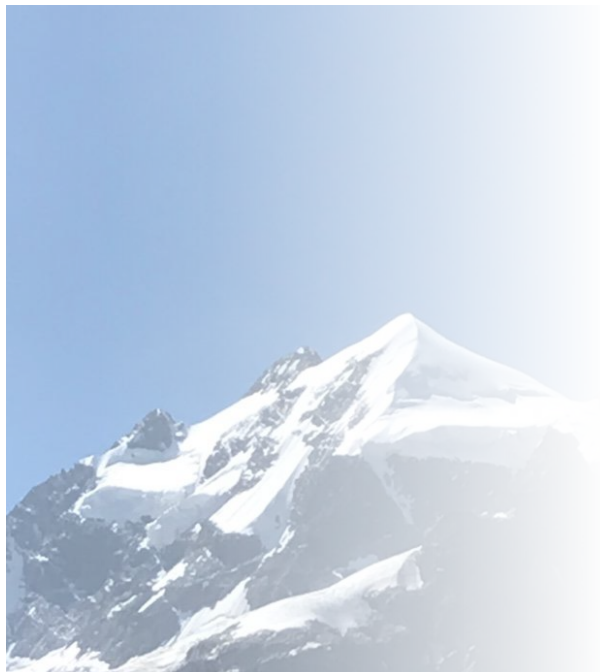
07.



Appendix IV: SDG Bond Framework



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 2018 and SBP 2020) 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**

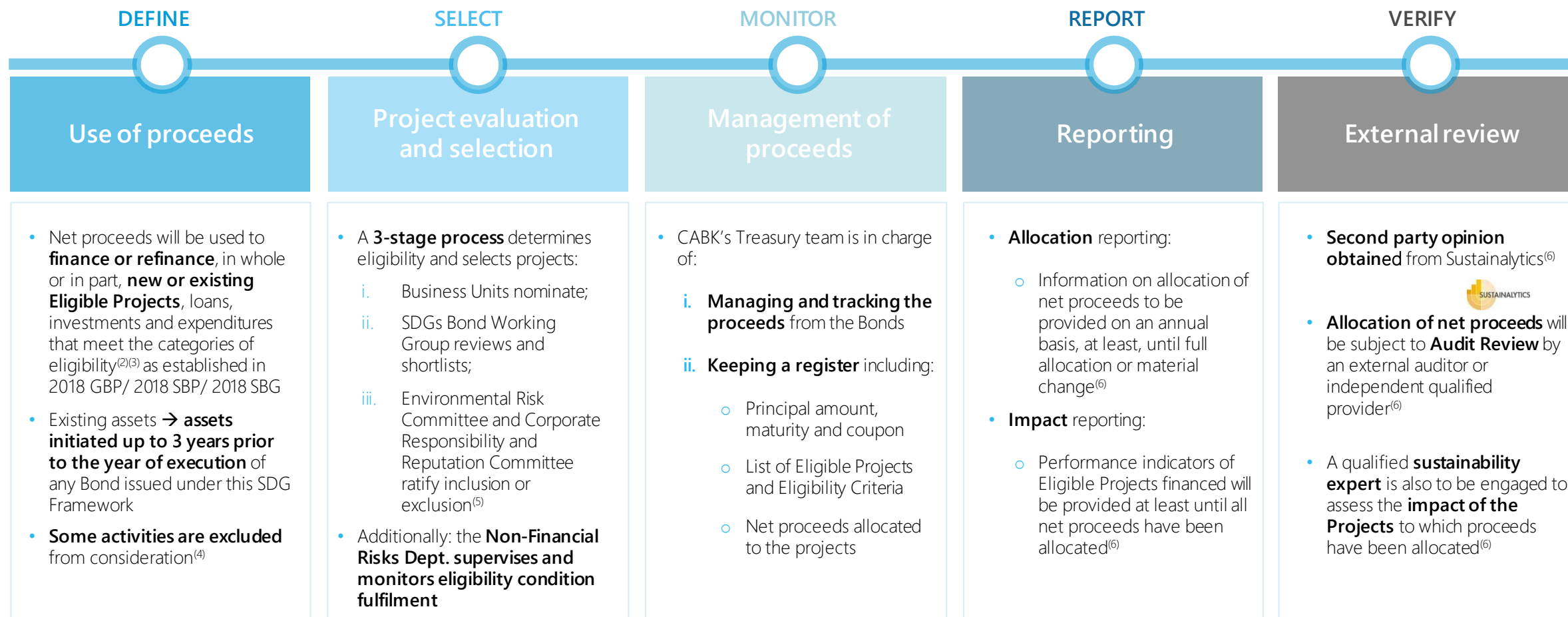
• **Aimed at:**

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 is aligned with the four key pillars of ICMA 2018 GBP, 2018 SBP and 2018 SBG⁽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 pending 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	Upcoming EU-GBS objective and EU taxonomy mapping	Eligibility 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⁽¹⁾: 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⁽²⁾ 	<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 building. 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 agricultural plantations (e.g. orchards, fruit and nut tree), aligned with EU standards

DEFINE

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1) Statistical classification of economic activities in the European Community.

2) 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

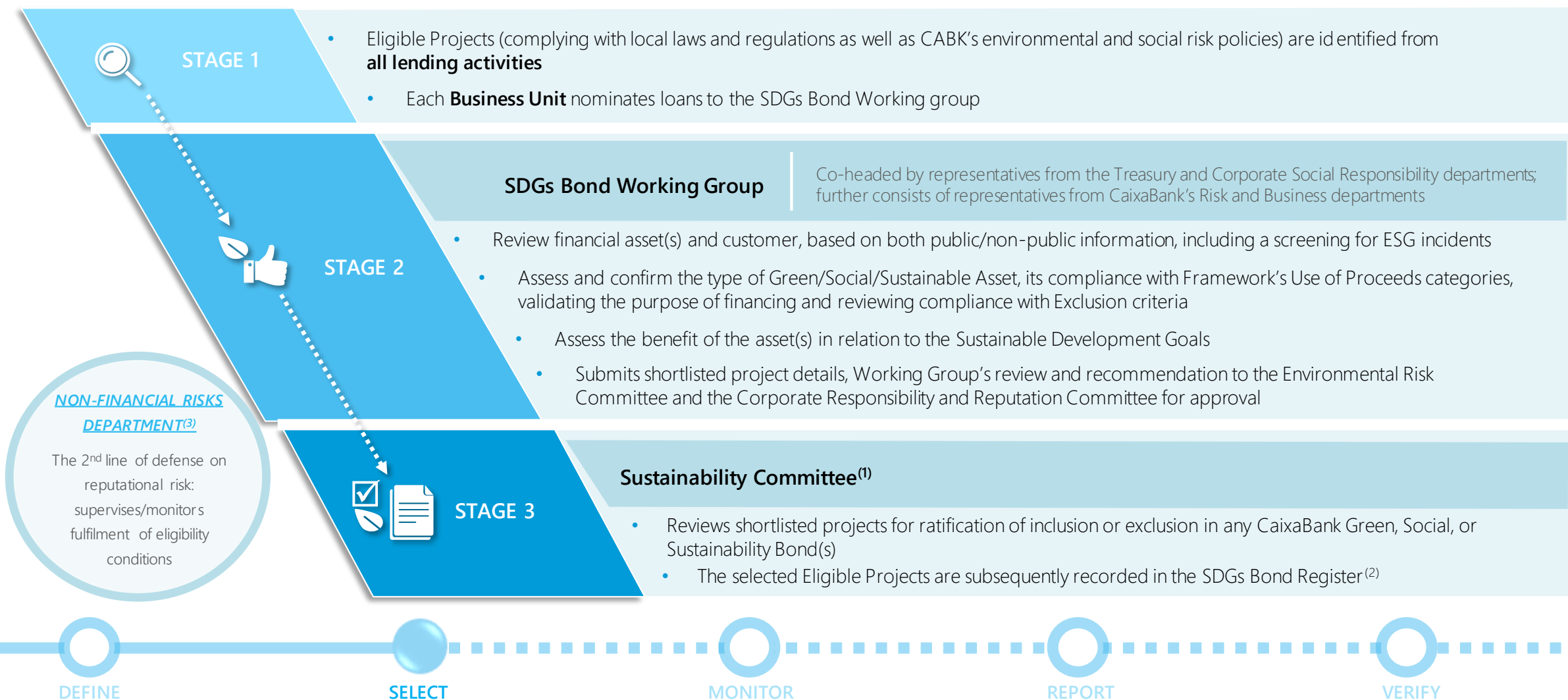
	SDG Target	ICMA SBP category	Eligibility criteria	Including:
	1.4	<ul style="list-style-type: none"> Access to essential services 	<ul style="list-style-type: none"> Activities that increase access to financial services for underserved populations 	<ul style="list-style-type: none"> Loans under MicroBank 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 including 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



Asset evaluation and selection process



1) In April 2021, the Sustainability Committee assumed the functions of the Environmental Risk Committee and those related with sustainability of the Corporate Responsibility and Reputation Committee.

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

3) In March'21 Non-financial Risks department assumed, on top of this role for sustainability risks, the 2nd line of defense of reputational risks, previously executed by Compliance.

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:

 1 NO POVERTY	<ul style="list-style-type: none"># of loans, deposits or insurance products in line with SDGs or # of people provided with themDefault rate of loan recipients	 7 AFFORDABLE AND CLEAN ENERGY		 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	<ul style="list-style-type: none">Tonnes of waste recycled/reduced/avoidedAnnual GHG emissions reduced/avoided in tonnes of CO₂ equivalent
 3 GOOD HEALTH AND WELL-BEING	<ul style="list-style-type: none"># public hospitals and other healthcare facilities built/upgraded# of residents benefitting from healthcare	 8 DECENT WORK AND ECONOMIC GROWTH	<ul style="list-style-type: none"># jobs created# microfinance, micro-enterprise and SME loans# people employed by micro-enterp., SMEs, loan recip.	 15 LIFE ON LAND	<ul style="list-style-type: none">Tones or CO₂ emissions avoided through planted forestsTotal land area with restoration
 4 QUALITY EDUCATION	<ul style="list-style-type: none"># students# loan beneficiaries	 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	<ul style="list-style-type: none">Location and type of certified green buildings# tonnes of CO₂ avoidedEnergy consumption (KWh/m² per year)		
 6 CLEAN WATER AND SANITATION	<ul style="list-style-type: none">Cubic meters of: water saved/reduced/treated /provided/cleaned; recycled water usedEnergy consumption/cubic meter recycled water	 11 SUSTAINABLE CITIES AND COMMUNITIES	<ul style="list-style-type: none">Lengths of tracks built for mass public transport# tonnes of CO₂ avoided through sustainable transportTotal GHG emissions in CO₂e/p-Km		



External review by Sustainalytics deems CaixaBank SDG Framework credible and impactful



FRAMEWORK VERIFICATION – Second party opinion

Second-Party Opinion
CaixaBank Sustainable Development Goals Framework

SECOND-PARTY
OPINION

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:

- USE OF PROCEEDS:** The eligible categories for the use of proceeds are recognised by 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 SDG Working Group to provide projects. CaixaBank's SDG 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 Regulation 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. Unallocated 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, CO₂ 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 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



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REPORT



VERIFY

1) This independent verification assessment is published on CaixaBank website https://www.caixabank.com/deployedfiles/caixabank/Estaticos/PDFs/Inversores_institucionales/CaixaBankSDGsFramework-SustainalyticsSecondPartyOpinion.pdf.

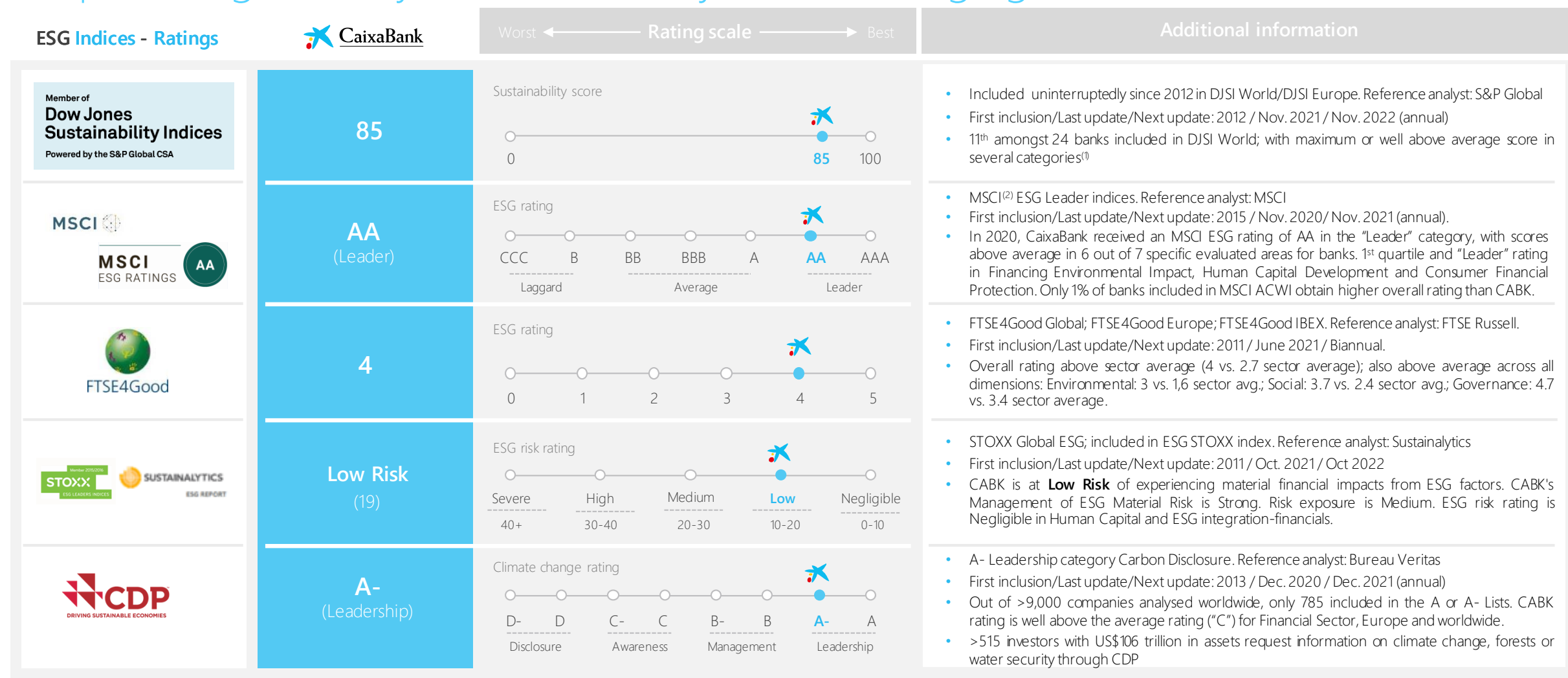
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Appendix V: ESG Indices and Ratings

Strong sustainability performance

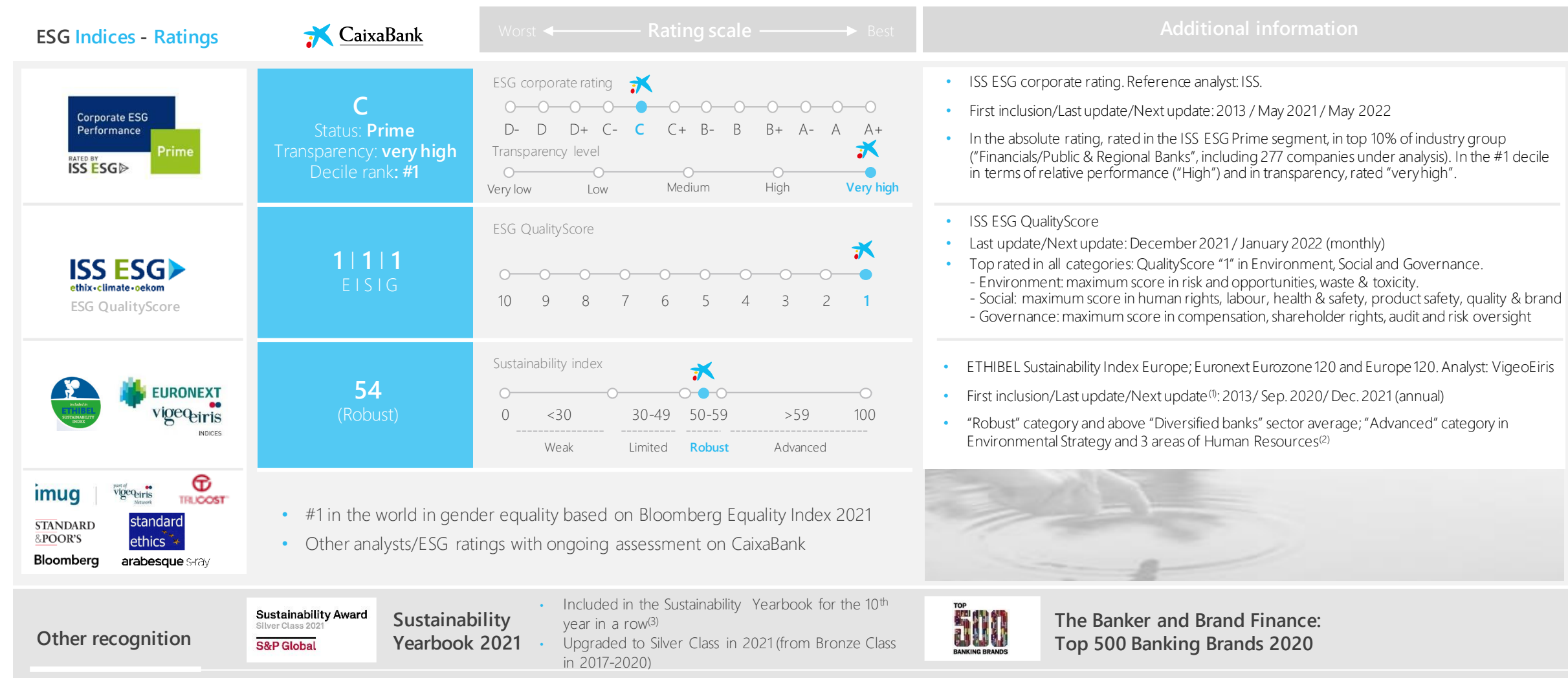
Ample recognition by main ESG analysts and rating agencies (I/II)



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Strong sustainability performance

Ample recognition by main ESG analysts and rating agencies (II/II)



(1) Dates corresponding to rating review. As per the index composition, last update for Ethibel was May 2020 and for Euronext, July 2019, both updated on an annual basis. (2) "Promotion of labour relations", "Career management and promotion of employability", and "Non-discrimination". (3) The ranking includes 55 banks of which 5 are Spanish entities.

09.



Appendix VI: Independent Limited Assurance Report

Independent Limited Assurance Report

CaixaBank, S.A.

Independent limited assurance report
on the "Social Portfolio Report"
31 March 2021



Independent limited assurance report on the "Social Portfolio Report"

To the management of CaixaBank, S.A.:

We have carried out our work to provide limited assurance on the accompanying 'Social Portfolio Report' of CaixaBank, S.A. (hereinafter, 'CaixaBank' or 'the Company') as of 31 March 2021, in regards with the Inaugural Social Bond SNP issued in September 2019 (ISIN XS2055758804), the COVID-19 Social Bond issued in July 2020 (ISIN XS2200150766) and the Third Social Bond SNP issued in May 2021 (ISIN XS2346253730) to progress towards SDG 1 (No Poverty), SDG 3 (Good Health and Well-Being), SDG 4 (Quality Education) and SDG 8 (Decent Work and Economic Growth), prepared in accordance with the criteria described in sections 'Appendix II: Methodology' and 'Appendix IV: SDG Bond Framework' of the 'Social Portfolio Report', defined by CaixaBank in accordance with the Sustainable Development Goals (SDGs) Framework (hereinafter, 'SDGs Bond Framework' or 'the Framework'), available on its website:

https://www.caixabank.com/deployedfiles/caixabank/Estaticos/PDFs/Inversores_institucionales/2019C_aixaBankSDGsFramework.pdf

Specifically, the sections of the 'Social Portfolio Report' under our review have been the following:

- The portfolio allocation of the Social Bonds proceeds in accordance with the eligibility criteria, defined by CaixaBank in the 'SDGs Bond Framework' and detailed in page 9.
- Social Bonds portfolio allocation indicators (amount and number of financial transactions together with their associated breakdowns), included in section 'Allocation Report' of the 'Social Portfolio Report' (pages 9-15), and specifically the indicators referenced in the table 'Allocation indicators' of the section 'Appendix II: Methodology' (pages 37-38).
- Impact indicators associated to the Social Bonds portfolio, included in section 'Impact Report' of the 'Social Portfolio Report' (pages 17-32), and specifically the indicators referenced in the table 'Impact indicators' of the section 'Appendix II: Methodology' (pages 39-42).

Responsibility of the management

The management of CaixaBank is responsible for the preparation, content and presentation of the 'Social Portfolio Report' in accordance with the criteria established by the Company, and the definition of these criteria according to the 'SDGs Bond Framework'. Management's responsibility also includes the design, implementation and maintenance of the internal control necessary to allow the information included in the 'Social Portfolio Report' to be free from any material misstatement due to fraud or error.

The management of CaixaBank is also responsible for defining, implementing, adapting and maintaining the management systems from which the information required to prepare the 'Social Portfolio Report' is obtained.

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Inscrita en el R.C.A.C. con el número 30042, C.F. B-70 031268

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Independent Limited Assurance Report



Our independence and quality control

We have complied with the independence requirements and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants ("IESBA") which is based on the fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies the International Standard on Quality Control 1 (ISQC 1) and therefore has in place a global quality control system, which includes documented policies and procedures related to compliance with ethical requirements, professional standards and applicable legal and regulatory provisions.

Our responsibility

Our responsibility is to issue a limited assurance report based on the work carried out and the evidence obtained. Our limited assurance engagement has been carried out in accordance with the International Standard on Assurance Engagements 3000 (ISAE 3000) (Reviewed), 'Assurance Engagements other than Audits or Reviews of Historical Financial Information', issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC).

In a limited assurance engagement, the procedures performed vary in terms of their nature and timing of execution, and are less extensive than those carried out in a reasonable assurance engagement. Accordingly, the assurance obtained is substantially lower.

Our work has consisted of posing questions to management and several CaixaBank units that were involved in the preparation of the sections of the 'Social Portfolio Report', in the review of the processes for compiling and validating the information presented in the sections of the 'Social Portfolio Report', and in the application of certain analytical procedures and review sampling tests, as described below:

- Meetings with CaixaBank's personnel from various units who have been involved in the preparation of the 'Social Portfolio Report', to understand the qualification of the Social Bonds portfolio, the existing internal procedures and management systems, the information gathering process and the control environment.
- Analysis of the procedures used for obtaining and validating the information presented in the sections of the 'Social Portfolio Report'.
- Verification that the portfolio allocation of the Social Bonds proceeds meets the eligibility criteria, defined by CaixaBank in the 'SDGs Bond Framework'.
- Review that the CaixaBank's Social Bonds portfolio allocation indicators (amount and number of financial transactions together with their associated breakdowns) and impact indicators associated to the Social Bonds portfolio, included in the 'Social Portfolio Report', have been prepared in accordance with the criteria described in section 'Appendix II: Methodology' of the 'Social Portfolio Report', defined by CaixaBank in accordance with the 'SDGs Bond Framework'.



- Verification, through random sample testing, internal control tests and substantive tests on the quantitative and qualitative information included in the sections of the 'Social Portfolio Report' under our review. We have also verified whether this quantitative and qualitative information have been appropriately compiled from the data provided by CaixaBank's sources of information.
- Obtainment of a representation letter from the management of CaixaBank.

Limited assurance conclusion

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that:

- the portfolio allocation of the Social Bonds proceeds is not in accordance with the eligibility criteria, defined by CaixaBank in the 'SDGs Bond Framework' and detailed in page 9 of the 'Social Portfolio Report',
- the Social Bonds portfolio allocation indicators (amount and number of financial transactions together with their associated breakdowns) and the impact indicators associated to the Social Bonds portfolio, included in the 'Social Portfolio Report', contain significant errors or have not been prepared, in all their significant matters, in accordance with the criteria described in section 'Appendix II: Methodology' of the 'Social Portfolio Report' (pages 37-45), defined by CaixaBank in accordance with the 'SDGs Bond Framework'.

Use and distribution

Our report is only issued to the management of CaixaBank, in accordance with the terms and conditions of our engagement letter. We do not assume any liability to third parties other than CaixaBank's management.

PricewaterhouseCoopers Auditores, S.L.



Juan Ignacio Marull Guasch

December 10th, 2021



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