

SOCIALLY RESPONSIBLE BANKING PRESENTATION

1Q 2021



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CAIXABANK
AT A GLANCE



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SOCIALLY RESPONSIBLE
BANKING PLAN



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SDG BOND
FRAMEWORK



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CaixaBank Group at a glance⁽¹⁾



Leading bancassurance franchise in Iberia

Customers (Million)	21.1
Market share credit/deposits ⁽²⁾	~25%
Digital clients-Spain ⁽³⁾ (%)	70.5%
Branches ⁽⁴⁾	6,298
Balance sheet ⁽⁵⁾ (€ Bn)	663.6



1Q21 Group core operating income⁽⁶⁾: +6.9% yoy

1Q21 Net profit adj. ⁽⁷⁾ (€ M)	514
1Q21 Core operating income, % yoy ⁽⁶⁾	+6.9%
1Q21 Recurrent costs, % yoy ⁽⁶⁾	-3.3%
Core C/I (TTM)	54.5%
CoR TTM ⁽⁸⁾ ex BKIA (bps)	61



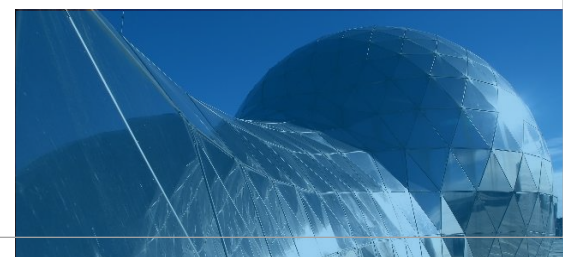
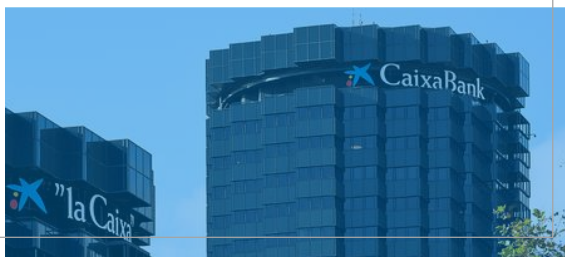
Solid balance sheet metrics

NPL coverage ratio ⁽⁹⁾	67%
LCR eop NSFR eop ⁽¹⁰⁾	309% 146%
CET1 PF ⁽¹¹⁾ TC PF ⁽¹¹⁾	13.6% 18.3%
MREL PF ⁽¹¹⁾ Sub-MREL PF ⁽¹¹⁾	25.4% 22.4%
Long Term Ratings ⁽¹²⁾	Baa1/BBB+/BBB+/A



A responsible bank with solid heritage and values

- Included in **leading sustainability indices⁽¹³⁾**
- **MicroBank:** Spanish and European reference in micro-credit
- **Over 117-year history, with deeply rooted values:** quality, trust and social commitment
- **Highly-rated brand:** based on trust and excellence in quality of service



(1) Figures as of 31 March 2021 and referring to CaixaBank Group, unless otherwise noted. (2) Market share in Spain: CaixaBank PF with Bankia. Credit/deposits corresponding to households and businesses (excluding financial institutions and public sector). (3) Individual clients aged 20-74 years old with at least one transaction through digital channels in the last 12 months. (4) # of branches in Spain and Portugal, of which 5,552 are retail branches in Spain. (5) #1 bank by total assets in Spain (based on public information as of March 2021). (6) Core revenues (NII, net fees, insurance revenues) minus recurrent operating expenses. (7) Net income adjusted ex M&A impacts. 1Q21 reported net income of €4,786M. RoTE adj. at 8.0% (RoTE adj. ex M&A impacts and excludes BKIA in denominator). (8) CoR excludes impact from BKIA in the denominator for consistency with the numerator. 1Q21 TTM LLPs: €1,574M of which €1,252M COVID-19 reserve build in 2020 in CABK and BPI. (9) Coverage ratio as of 31 March 2021 PF ex Bankia also at 67%. (10) Best estimate according to the new CRR criteria (Regulation (EU) 2019/876 of 20 May 2019). (11) Ratios including transitional IFRS9 adjustments and pro-forma including impact from CABK TRIM LDP (official communication received in April, post 1Q close). (12) Moody's, Standard&Poor's, Fitch, DBRS. (13) Including among others: MSCI ESG Global Sustainability, DJSI, FTSE4Good, Ethibel/Euronext Sustainability Index (ESI), STOXX® Global ESG Leaders, CDP A- List.



Undisputed leadership in Spanish banking and insurance



>> GROUP KEY FIGURES

At 31 March 2021

Total assets (€Bn)	664
Gross customer loans (€Bn)	364
Customer funds (€Bn)	580
Long-term savings (€Bn)	212
Net worth (€Bn)	36

Clients (Million)	21.1
Branches⁽¹⁾ (Thousand)	6.3
Employees (Thousand)	51.2

(1) In Spain and Portugal. It does not include international branches and representative offices.

>> #1 INSTITUTION IN SPAIN

Spain: key figures – at 31 March 2021

Clients (Million)	19.3
# of digital retail clients (Million)	10.4
Retail branches (Thousand)	5.6
ATMs (Thousand)	13.9
Employees (Thousand)	46.6

>> BPI - PORTUGAL

BPI: key figures – at 31 March 2021

Clients (Million)	1.9
Gross customer loans (€Bn)	26



Best Bank in Spain 2021 and in Best Bank in Western Europe 2021
Global Finance



Excellence in Leadership in Western Europe 2020
Euromoney



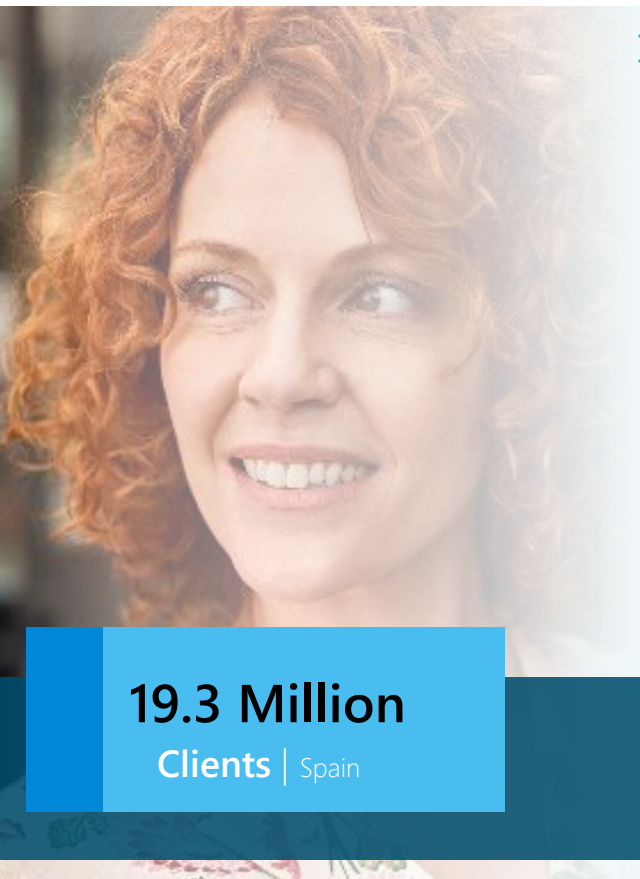
Bank of the Year in Portugal 2020
The Banker



Most Trusted Bank Brand in Portugal 2021
Reader's Digest



The bank of choice for Spanish retail customers



» MARKET SHARE IN KEY PRODUCTS

CaixaBank PF with Bankia, % in Spain⁽¹⁾

Loans ⁽²⁾ 25.3%	Residential mortgages 27.1%	Consumer lending 22.2%	Business lending 24.5%
Deposits ⁽²⁾ 25.2%	Long-term savings ⁽³⁾ 29.2%	Mutual funds 24.9%	Pension plans 33.5%

19.3 Million
Clients | Spain

LEADER IN DIGITAL BANKING IN SPAIN

Digital client penetration in Spain⁽⁴⁾

28.4%



A ONE-STOP DISTRIBUTION MODEL FOR LIFETIME FINANCE AND INSURANCE NEEDS

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



#1 Mutual Funds⁽¹⁾



#1 Life insurance⁽¹⁾



#1 Health insurance⁽¹⁾
(49.9% stake)



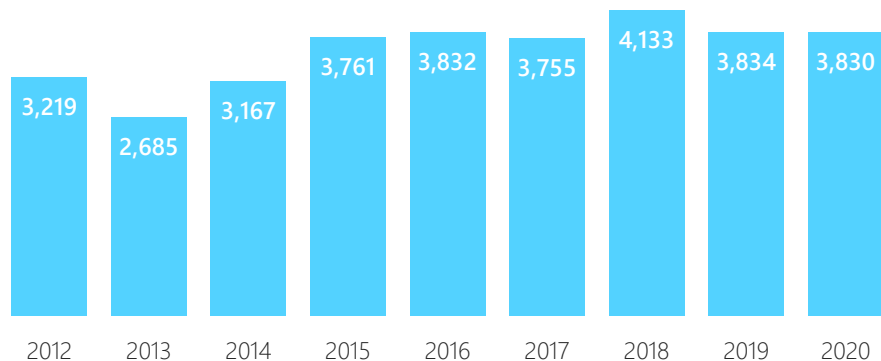
(1) Based on latest available data from Bank of Spain, ICEA, INVERCO. (2) Households and businesses (excluding financial institutions and public sector). (3) Combined market share in mutual funds, pension plans and insurance. The latter considers 100% of the business of Bankia Mapfre Vida. Sector data are internal estimates. (4) 12-month average, latest available data as of March 2021. In Spain. CaixaBank ex BKIA. Source: ComScore.



Financial strength: solid P&L and balance sheet metrics

RESILIENT PRE-PROVISION PROFIT

Recurrent PPP⁽¹⁾, €M

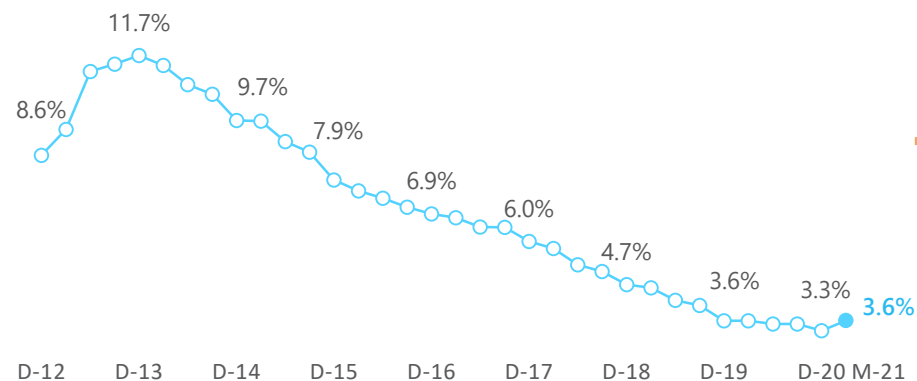


€1,181M

Recurrent pre-provision profit - 1Q21 PF including Bankia

SIGNIFICANT DE-RISKING AND REINFORCED COVERAGE

NPL ratio (end of period), in %

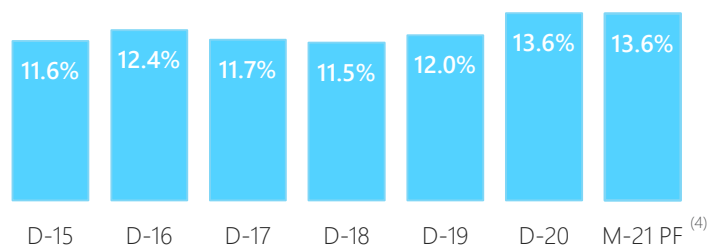


67%

NPL coverage⁽²⁾, in %

SOLID CAPITAL WELL ABOVE REQUIREMENTS AND TARGETS

% CET1 (end of period)⁽³⁾, in % of RWAs



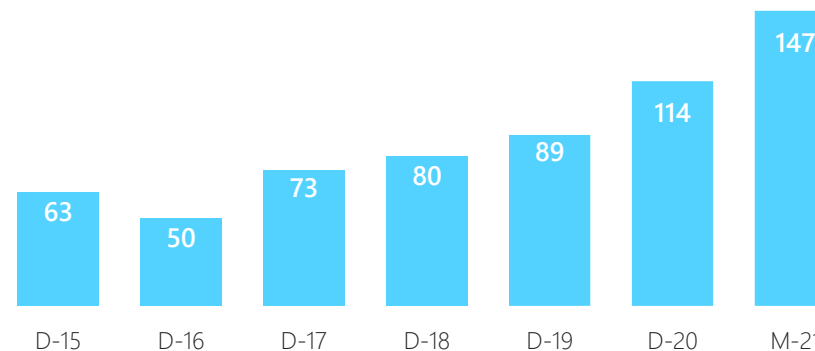
250-300 bps

Internal target for buffer over % CET1 SREP

8.45%
SREP 2021⁽⁵⁾

AMPLE LIQUIDITY REMAINS A HALLMARK

Liquid assets (end of period), in €Bn



309%

LCR, March 2021 eop

146%

NSFR, March 2021 eop⁽⁶⁾

(1) Pre-provision profit excluding extraordinary operating expenses. (2) Coverage ratio as of 31 March 2021 PF ex Bankia also at 67%. (3) Reported Basel III fully loaded ratios. From 2020 onwards, including IFRS9 transitional adjustments. (4) Proforma including impact from CABK TRIM LDP (official communication received in April, post 1Q close). (5) Internal estimate for SREP requirement post merger with Bankia (assuming a P2R equivalent to the weighted average of the CABK and BKIA P2R, considering benefit of CRD V article 104 A, and O-SII buffer at 0.50%). Current standalone requirement for 2021 CET1 SREP is 8.10%. (6) Best estimate according to the new CRR criteria (Regulation (EU) 2019/876 of 20 May 2019).



Born responsible

Delivering responsible banking from inception



It is in our DNA

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



It is in our strategic vision and mission

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



It is in our responsible actions

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



1904



2021



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

Francesc Moragas
Founded "la Caixa" in 1904



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



Dividend against **FY 2020** results

~15% cash payout⁽¹⁾

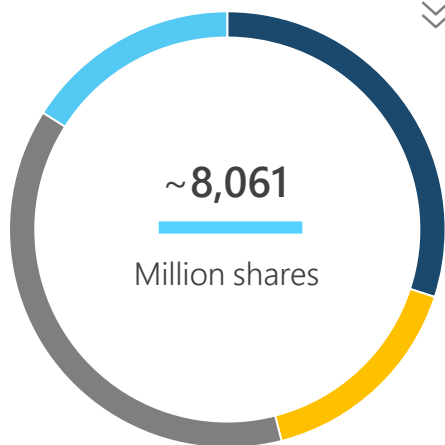


€0.0268 DPS

» BREAKDOWN OF SHARE CAPITAL

In % of total as of 31 March 2021

~16%
Retail



~38%
Institutional

~30%
CriteriaCaixa

~16%

BFA, treasury stock,
Directors and shareholders
with Board representation

~686,000 Shareholders



» "LA CAIXA" FOUNDATION INVESTMENT IN 2020: BREAKDOWN IN % OF TOTAL⁽²⁾

11%
Education &
Scholarship

13%
Research &
Health

18%
Culture &
Science

58%
Social



MAIN PROGRAMMES:

Beneficiaries by YE20 since the programme began



Child poverty | ~ 330,800



Job access | ~ 306,200



Palliative care | ~ 501,000

(1) Payout over the consolidated net profit PF including Bankia, adjusted for AT1 coupons, FV-OCI trading gains and the amortisation of intangible assets with neutral impact on solvency. Aligned with the recommendation issued by the European Central Bank. (2) Source: "la Caixa" Foundation Annual Report 2020.



Creating long-term value for our stakeholders

>> OUR MISSION

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

>> OUR VISION

To be a **leading and innovative** financial group, with the **best customer service** and setting the benchmark for **socially responsible banking**

>> OUR VALUES



Quality



Trust



Social commitment

>> OUR CULTURE



People at the core



Flexibility in our approach



Working together is our strength

Creating value for our stakeholders and society at large



CLIENTS

- Relationship based on proximity and trust
- Quality of service
- Specialised value proposition for each segment
- Commitment to innovation

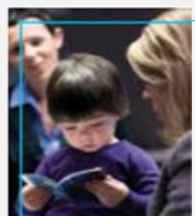
~21.1 M
CLIENTS



SHAREHOLDERS

- Sustainable value-creation
- Attractive returns
- Close and transparent relationship

~686 K
SHAREHOLDERS



SOCIETY

- Maximising our contribution to the economy
- Building stable relationships based on trust
- Contributing to solve the most urgent social challenges
- Fostering the transition to a low-carbon economy
- Corporate volunteering programme

>4.5 K
GROUP EMPLOYEES VOLUNTEERING⁽¹⁾



EMPLOYEES

- Fostering professional development
- Promoting diversity and equal opportunities
- Emphasising merit
- Ensuring the well-being of employees

~51.2 K
EMPLOYEES

(1) Volunteers who carry out activities during the year outside of Social Week.



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

Strategic Priorities 2015-2018



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



Strategic Priorities 2019-2021



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

RECENT MILESTONES: SOME EXAMPLES



Delivering responsible banking since 1904

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

Francesc Moragas
Founded “la Caixa” in 1904



(1) Corporate Social Responsibility.



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



1 | Inclusive banking

Universal banking

A bank for everyone

Capillarity

94%/100% presence in towns/cities with >5,000/10,000 inhabitants⁽¹⁾

Accessibility

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

Microcredit and social accounts

Microcredit → #1 in Spain

Specialised rural network



L/t savings and financial planning

VidaCaixa and CaixaBank AM → #1 in Spain

2 | Sustainability and social awareness in our financial activity

Promoting sustainable business

Green loans, ESG-linked loans; social loans; climate action lines

Managing ESG and climate-related risks

Integrating ESG risks into risk management

Founding member of the Net Zero Banking Alliance

Fostering a net zero carbon economy

Socially Responsible investment

Pension plans, mutual funds and life-savings insurance managed under ESG principles



"Code of Good Practices"

For families with mortgage debt on primary homes

3 | Volunteering and social action

€44.8M allocated to CABK⁽²⁾ branches

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

More than 8,500 social activities⁽²⁾

Related to projects set up by local social organisations

Social housing

>14,400 homes in social rent programme

Fostering diversity

Externally and internally



(1) 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.

(2) CaixaBank ex BPI.





Stepping-up our ESG agenda while advancing SDGs


1Q21 HIGHLIGHTS




- **€2Bn** in green SDG-advancing issuances in 1Q 
- Founding signatory of the **Net-Zero Banking Alliance**⁽¹⁾ that commits to net zero emissions by 2050
- S&P Sustainability Yearbook 2021 (DJSI): **Silver class**
- US\$ 1,880M in Green & ESG loans in 1Q: **#5 EMEA bank**⁽²⁾



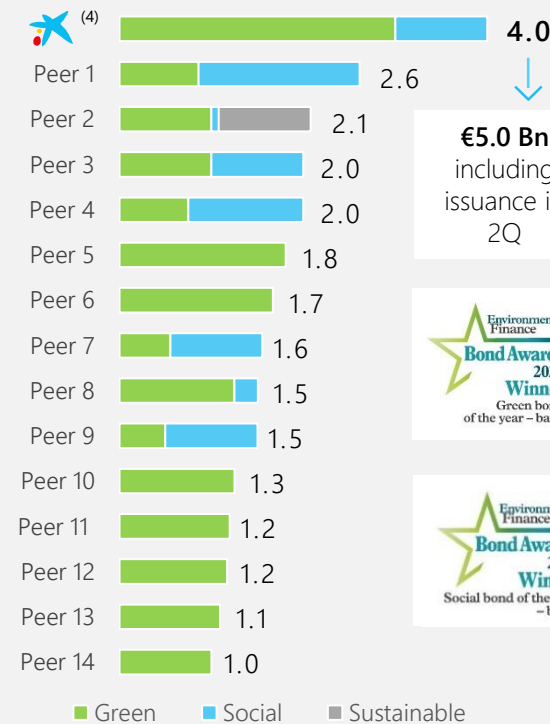
- Best-in-class governance practices is a priority → BoD: **60% independent; 40% women** 
- Appointment of **Chief Sustainability Officer**
- **#1** in the world in gender equality according to 2021 **Bloomberg Gender Equality Index**
- **ISS ESG QualityScore**: "G" score upgraded to maximum; now **top ranked** in all categories (E, S, G)



- **€220M** in micro-loans and other financing with social impact in 1Q (MicroBank) 
- **#NingúnHogarSinAlimentos (#NoHomeWithoutFood)**: **5,815** donations to the food bank programme in 2021
- Collaboration with "la Caixa" Foundation: supporting **>1,200** local NGOs in 1Q

#1 EUROPEAN BANK BY ESG ISSUANCE IN 2020-2021

Top 15 European banks⁽³⁾ by ESG issuance 2020-21, €Bn equivalent



Silver Class



Member since 2012 #7 global ranking



Top ranked in all 3 categories (E, S, G)



Maximum UN rating in sustainable investment⁽⁵⁾



Founding member⁽¹⁾



#1 worldwide in gender equality 2021

(1) Promoted by United Nations (UNEPFI) and committed to net zero emissions by 2050 (own emissions and financing activities). April 2021. (2) Ranking 1Q21 by number of deals, including 51 EMEA entities. Source: Refinitiv. (3) Peer Group includes: AIB, BBVA, BPCE, Credit Agricole, De Volksbank NV, DB, Credit Mutuel, ING, ISP, LBBW, NatWest, Rabobank, Santander, SocGen. Based on data from Dealogic. (4) Additionally, €1Bn issued in the inaugural Social Bond in 2019. (5) VidaCaixa, CaixaBank AM and BPI Gestao de Activos.

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CAIXABANK
AT A GLANCE

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**SOCIALLY RESPONSIBLE
BANKING PLAN**

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**SDG BOND
FRAMEWORK**

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

Priorities | 2019-2021

Socially Responsible Banking Plan⁽¹⁾



01 | 02



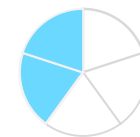
- > Reinforce our culture of integrity and transparency
- > Build the most diverse and talented team
- > Foster diversity and consolidate Wengage programme
- > Consolidate the management and monitoring of reputational risk

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.



Strong corporate culture and governance further reinforced

ESG – Governance



01 | INTEGRITY, TRANSPARENCY AND DIVERSITY



Responsible commercial practices



Process simplification and information security



Fostering diversity



02 | GOVERNANCE



Best-in-class corporate governance



Consolidate CSR governance with Group vision





Strengthening our culture of integrity, transparency and diversity

01. Integrity, transparency and diversity



Responsible commercial practices – focus on responsible advisory



~ 34,600

Employees with variable remuneration linked to training⁽¹⁾

~ 18,700

Employees (sales force) certified in financial advisory⁽¹⁾



Both AM and Insurance subsidiaries are signatories of UN PRI



Endorsement of UNEP FI Principles of Responsible Banking⁽²⁾



Process simplification and information security



~ 100%

Digital processes⁽³⁾ with 99% digital signatures

€933M

Invested in IT and development in 2020



Advanced information security model with certified standards



Fostering diversity while taking action to raise awareness



41.6%

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



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



#1 in the world in gender equality according to 2021 Bloomberg Gender Equality Index



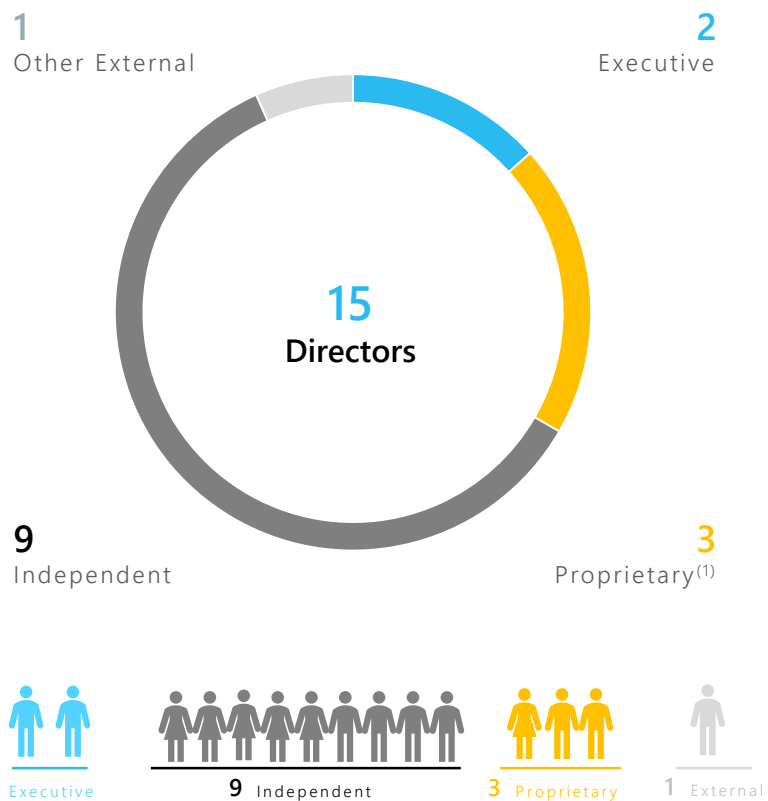
(1) CaixaBank ex BPI. (2) Moreover, since mid-2019, CaixaBank has been participating in the second UNEP FI pilot project to implement TCFD recommendations in the banking sector. (3) % of documentation related to product acquisition that is digitalised. CABK ex BPI. (4) InfoProtect comprises all initiatives aimed at preparing employees against information security risks. (5) CaixaBank S.A. Considering deputy-director positions in branches type A and B and above.



Best-in-class governance is a corporate priority

» BOARD OF DIRECTORS

Breakdown by category



BEST-IN-CLASS GOVERNANCE PRACTICES

- One share, one vote
- Separate roles for chairman and CEO
- Appointment of Lead Independent Director since 2017
- Number of Directors reduced to 15 (vs. 18 in 2018)
- Increased % of female Directors to 40% (vs. 28% in 2018) → in the upper range of the Ibex 35
- Protection of minority shareholders and incentives to foster their involvement
- Significant resources dedicated to best-in-class Investor Relations programme
- ISS ESG Quality Score: top ranked in all categories including Governance⁽²⁾



40% Women

60% Independent

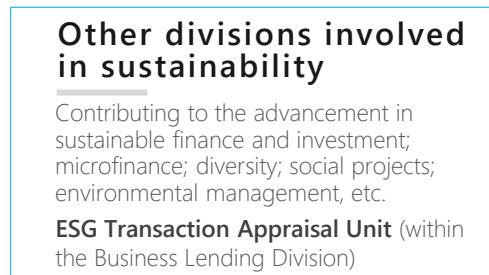
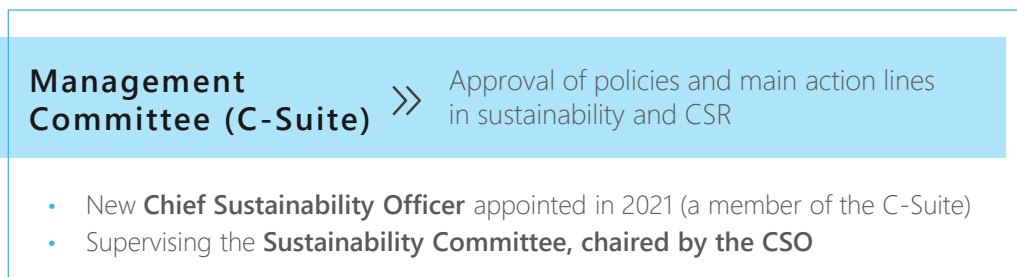
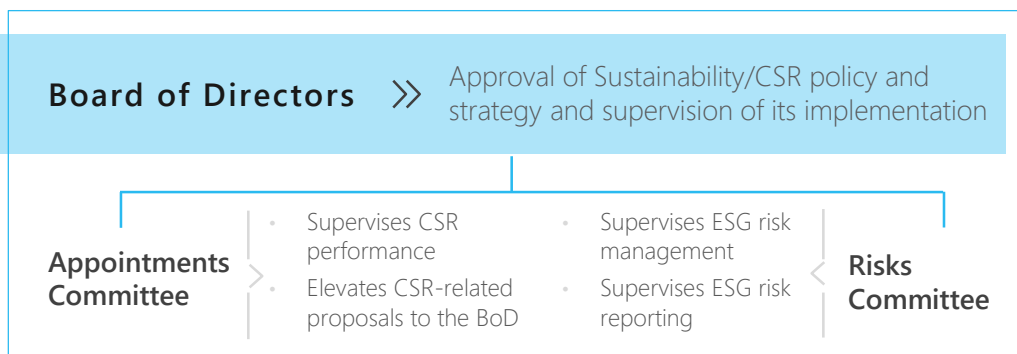
(1) Includes 3 proprietary directors, two of which are proposed by the FBLC and CriteriaCaixa and one by the FROB Executive Resolution Authority and BFA Tenedora de Acciones, S.A.U.

(2) Latest update: June 2021.



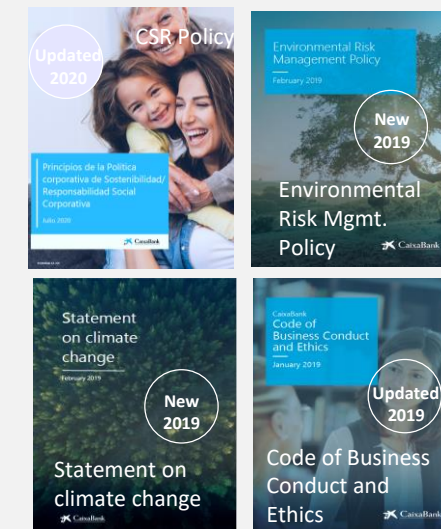
Corporate Social Responsibility commitment a strong governance structure –with Board of Directors supervision

supported by



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.



Our environmental strategy – Responsible action and public positioning

Environmental Strategy

RESPONSIBLE ACTION



PUBLIC POSITIONING



TRANSPARENCY

RESPONSIBLE ACTION

Promote sustainable business

81% Of project finance energy portfolio exposure → renewable energy projects⁽¹⁾

- €2Bn Green loans
- €3Bn ESG-linked loans
- €3Bn Energy renewable (5,730 MW)
- €1Bn EPC A+B households
- €54M eco-loans

Manage ESG and climate-related risks

~ 2% Total carbon-related asset exposure⁽²⁾



Signatory since 2007 - Avoid, minimise, mitigate, remedy potential risks for environment or community



Environmental Risk Management Policy (Energy, Mining, Infrastructure, Agribusiness)

Minimise and compensate environmental footprint

100% Carbon neutral⁽³⁾

-63% Reduced emissions vs. 2015



Data for 2020

ALLIANCES & PARTNERSHIPS



PUBLIC POSITIONING & TRANSPARENCY

Public commitment



Founding member –New 2021



Statement on Climate Change

Transparency: periodic reporting to markets



Ongoing working group to implement its recommendations



Collective Commitment to Climate Action

(1) CaixaBank ex BPI. Data as of year-end 2020.
 (2) Including credit, fixed income and equity exposure; definition based on TCFD recommendation. Data for CaixaBank Group as of December 2020.
 (3) Carbon footprint verified according to ISO 14064. First listed bank in Spain to offset its carbon footprint. Data for CaixaBank S.A. as of December 2020.
 (4) First Spanish organization to adhere to RE100, a global initiative including firms committed to 100% renewable energy.





Environmental Risk Management strategy

Roadmap 2019-2021 (I/II)

The Roadmap focuses on the following lines of action:

Key milestones so far – YE 2020

01. Environmental Risk Management Policy⁽¹⁾:

Implement the Environmental Risk Management Policy and review risk granting procedures taking into account regulatory and market developments

- The Board of Directors approved the Environmental Risk Management Policy in February 2019.
- CaixaBank’s main subsidiaries (BPI, Vidacaixa and Caixabank Asset Management) approved their own policies, aligned with that of CaixaBank while taking into account the specific nature of their business.
- Definition of the model to integrate environmental-risk analysis into clients’ onboarding process.
- Implementation of a questionnaire to assess and classify corporate clients and transactions from an environmental risk analysis perspective. The roll-out to the SME segment has already been planned.

02. Risk metrics:

Develop indicators to measure CaixaBank Group’s compliance with its defined risk-appetite, and ensure it meets current legislation on environmental risk management and climate change and the expectations of stakeholders

- The lending portfolio is managed with the intention of aligning its indirect impact on climate change with the Bank’s risk appetite and its commitment to sustainability aims.
- The main indicator is based on the definition suggested by the Task Force on Climate-related Financial Disclosures (TCFD) and includes exposures to activities related to energy and utility industries, excluding renewables (carbon related assets, as defined in “Implementing the Recommendations of the TCFD”).
- Ongoing development of additional management metrics to monitor ESG/climate risks and their fit within the established risk appetite and stakeholder expectations

03. Governance model:

Implement a coherent, efficient and flexible governance model for managing environmental and climate-change related risks

- The highest management body for managing environmental risk is the Environmental Risk Management Committee, which was established and approved by the Board of Directors in February 2019. The Committee reports to the Management Committee and is chaired by the Chief Risk Officer (CRO). It is responsible for analysing and, where appropriate, approving proposals made by the Bank’s functional areas with regards to its strategic position on Environmental Risk Management.
- A Corporate Directorate for Environmental Risk Management was created in 2018, reporting to the CRO. It is responsible for managing environmental and climate-related risk and coordinates the implementation of the Roadmap and oversees the analysis of environmental risk within the risk approval processes.

(1) https://www.caixabank.com/deployedfiles/caixabank/Estaticos/PDFs/responsabilidad_corporativa/Environmental_Risk_Management_Policy_v2_eng.pdf



Environmental Risk Management strategy

Roadmap 2019-2021 (II/II)

The Roadmap focuses on the following lines of action:

Key milestones so far – YE 2020

04.

EU Taxonomy:

Structure and categorise customers and products and services in accordance with environmental and climate-change criteria in line with expected regulatory requirements.

- In 2019, CaixaBank joined the UNEP FI working group to establish a Taxonomy guide for banking products (High Level Recommendations for Banks on the application of the EU Taxonomy).
- In line with the expected EU Taxonomy, operational and documentary criteria are being defined and rolled out for the classification of transactions concerning the main sectors.
- CaixaBank's credit processes and IT systems have been adapted to collect information on energy-efficiency certificates for mortgages and developer loans from YE 2020.

05.

External Reporting:

Establish an external reporting model to ensure that information on environment and climate change is publicly disclosed in accordance with the regulations applicable at all times

- In February 2019, CaixaBank published its Declaration on Climate Change, approved by the Board of Directors, in which it undertakes to take the necessary measures to comply with the Paris Agreement.
- In April 2019, CaixaBank joined the second phase of the UNEP FI pilot to promote the implementation of the TCFD recommendations of the Financial Stability Board (TCFD Banking Pilot Phase II), with a focus on the analysis of physical and transition risk scenarios. CaixaBank is currently focusing on the analysis and quantification of Transition Risks in the Oil & Gas and Power Utility sectors.

06.

Business opportunities:

Ensure that CaixaBank seizes current and future business opportunities related to sustainable financing and investment within the framework established by the Environmental Strategy, including issuance of Social and/or Green bonds

- Dedicated and specialised teams have been incorporated within the Business Areas, including a Sustainable Finance team within CIB.
- Ongoing monitoring and reporting of environmentally-sustainable loan production.
- In December 2019, CaixaBank signed the United Nations Collective Commitment to Climate Action. Under this commitment, announced within the framework of the Principles for Responsible Banking, banks undertake to align their portfolios to reflect and finance the low-carbon and climate-resilient economy that is required to limit global warming to below 2 degrees Celsius.



Our activity cannot be conceived without a strong social commitment

ESG – Social



04 | FINANCIAL INCLUSION:
A bank for everyone



Social and micro-financing



Accessibility, proximity, omni-channel banking



Promote financial culture



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



Decentralised social welfare



Active housing policy



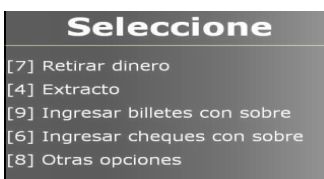
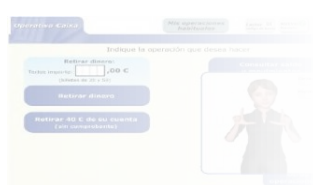
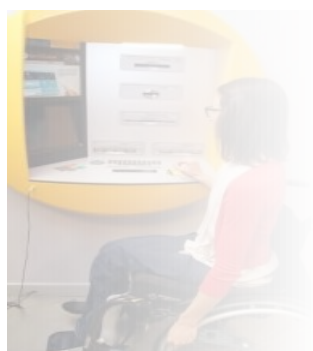
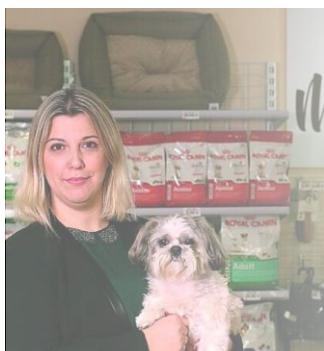
Participation in "la Caixa" volunteering programme





Delivering in financial inclusion: some examples

Financial inclusion: a bank for everyone



Social and micro-financing



€2Bn



Issued in SDG-advancing bonds
• €1Bn Social Bond in Sep'19
• €1Bn COVID-19 Social Bond in Jul'20

105,378

Micro-credits granted in 2020 for a total of €900M

€116.0M

Ethical fund by MicroBank



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⁾

94%

Of branches are accessible

99%

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



Financial culture



Financial Culture

New plan to foster financial culture in society



Aula

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



CABK Research: creating and spreading knowledge through economic & CSR research and analysis⁽²⁾

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

(1) 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. (2) 690 reports published by CaixaBank Research and 82 talks given by CaixaBank research economists.



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.



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



>14,400

Homes in social rent programme⁽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

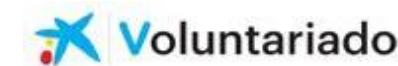
Participants in the digital social week⁽¹⁾

>4,200

Local volunteering activities carried out excluding digital social week⁽¹⁾

>850

Beneficiary entities⁽¹⁾



(1) CaixaBank ex BPI:



Strong sustainability performance

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



(1) Including financial Inclusion or social and environmental information. (2) The use of CaixaBank of any MSCI ESG Research LLC or its affiliates data and the use of MSCI logos, trademarks, service marks or index names herein do not constitute a sponsorship, endorsement, recommendation or promotion of CaixaBank by MSCI. MSCI services and data are the property of MSCI or its information providers, and are provided “as-is” and without warranty. MSCI names and logos are trademarks or service marks of MSCI. (3) Peer Group includes Banco Santander and BBVA.



Strong sustainability performance

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

ESG Indices - Ratings

Worst ← Rating scale → Best

Additional information

 Prime	<p>C</p> <p>Status: Prime</p> <p>Transparency: very high</p> <p>Decile rank: #1</p>	<p>ESG corporate rating </p> <p>○ D- ○ D ○ D+ ○ C- ○ C ○ C+ ○ B- ○ B ○ B+ ○ A- ○ A ○ A+</p> <p>Transparency level </p> <p>○ Very low ○ Low ○ Medium ○ High ○ Very high</p>	<ul style="list-style-type: none"> ISS ESG corporate rating. Reference analyst: ISS. First inclusion/Last update/Next update: 2013 / May 2020 / May 2021 In the absolute rating, rated in the ISS ESG Prime segment, in top 10% of industry group ("Financials/Public & Regional Banks", including 277 companies under analysis). In the #1 decile in terms of relative performance ("High") and in transparency, rated "very high". 			
 1	<p>1</p>	<p>ESG QualityScore</p> <p>○ 10 ○ 9 ○ 8 ○ 7 ○ 6 ○ 5 ○ 4 ○ 3 ○ 2 ○ 1</p>		<ul style="list-style-type: none"> ISS ESG QualityScore Last update/Next update: June 2021 / July 2021 (monthly) Top rated in all categories: QualityScore "1" in Environment, Social and Governance. <ul style="list-style-type: none"> - Environment: maximum score in risk and opportunities, carbon and climate. - Social: maximum score in human rights, labour, health and safety. - Governance: maximum score in shareholder rights, audit and risk oversight 		
 54 (Robust)	<p>54 (Robust)</p>	<p>Sustainability index</p> <p>○ 0 ○ <30 ○ 30-49 ○ 50-59 ○ >59 ○ 100</p> <p style="text-align: center;">Weak Limited Robust Advanced</p>			<ul style="list-style-type: none"> ETHIBEL Sustainability Index Europe; Euronext Eurozone 120 and Europe 120. Analyst: VigeoEiris First inclusion/Last update/Next update⁽¹⁾: 2013/ Sep.-2020/ Sep. 2021 (annual) "Robust" category and above "Diversified banks" sector average; "Advanced" category in Environmental Strategy and 3 areas of Human Resources⁽²⁾ 	
	<p>#1 in the world in gender equality based on Bloomberg Equality Index 2021</p> <p>Other analysts/ESG ratings with ongoing assessment on CaixaBank</p>					
<p>Other recognition</p>	 Sustainability Yearbook 2021	<ul style="list-style-type: none"> Included in the Sustainability Yearbook for the 10th year in a row⁽³⁾ Upgraded to Silver Class in 2021 (from Bronze Class in 2017-2020) 	 The Banker and Brand Finance: Top 500 Banking Brands 2020			

(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.



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

Priorities

>> Interrelated SDGs



Commitment
to people



Commitment
to society



Commitment
to the planet



CaixaBank has been a **Signatory member of the Spanish Network of the United Nations Global Compact** since 2012

CAIXABANK'S CONTRIBUTION TO SDGs – SOME EXAMPLES⁽¹⁾

- Microloans and other finance with social impact
- Social accounts
- Capillarity
- Social actions
- AgroBank
- Active Housing policy
- Financial Education Plan
- Sustainability School for employees
- Aula program for shareholders
- Sustainability & Social Impact Chair with IESE
- Wengage Diversity programme⁽²⁾

- Financing for companies and the self-employed
- Microloans to entrepreneurs and businesses
- Investment in R&D
- Job creation
- Wengage Diversity Programme
- Adherence to the United Nations
- Women's Empowerment Principles
- DayOne⁽³⁾

- Financing based on ESG criteria
- Ethics and integrity policies
- Due Diligence and assessment in Human Rights
- CSR governance Framework
- Adoption of the UNEP FI Principles for Responsible Banking
- VidaCaixa and CABK AM PRI membership
- Verified reporting
- Certification BCorp imagin

- Alliances directly associated with different SDGs
- Strategic Alliance with "la Caixa" Foundation
- Responsible Banking Principles

(1) Refer to CaixaBank's report "Socioeconomic Impact and Contribution to SDGs 2020" for additional details. https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Espacio_accionista/ISE_2020_Socioeconomic-Impact_ENG.pdf

(2) Including a new inclusive policy for people with disabilities.

(3) Specialised network and services for start-ups and scale-ups.

01

CAIXABANK
AT A GLANCE

 Page 3

02

SOCIALLY RESPONSIBLE
BANKING PLAN

 Page 14

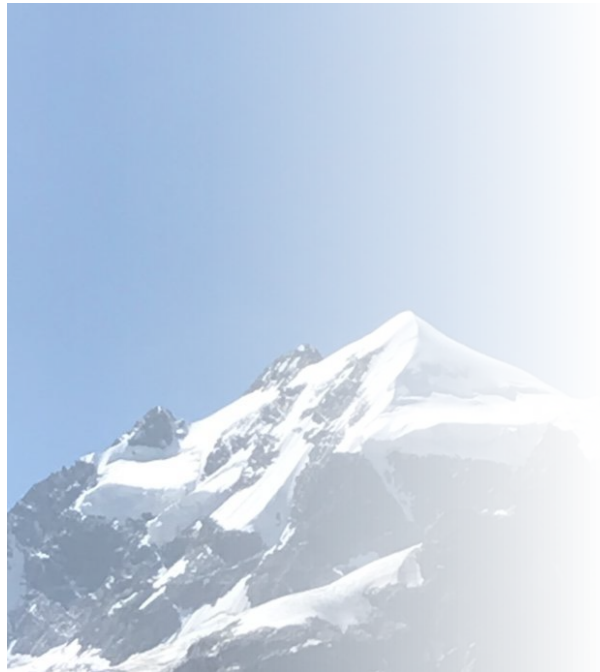
03

SDG BOND
FRAMEWORK

 Page 30



CaixaBank SDG Bond Framework – Key features and rationale



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

Public, transparent and **aligned with the 4 pillars of ICMA Green and Social Bond Principles (GBP 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**

Aiming at:

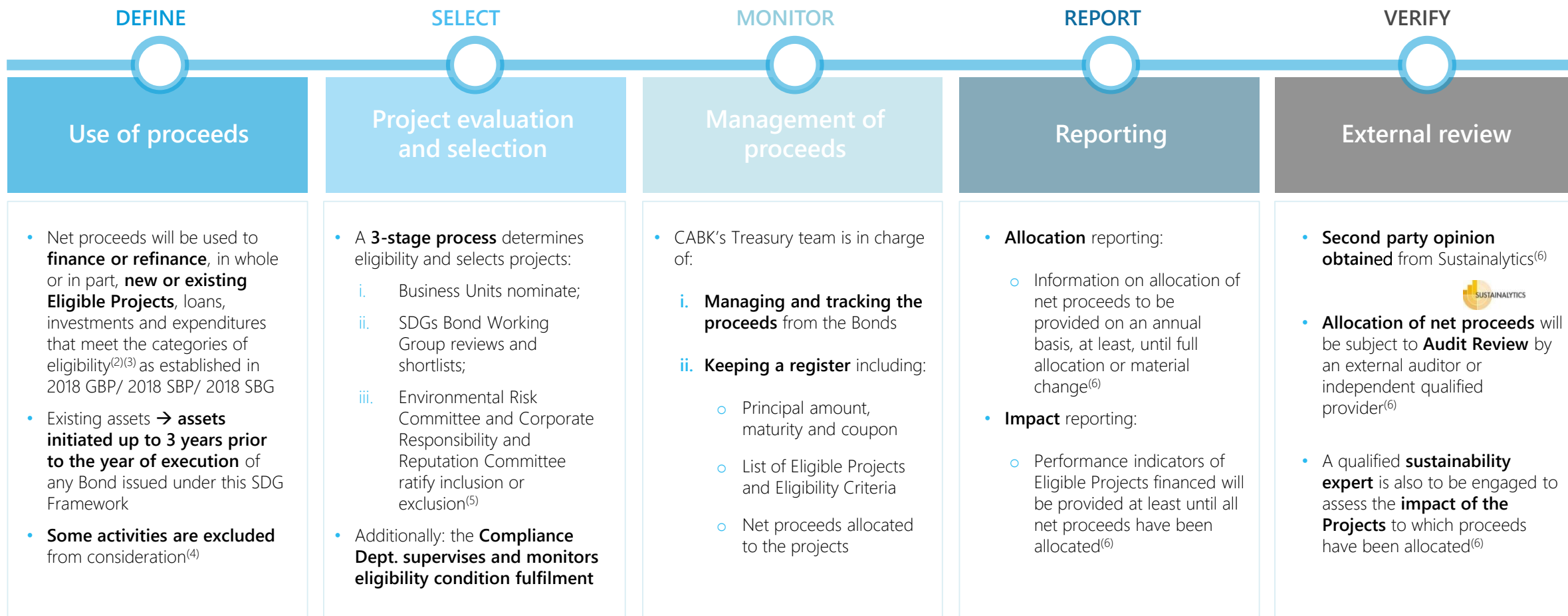
1. Reinforcing **corporate commitment to responsible banking**
2. Fostering **responsible business** and increasing **customer satisfaction** while raising **ESG awareness**
3. Offering a new **investment alternative** to ESG investors

Bonds issued under this Framework will promote the following SDGs





SDG Bond Framework 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

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



Management of proceeds

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



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



Reporting



Allocation reporting

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



Impact reporting

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

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





External review by Sustainalytics deems CaixaBank SDG Framework credible and impactful



FRAMEWORK VERIFICATION – Second party opinion

Second-Party Opinion
CaixaBank Sustainable Development Goals Framework

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

- USE OF PROCEEDS:** The eligible categories for the use of proceeds are assessed 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 SELECTION / ALLOCATION:** CaixaBank's internal process of evaluating and selecting projects is aligned with market practice. The company has a dedicated SDG Working Group to preselect projects. CaixaBank's SDG Working Group is co-headed by representatives from the Treasury and Corporate Responsibility departments and further comprised of representatives from the Risk and Business departments. Final approval of shortlisted projects is conducted by the Environmental Risk Management Committee and the Corporate Responsibility and Reputation Committee.
- MANAGEMENT OF PROCEEDS:** CaixaBank's processes for management of proceeds is aligned with market practices. 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.

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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.

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



3rd Social Bond– SNP issued in May 2021 (€1Bn)



» TRANSACTION SUMMARY

- Third Social Issuance under the Sustainable Development Goals Framework (published in August 2019; SPO by Sustainalytics)⁽¹⁾
- Second Social EUR-denominated Senior Non Preferred bond issued by CaixaBank, S.A.
- SDG Bond Framework aligned with the four key pillars of ICMA Social Bond Principles (SBP) 2020
- Total Eligible Social Portfolio: €5Bn → Of which €3Bn available for new issuances, including this transaction
- Notes issued off CaixaBank's €30Bn EMTN Programme and governed by Spanish law
- Ratings: Baa3 / BBB / BBB+ / A (low) by Moody's/S&P/Fitch/DBRS
- Included in leading ESG indices (MSCI ESG, DJSI, FTSE4Good, Ethibel/Euronext, STOXX® Global ESG Leaders) and ample recognition by main sustainability/ESG analysts and rating agencies (MSCI: AA; S&P Global: 85/100; CDP: A-; Sustainalytics: 22.6 Medium-risk; ISS ESG: C Prime; Vigeo Eiris: Robust)

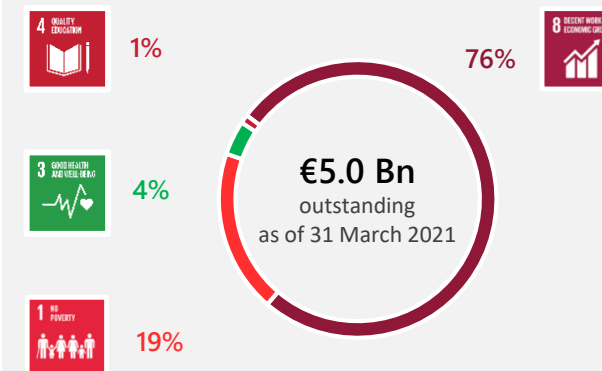
» TRANSACTION RATIONALE AND USE OF PROCEEDS

- Aligned with CaixaBank's Socially Responsible Banking Plan and CaixaBank's 2021 Funding Plan (€0.5Bn-€1Bn Tier 2 and c.€2Bn SNP excluding €2Bn green SDG advancing issuances in Q1 2021)
- Step further in MREL issuance in order to comply with requirements mainly through subordinated instruments. MREL ratio stood at 25.4% on RWAs, already meeting 2024 requirement
- First transaction since the merger with Bankia was completed on the 26th of March 2021
- Social Bond Use of Proceeds will support:

- **SDG 1** → No Poverty
- **SDG 3** → Good Health and Well-Being
- **SDG 4** → Quality Education
- **SDG 8** → Decent Work and Economic Growth



Use of proceeds - Eligible social portfolio



⁽¹⁾ Two Social Bonds and three Green Bonds already issued. SDG Framework, Framework Presentation and SPO by Sustainalytics can be found at CaixaBank's corporate website (SDG sub-section within Fixed Income Investors section): <https://www.caixabank.com/en/shareholders-investors/fixed-income-investors.html>.



2nd Social Bond– SP issued in July 2020 (€1Bn 6NC5)



#WITH YOU MORE
THAN EVER

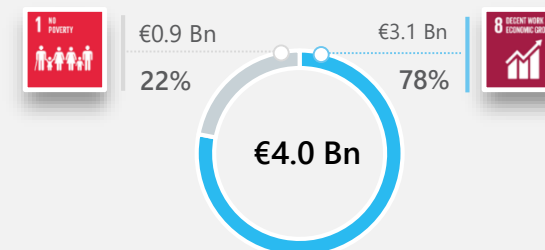
Transaction summary

- **COVID-19 Social Bond aligned to the Social Bond Principles 6NC5 EUR-denominated Senior Preferred notes** ("SP") issued by CaixaBank, S.A. (XS2200150766)
- This COVID-19 Social Bond is a Social Bond as defined in the SDG Framework published in August 2019. Framework SPO by Sustainalytics⁽¹⁾
- Notes issued off CaixaBank's €25Bn **EMTN Programme** and governed by Spanish law
- Rated **Baa1/BBB+/A-/A** by Moody's/S&P/Fitch/DBRS

Transaction Rationale

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

Use of proceeds - Eligible social portfolio



o/w Available post inaugural Social Bond⁽⁶⁾ **€3.0 Bn**

o/w COVID-19 related⁽³⁾ **€1.7 Bn**

(1) SDG Framework, Framework Presentation and Second Party Opinion by Sustainalytics can be found at CaixaBank's corporate website (SDG sub-section within Fixed Income Investors section): <https://www.caixabank.com/en/shareholders-investors/fixed-income-investors.html>. (2) Data as of 31 May 2020. (3) Eligible assets as of 31 May 2020, in line with the Framework Eligibility and Exclusions Criteria in the most economically disadvantaged regions of Spain considering loans with partial public guarantee to micro-enterprises and SMEs only, maturing in 4 or more years. (4) Small and medium-sized enterprises as defined by the European Commission (https://ec.europa.eu/growth/smes/sme-definition_en). (5) Spanish regions either ranking in the bottom 30th percentile in GDP/capita or in the top 30th in unemployment rate. (6) Social Bond SNP €1bn 0.625% Oct. 2024 issued in Sep. 2019.



1st Social Bond (I/II)– SNP issued in September 2019 (€1Bn 5yr)

In September 2019, CaixaBank became the first-ever Spanish bank to issue a Social Bond in **support of the United Nations Sustainable Development Goals (SDGs)** and CaixaBank's mission, which is to **"contribute to the financial well-being of our customers and to the progress of society"**

ISSUANCE SUMMARY

- **Inaugural Social Bond 5yr**; €1bn in Senior Non-Preferred Notes ("SNP") issued by CaixaBank, S.A. (XS2055758804)
- **Rated Baa3/BBB/BBB+/AL**, by Moody's/S&P/Fitch/DBRS
- First transaction framed within **the Sustainable Development Goals (SDGs) Framework published in August 2019**. Second-party opinion by Sustainalytics⁽¹⁾
- **The inaugural Social Bond** is aligned with the Social Bond Principles 2018
- **Net proceeds will be allocated to eligible assets originated up to 3 years before the year of issuance (2019)**



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



ALLOCATION OF NET PROCEEDS

160,945 Loans

147,868 loans granted to individuals or families



- **Access to financial services for underserved populations** with combined income of €17,200 or less⁽²⁾, without any collateral or guarantee⁽³⁾
- **Loans granted by MicroBank, the leading micro-credit institution** in Spain and a reference in Europe created in 2007

13,077 loans to self-employed workers without collateral or guarantee, micro-enterprises and SMEs⁽⁴⁾



- **Loans granted to the most economically disadvantaged provinces of Spain** (either ranking in the bottom 30th percentile in GDP/capital or in the top 30th in unemployment)

- As of 31 March 2020, **Eligible Social Portfolio** advancing **"SDG 1: No Poverty"** and **"SDG 8: Decent Work and Economic Growth"** and meeting CaixaBank's SDG Framework Criteria amounted to **€2.1 Bn**, of which €1Bn allocated to the inaugural Social Bond net proceeds



- **CaixaBank has allocated 25%** of net proceeds to new financing⁽⁵⁾: assets originated in 2019

(1) https://www.caixabank.com/deployedfiles/caixabank/Estaticos/PDFs/Inversores_institucionales/CaixaBankSDGsFramework-SustainalyticsSecondPartyOpinion.pdf

(2) As determined by MicroBank, based on the poverty threshold of the Spanish National Statistics Institute (INE) for a family with 2 children along with the Public Multi-Purpose Income Indicator (IPREM). Applicable threshold at issuance for 2019.

(3) Further details available on pages 38-44 of the MicroBank 2019 Annual Report (https://www.microbank.com/deployedfiles/microbank/pdf/Informe_Anual_2019_en.pdf) and the CaixaBank Sustainable Development Goals (SDGs) Framework (https://www.caixabank.com/deployedfiles/caixabank/Estaticos/PDFs/Inversores_institucionales/2019CaixaBankSDGsFramework.pdf).

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

(5) New financing: all assets originated in the year of issuance and thereafter.



1st Social Bond (II/II) – Key Social Bond impacts

160,945 loans have been granted to 151,681 beneficiaries of whom **139,731 are families** (349,328 indirect beneficiaries)⁽¹⁾ and **11,950 are self-employed workers and companies**



FAMILIES / INDIVIDUALS

- > **87%** borrowers claim that the loan has had a **positive impact on their lives increasing their well-being and helping them achieve their goals**
- > **79%** borrowers have been able to **increase or maintain their savings** capacity
- > **59%** loans to beneficiaries located in **areas** where the **population is at risk of poverty**⁽²⁾, total amount **€299 M**
- > **15%** loans to **beneficiaries** located in **rural areas**⁽²⁾, total value of **€75 M**



SELF-EMPLOYED, MICRO-ENTERPRISES AND SMEs

- > **More than 1,000 newly-created companies**, supported through the loans **€61 M** granted (12% of the total)
- > **18%** loans to beneficiaries located in **rural areas**⁽²⁾⁽³⁾, for a total value of **€62 M (12% of the total)**
- > More than **60%** of the borrowers claim that the **loans have helped them start up or strengthen their business**
- > **86%** of borrowers **requested the loan directly from CaixaBank**

Global impact on the Spanish economy⁽³⁾:

€1,480M
contributed to
Spanish GDP

→ For every **€1M**
invested in the social
bond **contributes**
€2.97M to GDP

8,207 jobs created,
of which **2,591** are direct,
2,855 indirect and **2,761**
induced

→ For every **€1M** invested in
the social bond approximately
16 jobs are created

METHODOLOGY⁽⁴⁾ APPLIED TO MEASURE THE IMPACT OF THE CAIXABANK SOCIAL BOND:



Data collected by conducting surveys among borrowers
(on the loans – proceeds allocated to the Social Bond)



Input-output methodology used to calculate the impact of the loans on the Spanish economy



The Social Bond Impact Report has been calculated in collaboration with an external, independent consultant (Deloitte)

(1) Number of indirect beneficiaries, on the assumption that an average family has 2.5 members, according to statistical data. (Source: INE) https://www.ine.es/dyngs/INEbase/es/operacion.htm?c=Estadistica_C&cid=1254736176952&menu=ultiDatos&idp=1254735572981.

(2) See "Social Bond Report" Appendix II: Methodology for a detailed definition and explanation of the calculation (pages 28 to 36). https://www.caixabank.com/deployedfiles/caixabank/Estaticos/PDFs/Inversores_institucionales/CaixaBank_Social_Bond_Report.pdf

(3) Calculated from surveys using input-output methodology. See "Social Bond Report" Appendix II: Methodology for a definition and explanation of the calculation (pages 34 to 36). https://www.caixabank.com/deployedfiles/caixabank/Estaticos/PDFs/Inversores_institucionales/CaixaBank_Social_Bond_Report.pdf

(4) See "Social Bond Report" Appendix II: Methodology for a definition and explanation of the calculation (pages 28 to 36). https://www.caixabank.com/deployedfiles/caixabank/Estaticos/PDFs/Inversores_institucionales/CaixaBank_Social_Bond_Report.pdf

3rd Green Bond – SNP issued in May 2021 (UK£ 500M)

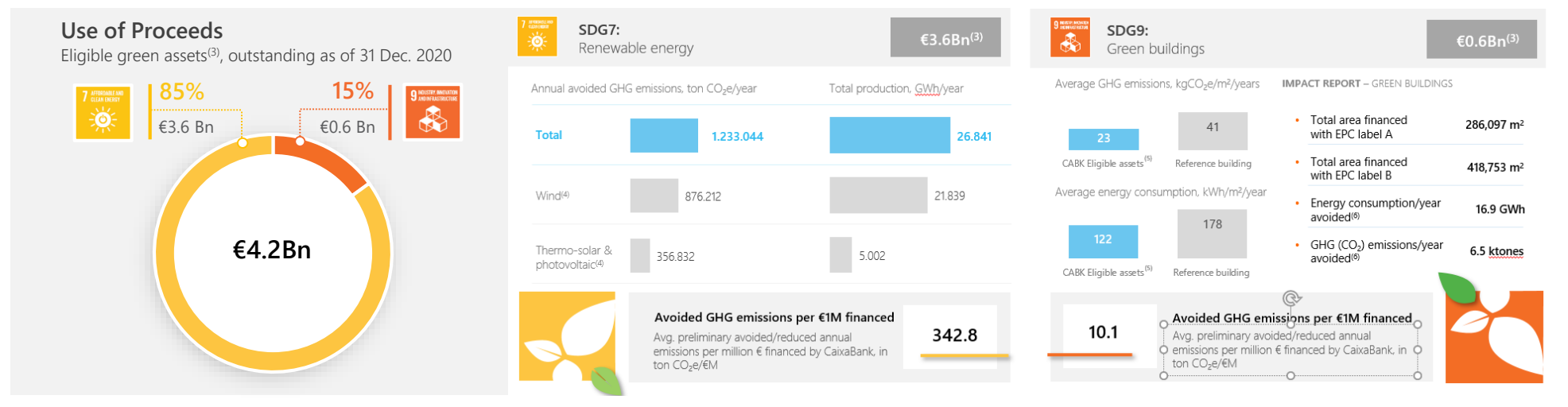


» TRANSACTION SUMMARY

- Fourth Green Issuance under the Sustainable Development Goals Framework (published in August 2019; SPO by Sustainalytics)⁽¹⁾
- Third Green Senior Non Preferred bond issued by CaixaBank, S.A. and first UK£–denominated issuance
- SDG Bond Framework aligned with the four key pillars of ICMA Green Bond Principles (GBP) 2018
- Total Eligible Green Portfolio: €4.2Bn outstanding as of YE2020 → Of which €1.2Bn available for new issuances, including this transaction
- Notes issued off CaixaBank's €30Bn EMTN Programme and governed by Spanish law
- Expected issue rating of Baa3 / BBB / BBB+ / A (low) by Moody's/S&P/Fitch/DBRS
- Included in leading ESG indices (MSCI ESG, DJSI, FTSE4Good, Ethibel/Euronext, STOXX® Global ESG Leaders) and ample recognition by main sustainability/ESG analysts and rating agencies (MSCI: AA; S&P Global: 85/100; CDP: A-; Sustainalytics: 22.6 Medium-risk; ISS ESG: C Prime; Vigeo Eiris: Robust)⁽²⁾

» TRANSACTION RATIONALE

- Green Bond Use of Proceeds will support:
 - **SDG 7** → Affordable and Clean Energy: Renewable Energy
 - **SDG 9** → Industry, Innovation and Infrastructure: Green Buildings



(1) Three Social Bonds and three Green Bonds already issued. Refer to Appendix 3 for additional details. SDG Framework, Framework Presentation and SPO by Sustainalytics can be found at CaixaBank's corporate website (SDG sub-section within Fixed Income Investors section): <https://www.caixabank.com/en/shareholders-investors/fixed-income-investors.html>. (2) Refer to Appendix 5 for additional detail. (3) Total eligible outstanding as of 31 December 2020 including those allocated to previous Green Bond issuances. (4) Technology of eligible green asset. (5) Real Estate assets eligible for Green Bond. (6) Estimate as of December 2020.

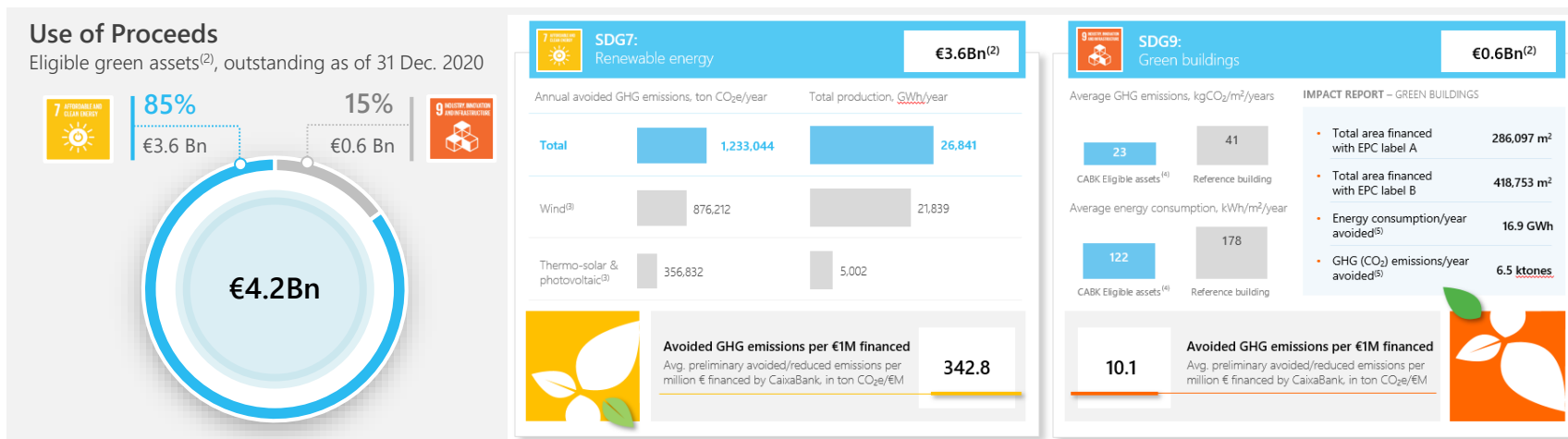
Inaugural Green Tier 2 Issuance – March 2021 (€1Bn)

TRANSACTION SUMMARY

- Third Green Bond 10.5NC5.5 1.25% EUR-denominated Tier 2 issued in March 2021 (XS2310118976)
- Rated Ba1 / BBB- / BBB- / BBB (high) by Moody's/S&P/Fitch/DBRS
- 5th transaction framed within the Sustainable Development Goal Framework published in August 2019; SPO by Sustainalytics⁽¹⁾
- First Green Tier 2 issued by a Spanish bank

ALLOCATION OF PROCEEDS

- Green Bond Use of Proceeds to advance:
 - **SDG 7: Affordable and Clean Energy**⁷ – ICMA GBP category: **Renewable energy**
 - **SDG 9: Industry, Innovation and Infrastructure**⁹ – ICMA GBP category: **Green buildings**
- Net proceeds to be allocated to assets originated ≤3 yrs prior to year of issuance (2021) → €4.2Bn in eligible assets



(1) SDG Framework, Framework Presentation and SPO by Sustainalytics can be found at CaixaBank's corporate website (SDG sub-section within Fixed Income Investors section): <https://www.caixabank.com/en/shareholders-investors/fixed-income-investors.html>. (2) Total eligible outstanding as of 31 December 2020 including those allocated to previous Green Bond issuances. (3) Technology of eligible green asset. (4) Real Estate assets eligible for Green Bond. (5) Estimate as of Dec. 2020.



2nd Green Bond – SNP issued in February 2021 (€1Bn 8NC7)

TRANSACTION SUMMARY

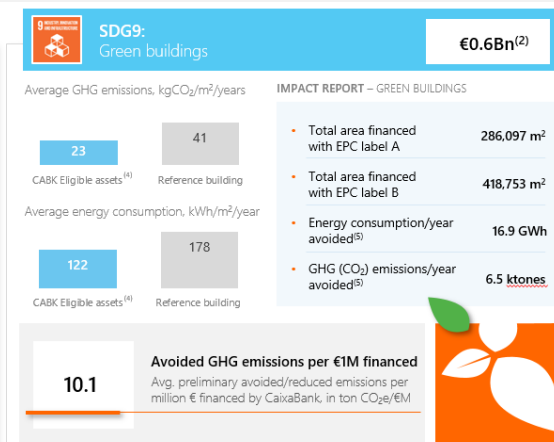
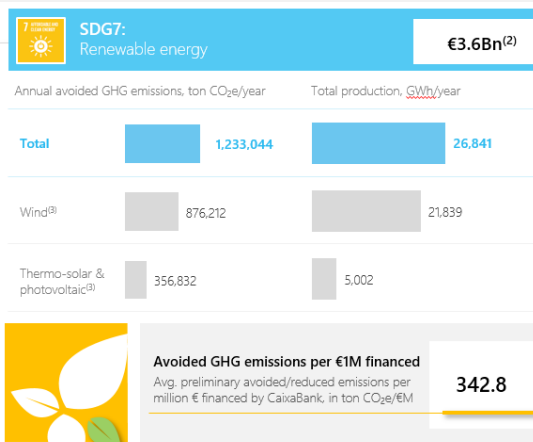
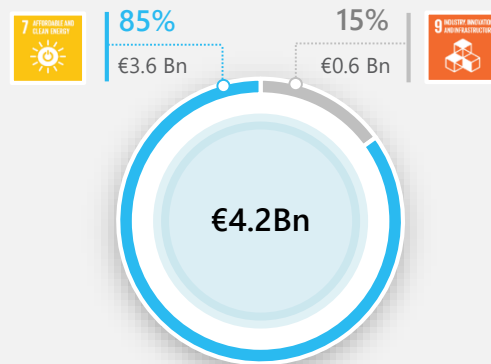
- Second Green Bond 8NC7 0.5% EUR-denominated Senior Non Preferred issued in February 2021 (XS2297549391)
- Rated Baa3 / BBB / BBB+ / A (low) by Moody's/S&P/Fitch/DBRS
- 4th transaction framed within the Sustainable Development Goal Framework published in August 2019; SPO by Sustainalytics⁽¹⁾
- Included in MSCI index

ALLOCATION OF NET PROCEEDS

- Green Bond Use of Proceeds to advance:
 - **SDG 7: Affordable and Clean Energy** – ICMA GBP category: **Renewable energy**
 - **SDG 9: Industry, Innovation and Infrastructure** – ICMA GBP category: **Green buildings**
- Net proceeds to be allocated to assets originated ≤3 yrs prior to year of issuance (2021) → €4.2Bn in eligible assets⁽²⁾

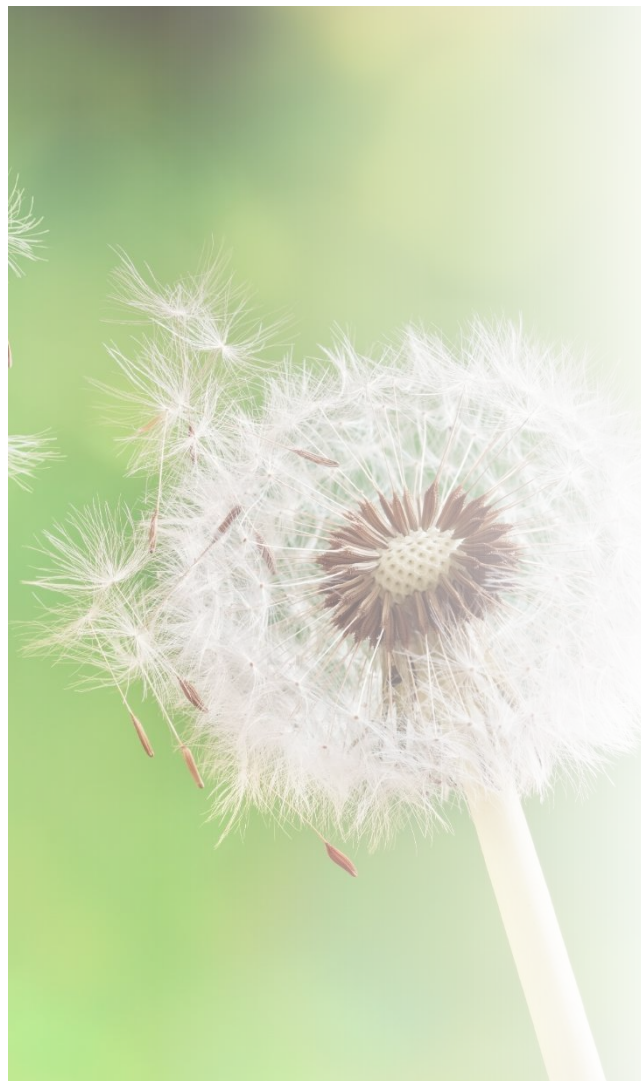
Use of proceeds

Eligible green assets⁽²⁾, outstanding as of 31 Dec. 2020



(1) SDG Framework, Framework Presentation and SPO by Sustainalytics can be found at CaixaBank's corporate website (SDG sub-section within Fixed Income Investors section): <https://www.caixabank.com/en/shareholders-investors/fixed-income-investors.html>. (2) Total eligible outstanding as of 31 December 2020 including those allocated to previous Green Bond issuances. (3) Technology of eligible green asset. (4) Real Estate assets eligible for Green Bond. (5) Estimate as of Dec. 2020.

Inaugural Green Bond – SNP issued in November 2020 (€1Bn 6NC5)



TRANSACTION SUMMARY

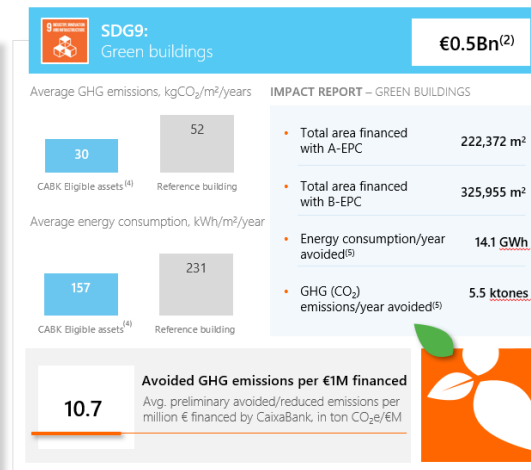
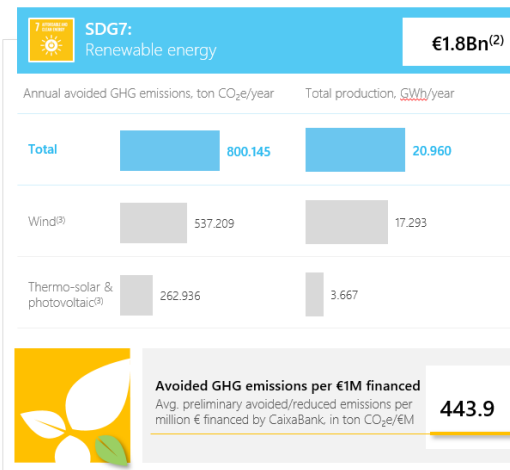
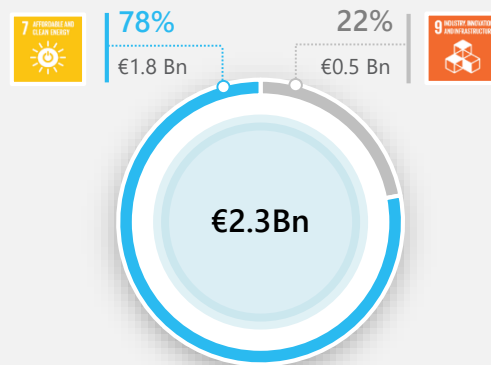
- Inaugural Green Bond aligned with the Green Bond Principles
- 6NC5 0.375% EUR-denominated Senior Non-Preferred notes (“SNP”) issued in November 2020 (XS2258971071)
- Rated Baa3/BBB/BBB+/AL by Moody’s/S&P/Fitch/DBRS
- 3rd transaction framed within the Sustainable Development Goal Framework published in August 2019; SPO by Sustainalytics⁽¹⁾
- Included in MSCI index

ALLOCATION OF NET PROCEEDS

- Green Bond Use of Proceeds to advance:
 - **SDG 7: Affordable and Clean Energy** – ICMA GBP category: **Renewable energy**
 - **SDG 9: Industry, Innovation and Infrastructure** – ICMA GBP category: **Green buildings**
- Net proceeds to be allocated to assets originated ≤3 yrs prior to year of issuance (2020) → €2.3Bn in eligible assets⁽²⁾

Use of proceeds

Eligible green assets, outstanding as of 30 Sep. 2020



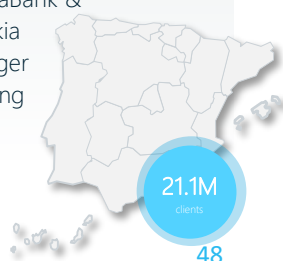
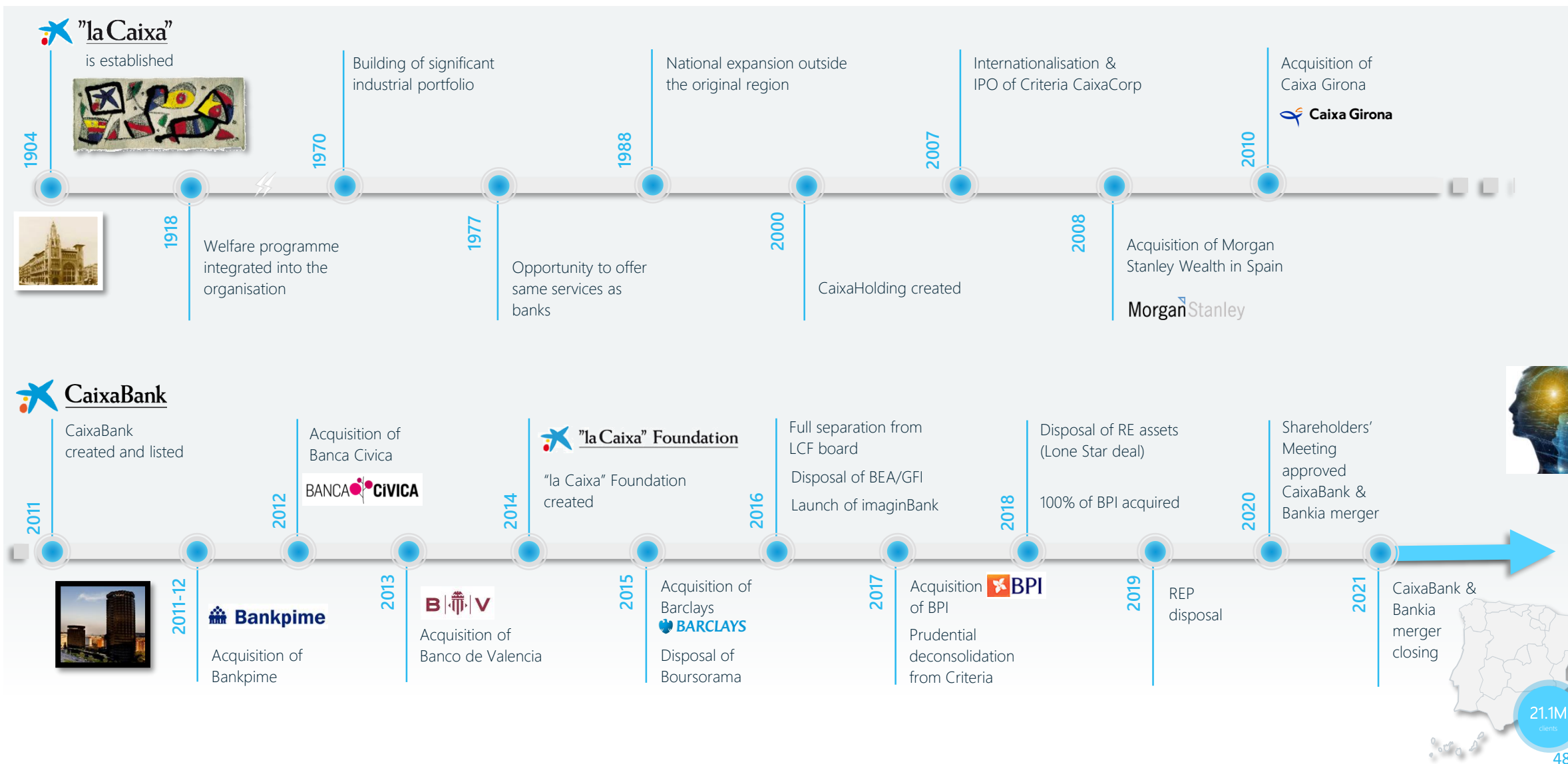
(1) SDG Framework, Framework Presentation and SPO by Sustainalytics can be found at CaixaBank’s corporate website (SDG sub-section within Fixed Income Investors section): <https://www.caixabank.com/en/shareholders-investors/fixed-income-investors.html>. (2) Eligible outstanding as of 30 September 2020. (3) Technology of eligible green asset. (4) Real Estate assets eligible for Green Bond. (5) Estimate as of September 2020.



APPENDIX



A history that spans over 117 years

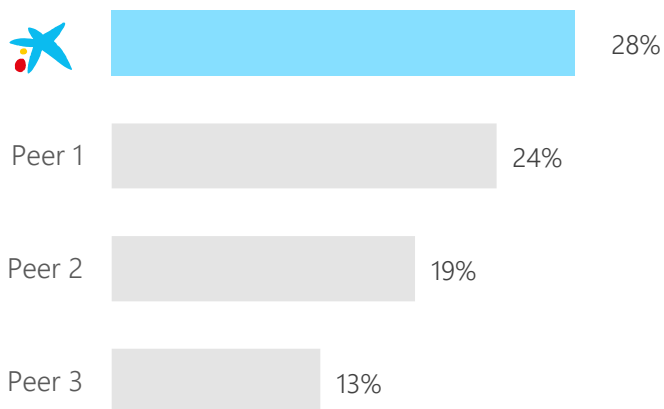




Digital and remote relationship models are a complement that result in improved customer experience and higher productivity

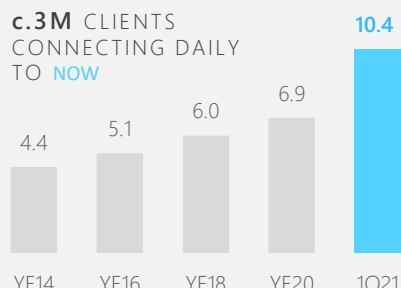
» THE HIGHEST DIGITAL PENETRATION

Market penetration among digital clients⁽¹⁾, Spain in %

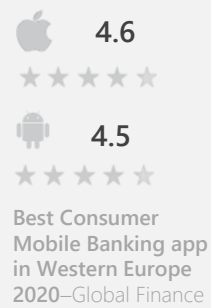


» CaixaBankNow

Digital clients (Spain)⁽²⁾, Million



c.3M CLIENTS
CONNECTING DAILY
TO NOW



Use of mobile is growing rapidly

Credit cards stored in mobile, March 2021⁽³⁾: 2.9M (+40% yoy)
Purchases through mobile +58% yoy in 2020



Continuously improving customer experience

Biometric in digital onboarding and facial recognition in ATMs



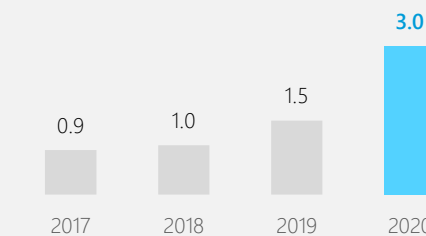
Innovative offering

Increasing own and third-party value-added services



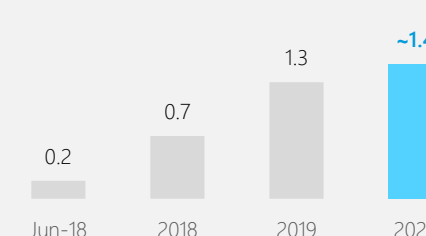
» Promoting new digital and remote relationship models

imagin imagin clients⁽⁴⁾, Million



inTouch

Clients using InTouch⁽⁵⁾, Million



CUSTOMER WITH A DIGITAL PROFILE, INFREQUENT BRANCH ACCESS AND LIMITED TIME AVAILABILITY



67%

Opportunity to seize new growth through a hybrid model

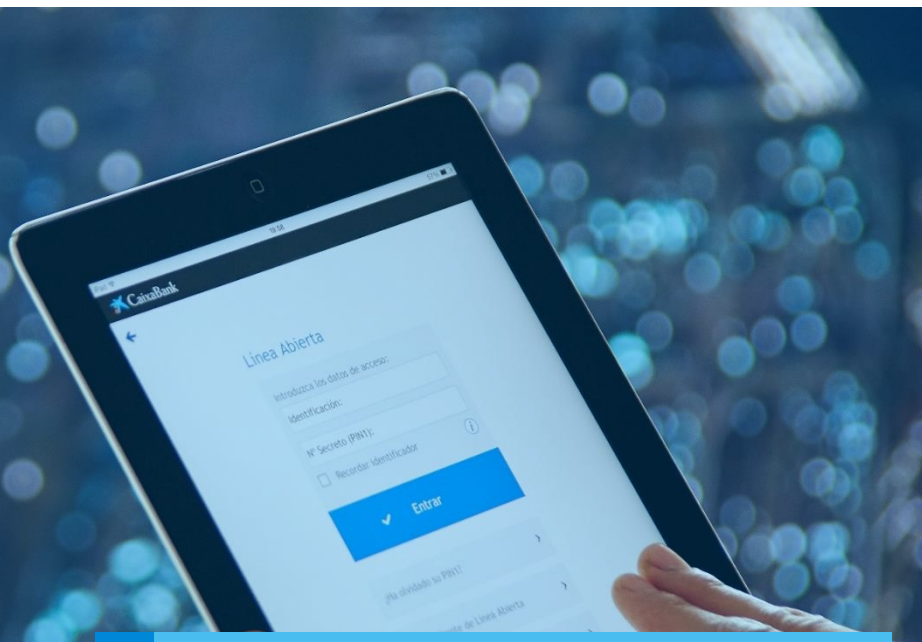
Most digital clients also use branches or remote advisory⁽⁶⁾



(1) 12-month average, latest available data as of March 2021. In Spain. CaixaBank ex BKIA. Peer group including Banco Sabadell, Banco Santander, BBVA. Source: Comscore. (2) Individual clients 20-74 years old with at least one transaction through digital channels in the last 12 months. (3) Ex BKIA. (4) In Spain, ex BKIA. Imagin was launched in 2016 and re-launched in 2020. (5) In Spain, ex BKIA. InTouch was launched in mid-2018. (6) As of YE20 (Spain).

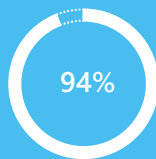


Leveraging IT for commercial effectiveness while boosting efficiency and facilitating compliance



SCALABLE AND EFFICIENT SALES-ORIENTED NETWORK

% tasks at the branch absorbed by ATMs during branch opening hours (Spain)



» LEVERAGING IT FOR COMMERCIAL EFFECTIVENESS⁽¹⁾



SALES FORCE WITH SMART PCs⁽²⁾

~100%



DIGITAL SALES: SAVINGS INSURANCE 2020

~52% vs. 38% in 2019



OF CUSTOMERS CONNECTING DAILY TO NOW

~3M



VIRTUAL ASSISTANT EMPLOYEES AND CUSTOMERS

89% Automatic responses to branch employees (vs. 81% in 2019)

» BOOSTING EFFICIENCY AND FACILITATING COMPLIANCE⁽¹⁾



DIGITAL SIGNATURES⁽³⁾

~99%



DIGITAL PROCESSES⁽⁴⁾

~100%



AUTOMATION: ADMINISTRATIVE TASKS IN BRANCHES

~16% vs. 42% in 2006; 18% 2019



PROJECT TIME-TO-MARKET IMPROVEMENT⁽²⁾ (↓ #days) vs. 1Q19

-11% vs. -5.8% in 2019

(1) Selected indicators, Spain (CABK ex BKIA). (2) As of YE2020. (3) Information as of September 2020. (4) % of documentation related to product acquisition that is digitalised.



At the forefront of digital transformation

» IMPROVING FLEXIBILITY, SCALABILITY AND EFFICIENCY OF IT INFRASTRUCTURE



- Gradually shifting to cloud processing and solutions → **~17% cloud adoption** by YE20 (vs. ~10% 2019)
- 2 high-quality data centres (DPCs) connected to each other to support and develop Group activities → **~121,000 Million transactions processed** in 2020 (vs. ~99,000 Million in 2019); **~16K transactions per second** in 2020 vs. ~14K in 2019
- Extending scope & use of agile methodology → **25%** of IT personnel using agile approach (vs. 20% 2019)

» CONTINUED INVESTMENT IN CYBERSECURITY



- **>€50M** invested in information security in 2020 (also >€50M in 2019)
- Advanced cybersecurity model, **certified under international standard ISO 27001**, CSIRT and FIRST; with a team of specialists 24/7 and established as CERT official
- Continued training for all employees → **98% completed cybersecurity courses** in 2020
- Active defence: 6 Red Team exercises/year, based on **TIBER-EU Framework**
- Benchmarks: **800 in BITSIGHT** vs. **778** peer avg.⁽²⁾; 8.6 in CNPIC⁽³⁾ vs. 8.2 peer avg.; 8.5 cybersecurity-DJSI



» SYSTEMATIC APPLICATION OF DATA ANALYTICS ACROSS THE ORGANISATION



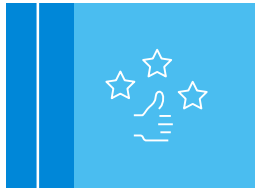
- **Data and analytics** are a bedrock that supports our transformational journey
- **BIG DATA**: a single information repository → 1,100 TB data managed daily (650 TB 2019); 82.2% of regulatory reports generated based on datapool (77.5% 2019); 80% of areas engaged in big data projects
- **ROBOTICS**: 295 cases with robotic implemented in 2020 (144 in 2019)
- **AI**: >5Million conversations started between branch-employees and virtual assistant (vs. c.4.8M in 2019); 3 cognitive assistants to provide support during administrative procedures



(1) Since 2015, Infoprotect integrates all the security awareness initiatives aimed at all employees to protect information and to foster a company-wide culture of global security Bimonthly security newsletter with security news and recommendations. (2) Spanish financial institutions. Ratings on scale of 0-900. (3) CNPIC Cyber Resilience Report 2020.

Premium brand reputation with ample external recognition

» Premium brand reputation



Excellence in Leadership in Western Europe 2020
Euromoney



Best Bank in Spain 2021;
Best Bank in Western Europe 2021;
Outstanding Achievement in Treasury Transactions during the Pandemic in WE 2021
Global Finance



Best Private Bank in Spain 2020
The Banker/PWM

Member of
Dow Jones Sustainability Indices
Powered by the S&P Global CSA

#7 top bank in the world in ESG
Dow Jones Sustainability Index



#1 in the world in gender equality
Bloomberg GEI



Highest rating (A+) in sustainable investment
PRI (backed by the UN)

» Wide recognition of leading IT infrastructure



Outstanding Financial Innovator in Western Europe 2021; Outstanding Innovator in Cash Management 2021
Global Finance



Best Private Bank for digital culture and vision 2020 – Europe
PWM (FT Group)



Best Consumer Digital Bank in Spain 2020; Best Consumer Mobile Banking app in Western Europe 2020
Global Finance



Model Bank of the Year in Mortgage Lending (Mortgage Now)
Celent

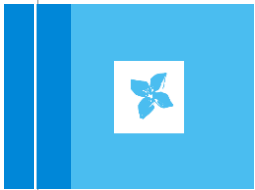


Best Mobile Payments for Consumer Initiative 2020 (CaixaBank Pay)
Fintech Futures



Global Winner 2020 - "Internal process innovation category" (Mobility – CaixaBank Now)
BAI

» BPI: Premium brand and innovation recognition



Bank of the Year in Portugal 2020
The Banker



#1 Brand 2021 - Big Banks category
Cinco Estrelas



Most Trusted Bank Brand in Portugal 2021
Reader's Digest



Excellence Brand 2021
Superbrands



Best Treasury & Cash Management Awards 2021
Global Finance



Best Private Bank in Portugal 2020
The Banker/PWM



Best Private Bank for portfolio management technology 2020 - Europe
PWM (FT Group)



Sustainability National Award 2021 (Equality and Diversity category)
Jornal de Negócios

Active participation in key initiatives

Cross-disciplinary ESG



CaixaBank has chaired the presidency of the Spanish Network of the United Nations Global Compact 2012-2020



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



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



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



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



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



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



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



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



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



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



CaixaBank Asset Management is a member of the non-profit association that promotes sustainable investment (2020)



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



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



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



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



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

Join effort is essential to foster ESG and exchange best practices

Environmental and climate



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



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



Defines the role and responsibilities of the financial sector to guarantee a sustainable future (2019)



To align the portfolios to reflect and finance the low-carbon, climate-resilient economy required to limit global warming to well below 2, striving for 1.5 degrees Celsius.

Collective Commitment to Climate Action



CABK is founding member of this alliance promoted by UNEP FI. This Alliance reinforce, accelerate and support the implementation of decarbonisation strategies. The compromise of NZBA's members is aligned lending and investment portfolios with net-zero emissions by 2050



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



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



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



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

Governance

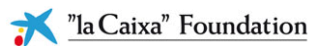


Target Gender Equality programme promoted by the United Nations Global Compact. An impact initiative to accelerate the representation and leadership of women in companies



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

Social



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



Long-term financing institution of the European Union whose shareholders are its Member States



Its main mission is to support European micro, small and medium-sized enterprises by helping them to access finance



Its mission is to promote cohesion and strengthen social integration in Europe by financing projects with a strong social component



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



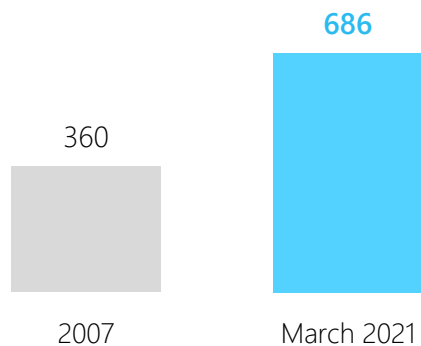
Adherent to the National Plan of Financial Education promoted by the Bank of Spain and the National Market Commission of Securities (CNMV), whose objective is to improve knowledge Population financial (2010)



Diversified and balance shareholder base

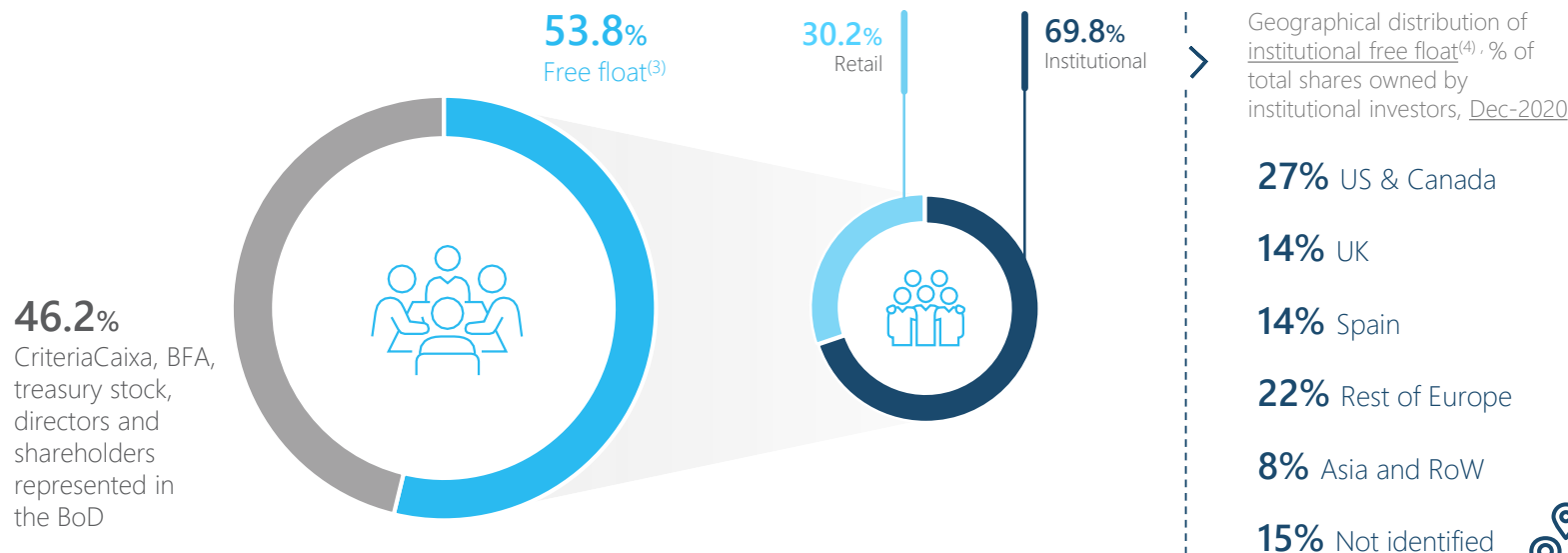
>> # OF SHAREHOLDERS

Number of shareholders⁽¹⁾, in thousands



>> BREAKDOWN OF SHARE CAPITAL BY TYPE OF SHAREHOLDER

Shareholder base by group⁽²⁾, in % of share capital as of 31 March 2021



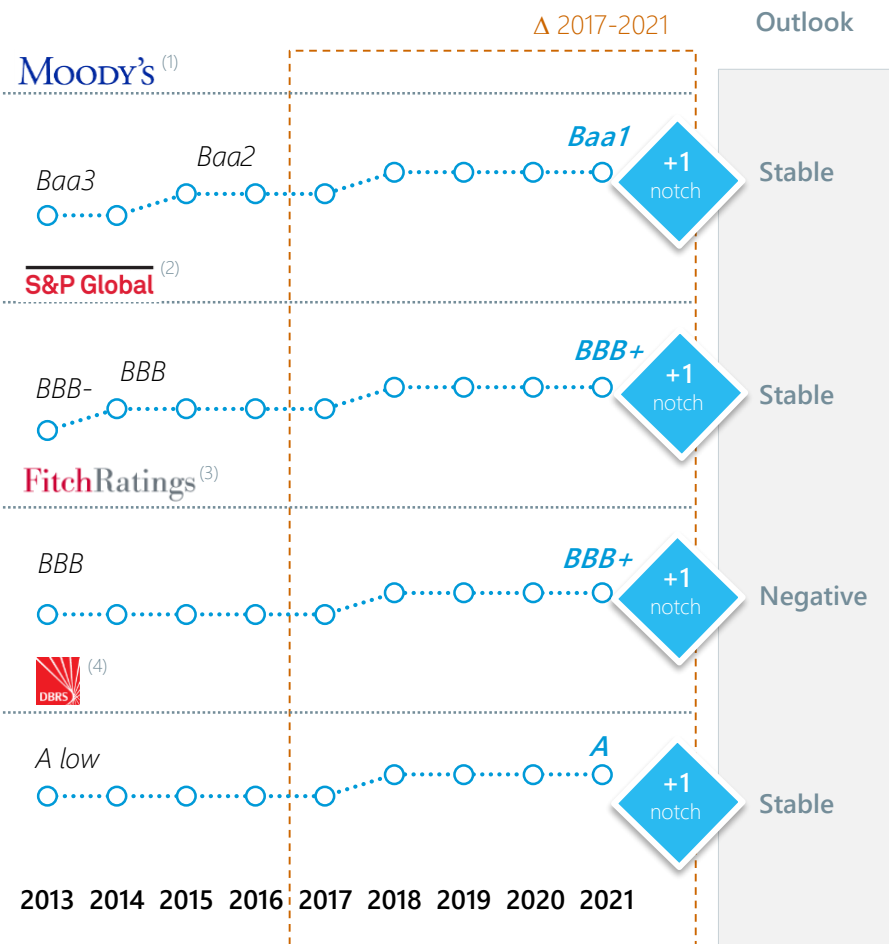
- (1) In relation to the shares of investors who operate through a custodian entity located outside Spanish territory, only the custodian entity, as recorded in the corresponding book-entry ledger, will be counted as a shareholder.
- (2) Source: public information as of March 2021 and shareholders' register book.
- (3) Calculated as the number of shares issued less treasury shares, and shares held by members of the Board of Directors and shares held by CriteriaCaixa and BFA.
- (4) Percentage calculated on the institutional free float identified at the Shareholder identification elaborated by CMi2i.



Credit ratings facilitate continued market access

CaixaBank long-term ISSUER ratings

Evolution 2013 - June 2021



CaixaBank ratings by type of debt instrument (5)

As of June 2021

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

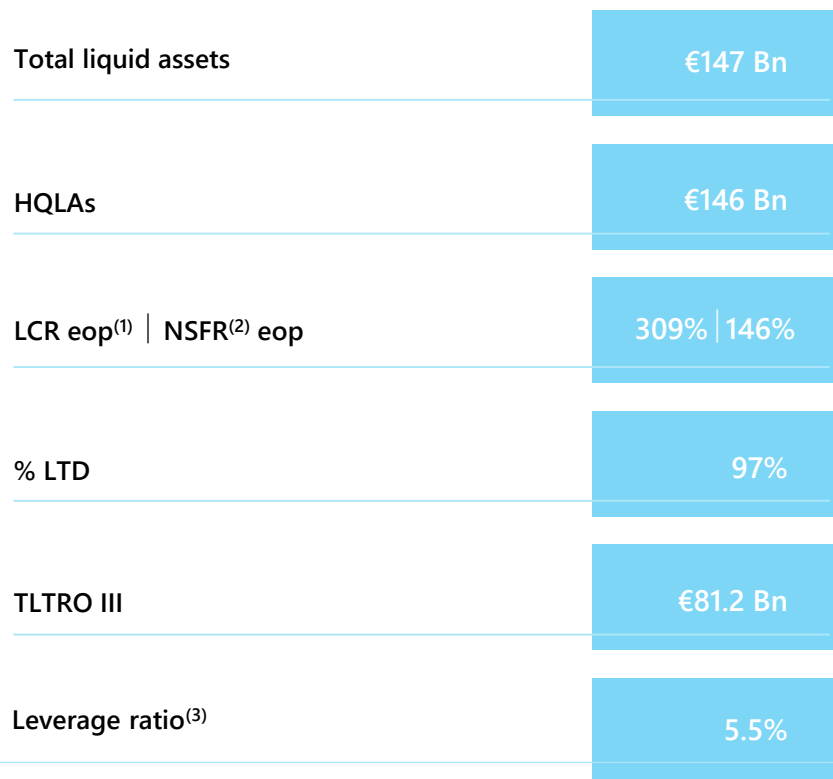
(1) As of 22 September 2020. Short-term rating P-2. (2) As of 22 April 2021. Short-term rating A-2. (3) As of 29 September 2020. Short-term rating F2. (4) As of 29 March 2021. Short-term rating R-1 (low). (5) As of May 2021.



Ample liquidity and comfortable MREL maintained post merger

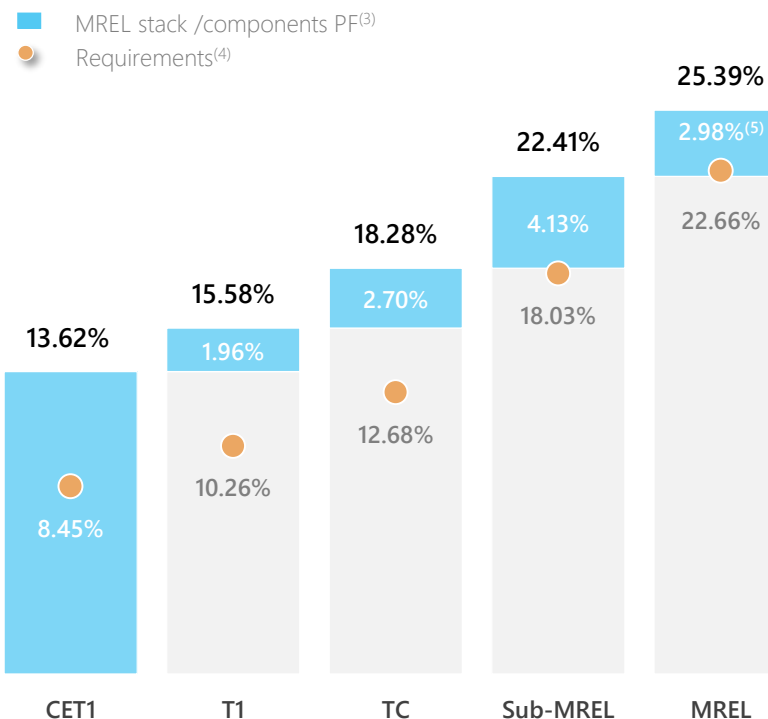
» STRONG LIQUIDITY METRICS

Group, 31 March 2021



» COMFORTABLE MREL POSITION

Group MREL stack PF⁽³⁾ vs. requirements⁽⁴⁾, 31 March 2021 PF in % of RWAs



2021 FUNDING PLAN

- Focus on MREL issuance and compliance with requirements mainly through subordinated instruments
- FY21e issuance (ex 1Q issuances): €0.5Bn-€1Bn Tier 2 and c.€2Bn SNP
- Beyond that, mostly refinancing of upcoming maturities
- Planning to diversify to other currency issuances

1Q21 ISSUANCES

- €1Bn 8NC7 Green SNP (0.50% Coupon; MS+0.90%)
- €1Bn 10.25NC5.25 Green Tier 2 (1.25% Coupon; MS+1.63%)⁽⁶⁾



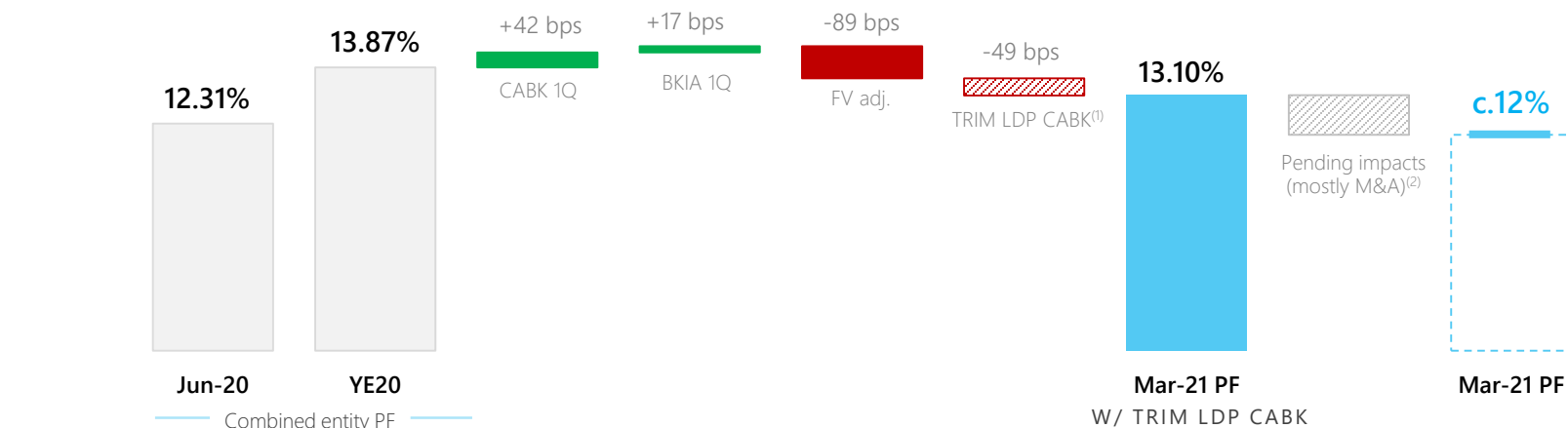
(1) Group average last 12 months: 273%. (2) Best estimate according to the new CRR criteria (Regulation (EU) 2019/876 of 20 May 2019). (3) Ratios including IFRS9 transitional arrangements and PF including TRIM LDP for CABK (the official communication was received in April, post 1Q close). (4) SREP and MREL requirements post BKIA integration have not been set yet. The graph depicts our estimates for SREP requirements (assuming a P2R equivalent to the weighted average of the CABK and BKIA P2R, considering benefit of CRD V article 104 A, and O-SII buffer at 0.50%). The MREL requirement (including the CBR) of 22.66% (from 1 January 2022) is also an estimate based on the weighted average of CABK and BKIA's requirements (also assuming an O-SII buffer at 0.50%); the same estimate from 1 January 2024 is 23.78%. Current standalone requirement for 2021 CET1 SREP is 8.10% while MREL (sub-MREL) requirement for 1 January 2022 is 22.09% (16.26%) and for 1 January 2024, 22.95% (both including the CBR). (5) Includes eligible SP (2.95%) plus other (0.03%). (6) In parallel, c.€490M of Tier 2 notes (callable in February 2022) early repurchased by end of March.



Ample buffer for pending M&A impacts

>> % CET1 WATERFALL VS YE20 PF

CET1 ex IFRS9 transitional adjustments: % and bps



% CET1 with IFRS9 TA



€Bn (ex IFRS9 TA)

CET1	27.6	29.5	28.4
RWAs	224.4	212.4	216.9

CET1 TARGETS

% CET1 ex IFRS9 TA

11%-11.5%

Current buffer (PF TRIM LDP CABK) over upper bound of target >>> 160 bps

Buffer over SREP

250-300 bps

Current buffer (PF TRIM LDP CABK) over SREP(3) >>> 517 bps

Comfortable buffers maintained even after applying pending impacts

(1) The official communication was received in April, post 1Q close.

(2) Some regulatory impacts also pending.

(3) Buffer of % CET1 (including IFRS9 TA) above SREP. CET1 SREP at 8.45% assuming P2R equivalent to weighted average of CaixaBank and BKIA P2R (considering benefit of CRD V article 104 A) and O-SII buffer at 0.50%.

Balance sheet and P&L

P&L

€ million	2021	M&A one offs	2021 ex M&A	2020	Chg. %	4Q20	Chg. %
Net interest income	1,191		1,191	1,200	(0.7)	1,253	(4.9)
Dividend income				1	(75.0)	52	(99.5)
Share of profit/(loss) of entities accounted for using the equity method	77		77	56	36.5	88	(13.0)
Net fee and commission income	659		659	658	0.2	671	(1.8)
Trading income	42		42	(20)		56	(24.7)
Income and expense under insurance or reinsurance contracts	164		164	150	9.3	156	4.9
Other operating income and expense	(70)		(70)	(62)	13.1	(127)	(44.5)
Gross income	2,063		2,063	1,983	4.0	2,149	(4.0)
Recurring administrative expenses, depreciation and amortisation	(1,149)		(1,149)	(1,188)	(3.3)	(1,095)	5.0
Extraordinary expenses	(40)	(40)					
Pre-impairment income	874	(40)	914	796	14.9	1,055	(13.3)
Pre-impairment income stripping out extraordinary expenses	914		914	796	14.9	1,055	(13.3)
Allowances for insolvency risk	(174)		(174)	(515)	(66.3)	(321)	(45.9)
Other charges to provisions	(49)		(49)	(144)	(65.9)	(40)	22.9
Gains/(losses) on disposal of assets and others	4,303	4,300	3	(31)	(108.9)	25	(88.9)
Profit/(loss) before tax	4,954	4,260	694	106		718	(3.4)
Income tax expense	(168)	12	(180)	(16)		(62)	
Profit/(loss) after tax	4,785	4,272	513	90		656	(21.7)
Profit/(loss) attributable to minority interest and others						1	
Profit/(loss) attributable to the Group	4,786	4,272	514	90		655	(21.6)

(1) Excludes the balances transferred from Bankia in the merger, as well as the fair value adjustments generated in the Purchase Price Allocation (PPA).

(2) In accordance with the Amendments to IFRS 4 and subsequent reviews, the Group has decided to apply temporary exemption from applying IFRS 9 to the financial investments of the Group's insurance firms for all periods that come before 1 January 2023, aligning its first application with the entry into force of the new IFRS 17: Insurance Contracts (expected on 1 January 2023), which will govern the presentation and measurement of insurance contracts (including technical provisions). Accordingly, these investments are measured in accordance with IAS 39 and grouped under the heading "Assets under the insurance business" on the balance sheet. To make the information more readily comparable, the Group has also grouped together the technical provisions corresponding to Unit Link and Flexible Investment Life Annuity (the part managed), which are now reported jointly under 'Liabilities under the insurance business'.

Balance sheet

€ million	31 Mar. 2021	31 Mar. 2021 ex Bankia ¹	31 Dec. 2020	Chg. %	Organic Chg.%
- Cash and cash balances at central banks and other demand deposits	81,823	69,732	51,611	58.5	35.1
- Financial assets held for trading	12,440	6,471	6,357	95.7	1.8
- Financial assets not designated for trading compulsorily measured at fair value through profit or loss	339	325	317	6.9	2.5
<i>Equity instruments</i>	183	180	180	1.7	0.1
<i>Debt securities</i>	59	59	52	13.8	13.8
<i>Loans and advances</i>	97	86	85	13.7	0.7
- Financial assets at fair value with changes in other comprehensive income	22,386	12,584	19,309	15.9	(34.8)
- Financial assets at amortised cost	426,168	266,708	267,509	59.3	(0.3)
<i>Credit institutions</i>	9,085	5,341	5,851	55.3	(8.7)
<i>Customers</i>	354,473	235,762	236,988	49.6	(0.5)
<i>Debt securities</i>	62,610	25,605	24,670		3.8
- Derivatives - Hedge accounting	1,214	262	515		(49.1)
- Investments in joint ventures and associates	4,104	3,456	3,443	19.2	0.4
- Assets under the insurance business ²	75,534	75,534	77,241	(2.2)	(2.2)
- Tangible assets	8,962	6,727	6,957	28.8	(3.3)
- Intangible assets	4,501	3,947	3,949	14.0	(0.0)
- Non-current assets and disposal groups classified as held for sale	2,933	1,364	1,198		13.9
- Other assets	23,164	12,624	13,114	76.6	(3.7)
Total assets	663,569	459,735	451,520	47.0	1.8
Liabilities	628,017	433,797	426,242	47.3	1.8
- Financial liabilities held for trading	6,432	826	424		94.9
- Financial liabilities at amortised cost	536,485	351,348	342,403	56.7	2.6
<i>Deposits from central banks and credit institutions</i>	103,692	63,487	55,356	87.3	14.7
<i>Customer deposits</i>	372,545	246,932	245,167	52.0	0.7
<i>Debt securities issued</i>	52,792	34,672	35,813	47.4	(3.2)
<i>Other financial liabilities</i>	7,456	6,257	6,067	22.9	3.1
- Liabilities under the insurance business ²	73,996	73,996	75,129	(1.5)	(1.5)
- Provisions	4,806	2,959	3,195	50.4	(7.4)
- Other liabilities	6,297	4,667	5,091	23.7	(8.3)
Equity	35,552	25,938	25,278	40.6	2.6
- Shareholders' equity	37,172	27,558	27,118	37.1	1.6
- Minority interest	29	29	25	14.1	14.1
- Accumulated other comprehensive income	(1,649)	(1,649)	(1,865)	(11.6)	(11.6)
Total liabilities and equity	663,569	459,735	451,520	47.0	1.8



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