The purpose of this presentation is purely informative and should not be considered as a service or offer of any financial product, service or advice, nor should it be interpreted as, an offer to sell or exchange or acquire, or an invitation for offers to buy securities issued by CaixaBank, S.A. ("CaixaBank") or any of the companies mentioned herein. The information contained herein is subject to, and must be read in conjunction with, all other publicly available information. Any person at any time acquiring securities must do so only on the basis of such person’s own judgment as to the merits or the suitability of the securities for its purpose and only on such information as is contained in such public information set out in the relevant documentation filed by the issuer in the context of such specific offer or issue and after taking any professional or any other advice as it deems necessary or appropriate under the relevant circumstances and not in reliance on the information contained in this presentation.

CaixaBank cautions that this presentation might contain forward-looking statements concerning the development of our business and economic performance. Particularly, the financial information from CaixaBank Group ("Group") related to results from investments has been prepared mainly based on estimates. While these statements are based on our current projections, judgments and future expectations concerning the development of our business, a number of risks, uncertainties and other important factors could cause actual developments and results to differ materially from our expectations. Such factors include, but are not limited to, the market general situation, macroeconomic factors, regulatory, political or government guidelines and trends, movements in domestic and international securities markets, currency exchange rates and interest rates, changes in the financial position, creditworthiness or solvency of our customers, debtors or counterparts, etc. These risk factors, together with any other ones mentioned in past or future reports, could adversely affect our business and the levels of performance and results described. Other unknown or unforeseeable factors, and those whose evolution and potential impact remain uncertain, could also make the results or outcome differ significantly from those described in our projections and estimates.

Statements as to historical performance, historical share price or financial accretion are not intended to mean that future performance, future share price or future earnings for any period will necessarily match or exceed those of any prior year. Nothing in this presentation should be construed as a profit forecast. In addition, it should be noted that although the presentation has been prepared based on accounting registers kept by CaixaBank and by the rest of the Group companies it may contain certain adjustments and reclassifications in order to harmonise the accounting principles and criteria followed by such companies with those followed by CaixaBank, as in the specific case of Banco Portugués de Investimento ("BPI"), so that, the relevant data included in this presentation may differ from those included in the relevant financial information as published by BPI.

In particular, regarding the data provided by third parties, neither CaixaBank, nor any of its administrators, directors or employees, either explicitly or implicitly, guarantees that these contents are exact, accurate, comprehensive or complete, nor are they obliged to keep them updated, nor to correct them in the case that any deficiency, error or omission were to be detected. Moreover, in reproducing these contents in by any means, CaixaBank may introduce any changes it deems suitable, may omit partially or completely any of the elements of this presentation, and in case of any deviation between such a version and this one, CaixaBank assumes no liability for any discrepancy. This statement must be taken into account by all those persons or entities that may have to make decisions or prepare or disseminate opinions regarding securities issued by CaixaBank and, in particular, by analysts and investors who handle this document. All of them are encouraged to consult the documentation and public information communicated or registered by CaixaBank with the National Securities Market Commission (Comisión Nacional del Mercado de Valores, "CNMV"). In particular, it should be noted that this document contains unaudited financial information.

In relation to Alternative Performance Measures (APMs) as defined in the guidelines on Alternative Performance Measures issued by the European Securities and Markets Authority on 5 October 2015 (ESMA/2015/145), this presentation uses certain APMs, which have not been audited, for a better understanding of the company’s financial performance. These measures are considered additional disclosures and in no case replace the financial information prepared under the International Financial Reporting Standards (IFRS). Moreover, the way the Group defines and calculates these measures may differ to the way similar measures are calculated by other companies. Accordingly, they may not be comparable. Please refer to the Glossary section of the relevant CaixaBank’s Business Activity and Results Report for a list of the APMs used along with the relevant reconciliation between certain indicators. Since 1 January 2023, the Group applies IFRS 17 "Insurance Contracts" and IFRS 9 "Financial Instruments" to the assets and liabilities assigned to the insurance business, based each of the income statement for the year 2022 and the balance sheet as of 31 December 2022 have been restated for comparative purposes. The Group has also taken into consideration the requirements of IFRS 9, an accounting standard that has already been applied to the banking business for the registration and measurement of its financial assets and liabilities.

This presentation has not been submitted to the CNMV or to any other authority in any other jurisdiction for review or for approval. Its content is regulated by the Spanish law applicable at the date hereto, and it is not addressed to any person or any legal entity located in any other jurisdiction and therefore it may not be compliant with the relevant regulations or legal requirements as applicable in any such other jurisdiction.

Notwithstanding any legal requirements, or any limitations imposed by CaixaBank which may be applicable, permission is hereby expressly refused for any type of use or exploitation of the content of this presentation, and for any use of the signs, trademarks and logotypes contained herein. This prohibition extends to any kind of reproduction, distribution, transmission to third parties, public communication or conversion by any other mean, for commercial purposes, without the previous express consent of CaixaBank and/or other respective proprietary title holders. Any failure to observe this restriction may constitute a sanctionable offense under the current legislation.

**Disclaimer**

NOTE on the restatement of historical financial information under IFRS 17/9:

FY22 financial information was restated in accordance with IFRS 17/9. Trailing twelve-month ratios prior to 4Q22 correspond to those reported under IFRS 4, as historical information was not available for restatement. Refer to the Appendix for the restated historical P&L figures.

Presentation prepared with Group data at closing of 30 September 2023, unless otherwise noted.
### CAIXABANK GROUP: KEY FIGURES (1) – September 2023

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients (Total, Million)</td>
<td>20</td>
</tr>
<tr>
<td>Total assets (€ Bn)</td>
<td>611</td>
</tr>
<tr>
<td>Customer loans and advances (€ Bn)</td>
<td>355</td>
</tr>
<tr>
<td>Customer funds (€ Bn)</td>
<td>619</td>
</tr>
<tr>
<td>Market share in loans to individuals (%, Spain)</td>
<td>24%</td>
</tr>
<tr>
<td>Market share in long-term savings (%, Spain)</td>
<td>29%</td>
</tr>
<tr>
<td>Market capitalisation (€ Bn) (4)</td>
<td>28</td>
</tr>
<tr>
<td>Net attributed income (3Q23</td>
<td>9M23, € M)</td>
</tr>
<tr>
<td>% NPLs I % NPL Coverage</td>
<td>2.7%</td>
</tr>
<tr>
<td>LCR eop (%) I NSFR eop (%)</td>
<td>205%</td>
</tr>
<tr>
<td>% CET1(5) I % MREL(5)</td>
<td>12.3%</td>
</tr>
<tr>
<td>Long Term Ratings: Moody’s I S&amp;P I Fitch I DBRS</td>
<td>Baa1</td>
</tr>
<tr>
<td>Employees</td>
<td>44,771</td>
</tr>
<tr>
<td>Branches (6)</td>
<td>4,199</td>
</tr>
<tr>
<td>ATMs (6)</td>
<td>12,608</td>
</tr>
<tr>
<td>Digital clients (7) (Million)</td>
<td>11.4</td>
</tr>
<tr>
<td>Committed to decarbonisation</td>
<td></td>
</tr>
<tr>
<td>European bank leader in ESG bonds issuance</td>
<td>2019-2023 ytd: ~€10.6 Bn SDG bonds</td>
</tr>
<tr>
<td>Mobilisation of Sustainable Funds (8)</td>
<td>2022E-2024E: ~€64 Bn</td>
</tr>
<tr>
<td>Best-in-class in ESG ratings and indices</td>
<td>Sustainable Fitch</td>
</tr>
<tr>
<td></td>
<td>2</td>
</tr>
</tbody>
</table>

(1) Figures as of 30 September 2023 and referring to CaixaBank Group, unless otherwise noted. (2) Credits to resident households and businesses (excluding financial institutions and public sector). (3) Combined market share of mutual funds, pension plans and savings insurance (asset management perspective). Based on INVERCO and Iacea data. For savings insurance, sector data for September are internal estimates. (4) Excluding treasury shares. (5) Ratios include IFRS9 transitional arrangements. (6) Including Spain and Portugal. It does not include international branches and representative offices. (7) In Spain. Figures as of 30 September 2023. Individual clients with at least one access to CaixaBank Digital Banking in the last 6 months. (8) Refer to the appendix (glossary) for definition. (9) Included without interruption from 2012.
INDEX

1. CAIXABANK AT A GLANCE
2. SUSTAINABLE BANKING: STRATEGIC PRIORITIES
3. SDG BOND FRAMEWORK & ISSUANCES
1. CAIXABANK AT A GLANCE
CaixaBank Group at a glance

Leading retail bancassurance franchise in Spain + Portugal

- Customers (Million): 20
- Market share credit/deposits: ~24~/~25%
- Digital clients in Spain (Million): 11.4
- Branches: 4,199
- Total assets (€ Bn): 611

Strong net income growth (+48.2% yoy in 9M23) leads to 14.1% RoTE

- 9M23 Net profit (€ M): 3,659
- 9M23 Gross income, % yoy: +28.9%
- 9M23 Recurrent costs, % yoy: +5.2%
- Recurrent C/I (TTM): 42.6%
- CoR TTM (bps): 30

Solid balance sheet metrics

- % NPL: 2.7%
- LCR eop | NSFR eop: 205% | 139%
- %CET| %Total Capital: 12.3% | 17.1%
- %MREL| %Sub-MREL: 27.1% | 23.9%
- Long Term Ratings: Baa1 | A- | BBB+ | A

A sustainable bank with solid heritage and values

- Included in leading sustainability indices
- MicroBank: Spanish and European reference in micro-credit
- Highly-rated brand: based on trust and excellence in quality of service
- A solid heritage built since 1904, with deeply rooted values: quality, trust and social commitment

1) Figures as of 30 September 2023 and referring to CaixaBank Group, unless otherwise noted. (2) Credits to resident households and businesses (excluding financial institutions and public sector), August 2023. Deposits of households and non-financial businesses, August 2023. Based on Bank of Spain data. (3) In Spain, individual clients with at least one access to CaixaBank Digital Banking in the last 6 months. (4) # of branches in Spain and Portugal, of which 3,894 are retail branches. (5) #1 bank by total assets in Spain (based on public information as of September 2023). (6) Ratios including IFRS9 transitional arrangements. (7) Moody’s, S&P Global, Fitch, DBRS. (8) Including among others: MSCI ESG Global Sustainability, DJSI, FTSE4Good, Ethibel/Euronext Sustainability Index (ESI), STOXX® Global ESG Leaders, CDP A List.
# MAT THE LANCE

**Undisputed leadership** in Spanish banking and insurance

<table>
<thead>
<tr>
<th>GROUP KEY FIGURES</th>
<th>CAIXABANK EX BPI</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>At 30 September 2023</strong></td>
<td><strong>Spain: key figures – at 30 September 2023</strong></td>
</tr>
<tr>
<td>Total assets (€Bn)</td>
<td>Clients (Million)</td>
</tr>
<tr>
<td>Gross customer loans (€Bn)</td>
<td>Branches (Thousand)</td>
</tr>
<tr>
<td>Customer funds (€Bn)</td>
<td>ATMs (Thousand)</td>
</tr>
<tr>
<td>Long-term savings(1) (€Bn)</td>
<td>Employees (Thousand)</td>
</tr>
<tr>
<td>Net worth (€Bn)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients (Million)</td>
<td>20.0</td>
</tr>
<tr>
<td>Branches(2) (Thousand)</td>
<td>4.2</td>
</tr>
<tr>
<td>Employees (Thousand)</td>
<td>44.8</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(1) Savings insurance (on-balance-sheet and other managed resources), pension plans and mutual funds (including SICAVs and managed portfolios).
(2) In Spain and Portugal. It does not include international branches or representative offices.
(3) Based on latest available data from Bank of Spain, ICEA, INVERCO, Cards and Payments System.
**AT A GLANCE**

**The bank of choice** for Spanish retail customers with a solid and growing franchise in Portugal

---

**THE BANK OF CHOICE FOR SPANISH RETAIL CLIENTS**

<table>
<thead>
<tr>
<th>Product Type</th>
<th>Market Share in Spain (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loans</td>
<td>23.7%</td>
</tr>
<tr>
<td>Consumer lending</td>
<td>19.8%</td>
</tr>
<tr>
<td>Deposits</td>
<td>24.9%</td>
</tr>
<tr>
<td>Credit cards</td>
<td>31.2%</td>
</tr>
<tr>
<td>Mutual funds</td>
<td>23.9%</td>
</tr>
<tr>
<td>Pension plans</td>
<td>34.3%</td>
</tr>
<tr>
<td>Savings insurance</td>
<td>36.3%</td>
</tr>
<tr>
<td>Long-term savings</td>
<td>29.5%</td>
</tr>
</tbody>
</table>

---

**WITH A SOLID AND GROWING FRANCHISE IN PORTUGAL**

<table>
<thead>
<tr>
<th>Product Type</th>
<th>Market Share in Portugal (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loans</td>
<td>11.7%</td>
</tr>
<tr>
<td>Mortgages</td>
<td>14.4%</td>
</tr>
<tr>
<td>Long term savings</td>
<td>14.1%</td>
</tr>
<tr>
<td>Credit cards</td>
<td>10.1%</td>
</tr>
</tbody>
</table>

---

(1) Based on latest available data from Bank of Spain, ICEA, INVERCO, Cards and Payments System. (2) Resident households and businesses (excluding financial institutions and public sector). (3) Credit/debit card turnover. (4) Includes unit linked. September 2023, based on ICEA data (sector data as of Sep. 2023 are internal estimates). (5) Combined market share of mutual funds, pension plans and savings insurance (asset management perspective). Based on INVERCO and ICEA data. For savings insurance, sector data as of Sept. 2023 are internal estimates. (6) Source: BPI and Bank of Portugal, latest available data (as of Sept. 2023 for loans and residential mortgages; Aug. 2023 for LTS and credit/debit card turnover).
**Financial strength: solid P&L and balance sheet metrics**

### HIGHER PRE-PROVISION PROFIT

<table>
<thead>
<tr>
<th>Year</th>
<th>Recurrent PPP(1), €Bn</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>3.2</td>
</tr>
<tr>
<td>2013</td>
<td>2.7</td>
</tr>
<tr>
<td>2014</td>
<td>3.2</td>
</tr>
<tr>
<td>2015</td>
<td>3.8</td>
</tr>
<tr>
<td>2016</td>
<td>3.8</td>
</tr>
<tr>
<td>2017</td>
<td>4.1</td>
</tr>
<tr>
<td>2018</td>
<td>3.8</td>
</tr>
<tr>
<td>2019</td>
<td>3.8</td>
</tr>
<tr>
<td>2020</td>
<td>3.8</td>
</tr>
<tr>
<td>2021 PF</td>
<td>4.6</td>
</tr>
<tr>
<td>2022</td>
<td>5.6</td>
</tr>
<tr>
<td>3Q23 TTM</td>
<td>8.1</td>
</tr>
</tbody>
</table>

### SOLID CAPITAL WELL ABOVE REQUIREMENTS AND TARGET

<table>
<thead>
<tr>
<th>Year</th>
<th>% CET1 (end of period)(3), in % of RWAs</th>
</tr>
</thead>
<tbody>
<tr>
<td>D-15</td>
<td>11.6%</td>
</tr>
<tr>
<td>D-16</td>
<td>12.4%</td>
</tr>
<tr>
<td>D-17</td>
<td>11.7%</td>
</tr>
<tr>
<td>D-18</td>
<td>11.5%</td>
</tr>
<tr>
<td>D-19</td>
<td>12.0%</td>
</tr>
<tr>
<td>D-20</td>
<td>13.6%</td>
</tr>
<tr>
<td>D-21</td>
<td>13.1%</td>
</tr>
<tr>
<td>D-22</td>
<td>12.8%</td>
</tr>
<tr>
<td>S-23</td>
<td>12.3%</td>
</tr>
</tbody>
</table>

### SIGNIFICANT DE-RISKING WITH REINFORCED COVERAGE

<table>
<thead>
<tr>
<th>Year</th>
<th>NPL ratio (end of period), in %</th>
</tr>
</thead>
<tbody>
<tr>
<td>D-12</td>
<td>11.7%</td>
</tr>
<tr>
<td>D-13</td>
<td>8.6%</td>
</tr>
<tr>
<td>D-14</td>
<td>9.7%</td>
</tr>
<tr>
<td>D-15</td>
<td>7.9%</td>
</tr>
<tr>
<td>D-16</td>
<td>6.9%</td>
</tr>
<tr>
<td>D-17</td>
<td>6.0%</td>
</tr>
<tr>
<td>D-18</td>
<td>4.7%</td>
</tr>
<tr>
<td>D-19</td>
<td>3.6%</td>
</tr>
<tr>
<td>D-20</td>
<td>3.3%</td>
</tr>
<tr>
<td>D-21</td>
<td>3.6%</td>
</tr>
<tr>
<td>D-22</td>
<td>2.7%</td>
</tr>
<tr>
<td>S-23</td>
<td>2.7%</td>
</tr>
</tbody>
</table>

### AMPLE LIQUIDITY REMAINS A HALLMARK

- **% LCR (12 month average)(5)**: 230%
- **MDA buffer(4)**: 373 bps
- **Peer 1** | 171%
- **Peer 2** | 160%
- **Peer 3** | 159%
- **Peer 4** | 159%
- **Peer 5** | 158%
- **Peer 6** | 154%
- **Peer 7** | 146%
- **Peer 8** | 137%
- **Peer 9** | 134%

---

(1) Pre-provision profit excluding extraordinary operating expenses. 2021 PF including BKIA 1Q21. 3Q23 TTM with 2022 quarters restated under IFRS 9 and IFRS 17 and 1Q23 excluding impact from the banking tax (€373M pre/post tax).
(2) As of 30 September 2023. (3) Reported Basel III fully loaded ratios. From 2020 onwards, including IFRS9 transitional arrangements. (4) Based on 2023 SREP. (5) Based on latest public Pillar 3 reporting data (Template EU LIQ1 and Template EU LIQ2 as of June 2023) by CABK and peers. Peer group includes top 10 entities by market cap as of 30 September 2023 included in the SX7E index. CABK % LCR 12-month average as of 30 September 2023 at 210%. (6) LCR PF ex TLTRO III at 188% and NSFR PF ex TLTRO III at 139%.
Robust financials enable **high shareholder returns**

**INCREASED EPS**
- EPS\(^{(1)}\), €
- 0.23, 0.31, 0.40, 0.58

**INCREASED TBVPS**
- TBVPS, €
- 3.49, 3.73, 3.77, 4.00

**INCREASED DPS**
- DPS paid in the period\(^{(3)}\), €
- 0.07, 0.3, 0.15, 0.23

**EXTRAORDINARY DISTRIBUTIONS**
- €0.5 Bn
  - SBB already in progress\(^{(4)}\)
- €1.8 Bn
  - SBB completed in 2022

**~€4 Bn**
- FY22 dividend
- 2022 SBB
- Ongoing SBB

**50% - 60%**
- FY23 cash payout target

**~€9 Bn**
- 2022-24 strategic target for capital available for distribution\(^{(5)}\)

**RUNNING WELL AHEAD OF INITIAL ESTIMATE**

---

(1) Profit attributed to the Group ex M&A impacts divided by the average number of shares outstanding. (2) IFRS 17/9. (3) DPS paid during the year against previous fiscal year results. (4) 60.2% of the maximum consideration already executed (as of 17 November 2023). (5) 2022-24 target for cumulative capital available for shareholder distribution, including 2022 SBB (€1.8Bn) plus capital generated in 2022-24 in excess of 12% CET1 ratio (ex IFRS 9 TA).
AT A GLANCE

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

2022

Dividend<br>~€1,730 M
SBB<br>~€1,800 M

2023

Dividend pay-out<br>SBB already in progress

50% - 60%<br>€500 M

BREAKDOWN OF SHARE CAPITAL

In % of total as of 30 September 2023

~15% Retail

~17% Research & Health

~0.4% Treasury stock, Directors and shareholders with Board representation

~32% “la Caixa” Foundation

~35% Institutional

~602,000 Shareholders

~7,502 Million shares in circulation

“LA CAIXA” FOUNDATION INVESTMENT IN 2022: BREAKDOWN IN % OF TOTAL

60% Social

9% Education & Scholarship

10% Research & Health

MAIN PROGRAMMES:
Beneficiaries by YE22 since the programme began

Child poverty | ~ 360,000
Job access | > 400,000
Palliative care | ~ 660,000

~0.4% FROB

~17% FROB


(1) Dividend paid on 12 April 2023. Payout over FY22 consolidated net income. (2) Completed in December 2022 resulting in the purchase of a total of 558,515,414 own shares. Refer to CNMV ORI #19626 (14 December 2022) for additional information. (3) Includes treasury stock. (4) Stake that it holds, in accordance with the last notification submitted to the Spanish securities market regulator (CNMV) on 29 March 2021 over the new share capital, via Criteria Caixa, S.A.U. (5) The FROB (Spanish Executive Resolution Authority), which holds the stake via holding company BFA Tenedora de Acciones, S.A., was a controlling shareholder of Bankia S.A. and entered CaixaBank’s shareholder base upon the merger with Bankia in March 2021. Stake that it holds, in accordance with the last notification submitted to the Spanish securities market regulator (CNMV) on 30 March 2023 over the new share capital. (6) As of 30 September 2023: 17.8 million shares acquired for €65.4 M, equivalent to 13.1% of the maximum consideration. Based on the latest public information (ORI 17 November 2023), 79.5 Million shares have been acquired for €301.0 M, equivalent to 60.2% of the maximum consideration. (7) Source: “la Caixa” Foundation Annual Report 2022. (8) Figures include beneficiaries in Portugal.
Born sustainable and responsible

“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 DNA

It is in our mission, vision and values

**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 best-in-class service and a benchmark in sustainability.

**OUR VALUES:** Quality, Trust, Social Commitment.

It is in our activity and actions

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

“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
Always at the forefront of sustainable and inclusive development of the financial sector

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds

Committed to becoming carbon neutral by 2050 as NZBA(1) funding member

Leadership in microfinance in Europe
>
>1.3M micro-loans granted since its inception

European bank leader in ESG bonds issuance. 2019-2023 ytd:
~€10.6 Bn SDG bonds
A T A G L A N C E

Strengthening our commitments to clients and society

Financial inclusion
- No withdrawal from towns: >2,200 w/branch + 675 w/mobile branches\(^{(1)}\)
- Agreement with post office (coverage of towns with <500 inhabitants)\(^{(1)}\)
- The largest microlender in Europe: >100K microcredits granted in 2023
- Support to senior clients (1,619 managers)
- ~360K social or basic accounts

Solutions with social impact
- Adhered to the Spanish Code of Good practices
- ~11K social housing units; >560 new social rents (including renewals)
- Impulsa: >5,880 beneficiary households since programme inception

Fostering diversity and employment
- CaixaBank Dualiza
- Top-3 ranked worldwide by Bloomberg gender equality index in 2021-23

Social projects in our communities
- Volunteering programme: >20.3K participants (including 14K in the Social Month)
- Strategic partnership: >3,500 projects in collaboration with “la Caixa” Foundation
- ~€1.55 Bn in dividends distributed to “la Caixa” Foundation in the last 5 years

Sustainable banking
- NZBA founding member
- #1 European bank by total 2019- Sep. 23 SDG bond issues
- €43.3 Bn in sustainable financing since the beginning of the Strategic Plan
- First Spanish bank to publish an ESG solicited rating: rating of “2” by Sustainable Fitch\(^{(2)}\)

2030 Decarbonisation targets
New 2030 targets for 3 additional sectors\(^{(3)}\)

<table>
<thead>
<tr>
<th>Sector</th>
<th>Target</th>
<th>2020-30</th>
</tr>
</thead>
<tbody>
<tr>
<td>POWER GENERATION</td>
<td>↓30%</td>
<td></td>
</tr>
<tr>
<td>Physical intensity, kgCO(_2)e/MWh</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OIL &amp; GAS</td>
<td>↓23%</td>
<td></td>
</tr>
<tr>
<td>Total financed emissions, MCO(_2)e</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COAL(^{(4)})</td>
<td>↓100%</td>
<td></td>
</tr>
<tr>
<td>Exposure, €M</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AUTO</td>
<td>↓33%</td>
<td></td>
</tr>
<tr>
<td>Physical intensity, gCO(_2)e/vkm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IRON AND STEEL</td>
<td>↓[10-20%]</td>
<td></td>
</tr>
<tr>
<td>Physical intensity, KgCO(_2)e/t steel</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(1) In Spain. (2) Rating range: 1-5 with 1 being the best rating. (3) Auto and Iron & Steel targets included in the new Climate Report published in October 2023; Coal target included in the semi-annual Management Report published in July 2023. (4) Will stop financing companies involved in thermal coal activities (clients whose revenues from thermal coal mining and/or coal-fired power generation exceed 5% of total revenues), reducing the exposure to zero by 2030.
Creating long-term value for our stakeholders

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

**OUR VALUES**
- Quality
- Trust
- Social commitment

**OUR CULTURE**
- People first
- An agile attitude
- Partnership is our strength

**2024 VISION:**
Leadership underpinned by a unique model, based on client proximity

- Reinforced position across all segments
- Efficient distribution model, adapted to customer preferences and needs and with best-in-class digital sales capabilities
- Excellent customer experience
- A benchmark in sustainability
- Preferred Financial Group to work for
- Attractive profitability and competitive shareholder distributions
2. SUSTAINABLE BANKING: STRATEGIC PRIORITIES
Setting the benchmark in sustainable and 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

**Strategic Priorities 2022-2024**
1. Growing the business, developing the best value proposition for our customers
2. Operate an efficient customer model adapted to customer preferences
3. **Sustainability – a benchmark in Europe:**
   - Assist customers in their energy transition;
   - Lead positive social impact;
   - Promote a culture of responsibility while being a sector benchmark in governance

**ENABLERS:** Technology & People

The current focus on sustainability allows us to highlight one of our competitive advantages inherent in our approach to banking
Key ESG targets in the new Strategic Plan 2022-24

**ASSIST CUSTOMERS AND SOCIETY IN THE ENERGY TRANSITION**
- **Sustainable Funds Channeled** (~€64Bn) 2022E-24E
- **Micro Loans Origination** (~€3.5Bn) 2022E-24E

**LEAD POSITIVE SOCIAL IMPACT & PROMOTE SOCIAL INCLUSION**
- **Active Volunteers (employees)** 10k 2024E
- **Managerial Positions Carried Out by Women** 43% (4) 2024E

**FOSTER A RESPONSABLE CULTURE AS A BENCHMARK IN GOVERNANCE**
- **Net Zero Carbon Emissions** by 2050 2022E-2024E
- **Synthetic Sustainability Rating Indicator** A 2024E

**2022-24 AMBITION**

**BEING A BENCHMARK IN EUROPE IS A CORPORATE PRIORITY**

---

(1) Includes new sustainable financing (retail, companies, developers and CIB), participation in sustainable bonds in which the Bank acts as placement agent (excludes own issues), increase in ESG assets under management in CABK AM and in ESG assets under management in VidaCaixa. Refer to the appendix (glossary) for definition. (2) Disclosure of 2030 decarbonisation targets for carbon intensive sectors (prioritized by the NZBA) expected in October 2022. (3) % of managerial positions from large branch deputy management upward (A and B branches) carried out by women. (4) As a result of the Equality Plan update in 2023, the initial target for 2024 set at 42% has been lifted at 43%. (5) Synthetic ESG index created by CaixaBank based on methodology developed by KPMG that provides aggregate information from the main ESG analysis institutions. The indicator objectively weights the results obtained by the company in the scores awarded by the main international ESG analysts (S&P Global, Sustainalytics, MSCI and ISS ESG).
Through our activities and strategic alliances, we contribute to the achievement of the Sustainable Development Goals.
Delivering on our commitment

2022-2024 SUSTAINABLE BANKING PLAN COMMITMENTS

We aim at allocating ~€64 Bn to finance energy transition initiatives, microcredits for students, self-employed, microenterprises, families, and new companies that create jobs.

GLOBAL
- Mobilisation of ~€64 billion in sustainable finance\(^{(1)}\)
- (~€43.3Bn mobilised since launching the plan → c. 70% of the target)
- Maintain category "A" in the synthetic sustainability indicator\(^{(2)}\)

ENVIRONMENTAL
- Work towards decarbonisation of the portfolio to achieve net zero emissions by 2050 with 2030 interim decarbonisation targets

SOCIAL
- ~€3.5Bn of micro-loans origination by MicroBank, CaixaBank Group’s social bank (~€2Bn of micro-loans granted by September 2023)

GOVERNANCE
- 43%\(^{(3)}\) of females in managerial posts\(^{(4)}\)
  (42.9% in September 2023)

---

(1) Includes sustainable financing (retail including MicroBank, companies, developers and CIB) considering the total amount granted by the bank in each transaction and including credit renewals, participation amount in sustainable bonds in which the Bank acts as placement agent (excludes own issues), increase in ESG assets (SFDR’s Art.8 and Art.9) under management in CABK AM and in VidaCaixa. Refer to the appendix (glossary) for definition.

(2) CaixaBank’s own indicator constructed using KPMG methodology. It consists of an objective weighting of the scores awarded by the main international ESG analysts (S&P Global, Sustainalytics, MSCI and ISS ESG).

(3) As a result of the Equality Plan update in 2023, the initial target for 2024 of 42% has been revised upwards to 43%.

(4) CaixaBank S.A. considering deputy-manager positions in branches type A and B and above.
Driving the sustainable transition of companies and society
Assisting our customers in that transition while committed to our own

**MAIN INITIATIVES**

**PRODUCT OFFERING**
- ESG financing solutions for companies and individuals (green mortgage; ecoloans; sustainable verticals in Wivai; EV leasing...)
- ESG investing philosophy

**RAISING AWARENESS**
- NGEU grant and subsidy search tools
- Carbon footprint calculation tools
- ESG engagement with issuers in VidaCaixa & CABK AM portfolios

**ESG ADVISORY**
- Agreements with third parties to provide expert advice to clients on energy transition and the design of carbon footprint reduction plans

**TRAINING**
- ESG training plan - itinerary linked to sustainability (bonus-related training programmes for all employees, certified private and premier banking managers and specific training itineraries for groups with specific sustainability needs, as well as voluntary materials for self-training)
- External dissemination on ESG matters

**PRIORITIES 2022-24**

**SUSTAINABLE FINANCE MOBILISATION**(1)

~€64Bn TARGET FOR 2022-24 ~€43.3Bn ALREADY MOBILISED BY SEPTEMBER 2023

**FOCUS ON SECTORS MOST AFFECTED BY THE TRANSITION**

- TRANSPORTATION
- BUILDING & CONSTRUCTION
- RENEWABLES
- ENERGY EFFICIENCY
- AGRICULTURE

**COMMITTED TO DECARBONISATION: NET ZERO CARBON EMISSIONS BY 2050, WITH 2030 DECARBONISATION TARGETS**(2)

<table>
<thead>
<tr>
<th>Sector</th>
<th>2020-30</th>
<th>2022-30</th>
</tr>
</thead>
<tbody>
<tr>
<td>POWER GENERATION</td>
<td>30%</td>
<td>33%</td>
</tr>
<tr>
<td>Physical intensity, KgCO\textsubscript{2}e/MWh</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OIL &amp; GAS</td>
<td>23%</td>
<td>[10-20%]</td>
</tr>
<tr>
<td>Total financed emissions, MtCO\textsubscript{2}e</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AUTO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical intensity, gCO\textsubscript{2}e/vkm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IRON AND STEEL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical intensity, KgCO\textsubscript{2}e/t steel</td>
<td>[10-20%]</td>
<td></td>
</tr>
<tr>
<td>COAL(3)</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Exposure, €M</td>
<td>2022-30</td>
<td></td>
</tr>
</tbody>
</table>

(1) Includes sustainable financing (retail including MicroBank, companies, developers and CIB) considering the total amount granted by the bank in each transaction and including credit renewals, participation amount in sustainable bonds in which the Bank acts as placement agent (excludes own issues), increase in ESG assets (SFDR’s Art.8 and Art.9) under management in CABK AM and in VidaCaixa. Refer to the appendix (glossary) for definition.
(2) New 2030 decarbonisation targets. Carbon intensive sectors targets (Oil & Gas and Electricity) established in Q422; Auto and Iron & Steel targets included in the new Climate Report published in October 2023; Coal target included in the semi-annual Management Report published in July 2023.
(3) Will stop financing companies involved in thermal coal activities (clients whose revenues from thermal coal mining and/or coal-fired power generation exceed 5% of the total), reducing our exposure to zero by 2030.
Continued delivery: main highlights

**DRIVING SUSTAINABLE BUSINESS:** ESG SOLUTIONS TO ASSIST CUSTOMERS IN THEIR TRANSITION

- ~€43.3Bn Mobilisation of sustainable finance since launching the plan (1)
- ~€5.6Bn In Green Bond issued (2020-2022)
- >€60 Bn AuMs under SFDR Articles 8 & 9 (H23)
- 1st Spanish bank to publish an ESG solicited rating: rating of “2” by Sustainable Fitch (2)
- #3 EMEA bank by sustainab. financing in 2022 (Refinitiv)
- AENOR certified in sustainable finance
- Top UN rating in sustainab. Investments (PRI)
- CABK AM: EFQM 500 seal (1st asset manager in Spain and Europe to earn it)

**COMMITTED TO OUR OWN TRANSITION:** MINIMISING OUR OWN FOOTPRINT

- 100% Carbon neutral since 2018 (3)(4)
- 100% Energy consumed from renewable sources (2022)
- -32% Global CO2 emissions reduced in 2022 vs. 2021
- Net Zero Banking Alliance Founding member fostering a net zero carbon economy
- Statement on Climate Change (updated in 2022)
- 2nd Climate Report (October 2023)

**MANAGING ESG AND CLIMATE-RELATED RISKS**

- ~2% Total carbon-related asset exposure (5) (2022)
- Signatory since 2007
- 1st Spanish bank to adhere to Poseidon principles in 2022
- Operating principles of the Corporate Policy for managing sustainability and ESG risks
- 2023 Sustainability Training plan to provide further knowledge to employees

---

(1) As of 30 September 2023. Includes sustainable financing (retail including MicroBank, companies, developers and CIB) considering the total amount granted by the bank in each transaction and including credit renews, participation amount in sustainable bonds in which the Bank acts as placement agent (excludes own issues), increase in ESG assets (SFDR’s Art.8 and Art.9) under management in CABK AM and in VidaCaixa.
(2) Rating range: 1-5 with 1 being the best rating.
(3) We define the carbon neutral perimeter taking into account the CaixaBank Group’s achievements 1, 2 and 3.6 (corporate trips). To achieve this, we implement measures to reduce emissions, calculate emissions that could not be avoided, and offset them by purchasing credits on the voluntary emissions offset market.
(4) Scope 1, 2 and partially also scope 3.
(5) Metric is based on the definition suggested by the TCFD to facilitate comparability and includes exposure to assets linked to the energy and utilities sectors, excluding water and renewables ("Carbon Related Assets", as defined in the implementation of the TCFD recommendations).
Leading positive social impact and promoting financial inclusion is part of our DNA

I. PROMOTING POSITIVE SOCIAL IMPACT

- Solutions with social impact for vulnerable groups
- Active housing policy
- Financing companies with a positive social impact
- Focus on social inclusion in rural areas
- Employability: entrepreneurship, training programmes
- Accessibility strategy: to facilitate financial inclusion through all customer service channels

II. MICROBANK: LARGEST PRIVATE MICROFINANCE INSTITUTION IN EUROPE

- 16 years promoting financial inclusion
- >1.3 million micro-loans and other social financing granted since its creation in 2007
- With the support of European Institutions

III. SOCIAL PROJECTS IN OUR COMMUNITIES AND WITH ALLIANCES

- Alliances with third parties to provide solutions to social challenges, promote education and accompany vulnerable groups
- Promote the participation and dissemination the impact of “la Caixa” Foundation programmes
- Develop social programmes tailored to the needs of each territory
- Promotion of volunteering initiatives → More than 18,900 activities carried out with local NGOs and associations with ~300,000 beneficiaries in 9M23

AMBITION 2022–24

<table>
<thead>
<tr>
<th>Origination of micro-loans</th>
<th>Active Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>€2.6 Bn 2019–21</td>
<td>5,000 2021</td>
</tr>
<tr>
<td>~€3.5 Bn 2022E–24E</td>
<td>10,000 2024E</td>
</tr>
</tbody>
</table>

MicroBank: Largest Private Microfinance Institution in Europe
I. Promoting positive social impact
Recent examples

SOLUTIONS WITH SOCIAL impact AND MICROFINANCING

~360K
Clients with social accounts

~11K
Housing units within social rent programme
“Code of Good Practices”
For families with mortgage debt on primary homes

>100K
Micro-credits and other loans with social impact granted in 9M23
€991M granted in 9M23

L/t savings and financial planning
VidaCaixa and CaixaBank
AM → #1 in Spain: ~30% market share in long-term savings

INCLUSIVE BANKING, ACCESSIBLE AND CUSTOMER CENTERED

Universal banking
A bank for everyone

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

Senior Citizen Program
1st bank AENOR certified in senior citizen servicing
99%
Presence in towns and villages with >5,000 inhabitants

~480
Towns where CABK is the only bank (Spain)

675
Towns served with mobile branches, (Spain)

FOSTERING DIVERSITY, EMPLOYMENT AND FINANCIAL CULTURE

Fostering diversity
Externally and internally
Top 3 in the world in gender equality (Bloomberg GEI)

CaixaBank Dualiza
Focus on training and employability
€3.5K students benefitting from Dualiza in 1H23

Financial Culture
CABK Research: creating and spreading knowledge through economic & CSR research and analysis
CABK TALKS; A LOT TO DO; AULA

€5Bn
Issued in Social Bonds advancing SDGs in 2019-2023 ytd

(1) As of 30 September 2023. (2) In Spain. Latest available data. Combined market share of mutual funds, pension plans and savings insurance (asset management perspective). Based on INVERCO and ICEA data. For savings insurance, sector data are internal estimates. (3) E.g. ATM design considering all impairments/disabilities. (4) As of December 2022. (5) As of June 2023. In Spain. In Portugal, BPI is present in 61% of towns and villages with >5,000 inhabitants.
II. MicroBank: leading micro-credit institution in Spain and a reference in Europe

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

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.

Maximum amount for the joint income in 2023 of all applicants is €25,200/year. This figure corresponds to the result of multiplying the Public Multiple Purpose Income Indicator (IPREM) by 3.

In 2021, MicroBank signed an agreement with the European Investment Fund (EIF) to improve the access to financing of individuals and organisations that wish to invest in training and education with the aim of improving their employability.

14 years promoting micro-credits

With support from European institutions

(1) 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. (2) Maximum amount for the joint income in 2023 of all applicants is €25,200/year. This figure corresponds to the result of multiplying the Public Multiple Purpose Income Indicator (IPREM) by 3. (3) In 2021, MicroBank signed an agreement with the European Investment Fund (EIF) to improve the access to financing of individuals and organisations that wish to invest in training and education with the aim of improving their employability.
### III. Social projects in our community

#### Recent examples

<table>
<thead>
<tr>
<th>SOCIAL PROJECTS</th>
<th>CORPORATE VOLUNTEERING PROGRAM</th>
<th>PARTNERSHIPS AND COMMITMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>€25M</td>
<td>&gt;3,300</td>
<td>&gt;3,400</td>
</tr>
<tr>
<td>Of “la Caixa” Social Welfare budget managed through CABK network ( ^1 ) for local needs</td>
<td>Beneficiary entities ( ^2 )</td>
<td>Activities targeting local social entities ( ^2 )</td>
</tr>
<tr>
<td>&gt;20,300</td>
<td>&gt;18,900</td>
<td>~300,000</td>
</tr>
<tr>
<td>Volunteers including Social Month ( ^2 )</td>
<td>Volunteering activities ( ^2 )</td>
<td>Beneficiaries ( ^2 )</td>
</tr>
<tr>
<td>~14,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volunteers during the Social Month</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**€1.4M**
Channelled donations for the main NGOs to support the Türkiye - Syria Earthquakes Emergency

---

(1) CaixaBank ex BPI. (2) In 9M23.
Promoting a **responsible culture** while being a **benchmark in governance**

**A SUSTAINABLE MANAGEMENT MODEL**

- Excellent corporate governance
- Customers at the centre
- Committed team
- Commitment to society

**BENCHMARK IN CORPORATE GOVERNANCE**

- **HIGHEST RATING**
- **BOARD DIVERSITY AND INDEPENDENCE**
- Lead independent director since 2017

**2022-24 AMBITION**

- Maintain best-in-class position in ESG ratings
- % of managerial positions carried out by women: 43% \(^{(1)}\)

---

\(^{(1)}\) As a result of the Equality Plan update in 2023, the initial target for 2024 set at 42% has been revised upwards to 43%.
Strong culture of responsibility

**RESPONSIBLE COMMERCIAL PRACTICES**

- **30,395** Employees received ESG training courses\(^{(1)}\)
- **29,413** Employees certified in MiFID II\(^{(1)}\)
- **30,457** Employees certified in insurance IDD\(^{(1)}\)
- Both AM and Insurance subsidiaries are signatories of PRI

**FOSTERING DIVERSITY**

- **40%** Of the BoD are women Directors\(^{(2)}\)
- **42.9%** Of management positions are carried out by women\(^{(2)(3)}\)
- Programme fostering diversity (gender, function, generation) internally and externally
- Top ranked worldwide in gender equality according to Bloomberg Gender Equality Index (2023)
- Excellence Level A in the 2022 EFR\(^{(4)}\) Certification
- Diversity Advisory Committee created in 2022

**PROCESS SIMPLIFICATION AND INFORMATION SECURITY**

- **~ 100%** Digital processes\(^{(5)(6)}\) with 99% digital signatures\(^{(5)(7)}\)
- **€1,051M** Invested in IT and development in 2022
- Advanced information security model with certified standards

---

(1) CaixaBank S.A. As of 30 June 2023. (2) As of 30 September 2023. (3) CaixaBank S.A. considering deputy-manager positions in branches type A and B and above. (4) EFR: Empresa Familiarmente Responsable. (5) As of 30 June 2023. (6) % of documentation related to product acquisition that is digitalised. CABK ex BPI. (7) CABK ex BPI. (8) InfoProtect comprises all initiatives aimed at preparing employees against information security risks.
Best-in-class governance is a corporate priority

**BOARD OF DIRECTORS**

Breakdown by category:

- **15 Directors**
  - 1 Other External
  - 2 Executive
  - 9 Independent
  - 3 Proprietary

**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\(^{(1)}\) (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 initiatives to foster their involvement
- AENOR certified
- ISS ESG Quality Score: top ranked in all categories including Governance\(^{(2)}\)

---

\(^{(1)}\) Includes 2 proprietary directors 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: November 2023.
ESG commitment supported by a strong governance structure – with Board of Directors supervision

**SUSTAINABILITY GOVERNANCE**

**BOARD OF DIRECTORS**

1. **Audit and control Committee**
   - Functions related to non-financial reporting and the effectiveness of internal control systems.

2. **Appointments and sustainability Committee**
   - Supervise compliance with the Entity’s environmental and social policies and rules.

3. **Risks Committee**
   - Propose the Group’s risk policy to the Board, including on ESG issues.

**MANAGEMENT BODIES**

1. **Management Committee**
   - Approves lines of action in the area of Sustainability (1)

2. **Committee of Sustainability**
   - Ensure successful implementation of the sustainability strategy and its promotion within the organisation.

3. **Global Risk Committee**
   - Manages, controls and supervises the risks that the Group may incur.

**ETHICS AND INTEGRITY POLICIES**

- **Code of Business Conduct and Ethics** (updated in 2023)
- **Sustainability Principles** (updated in 2022)
- **Statement on Climate Change** (updated in 2022)
- **Corporate Policy for Managing Sustainability/ESG risks** (updated in 2022)
- **Other responsible policies and principles**: Anti-Corruption; Human Rights; Tax Risk Mgmt./Control; Occupational Health & Safety policies; Supplier Code of Conduct; Personal Data Protection/Security protocol
- **Statement of Principal Adverse Impacts (PIA)** of investment decisions on sustainability factors (NEW in 2022)
- **Responsible marketing committees**: Transparency; product
- **Remuneration policy**: With the aim of aligning the variable remuneration with the sustainability and good corporate governance goals, the weight of metrics linked to ESG factors (such as Sustainability, Quality and Compliance) has been increased in the variable remuneration schemes in 2022. It has been applied to Executive Directors, Senior Management and Corporate Services employees. Sustainability, specifically, is measured as the new production of sustainable finance.

- **Ethics & Compliance**: Corporate whistleblowing channel and inquiry channel relating to the Code of Ethics and principles of conduct, anti-corruption policy and other responsible policies; strong communication and awareness-raising strategy to reinforce integrity culture.UNE 19601 (Criminal compliance management system); ISO 37001 (Anti-bribery Management System) and ISO 37301 (Compliance Mgmt. Systems) certified.

---

(1) The Chief Sustainability Officer is a member of the Management Committee.

(2) Refer to the following link for additional detail: [https://www.caixabank.com/en/sustainability/culture-responsibility/ethics-integrity-policies.html](https://www.caixabank.com/en/sustainability/culture-responsibility/ethics-integrity-policies.html)

(3) CaixaBank, CaixaBank Asset Management and VidaCaixa have anticipated the regulatory requirement for 2023 by publishing information on the most relevant indicators for the Group.
Strong sustainability performance
Ample recognition by main ESG analysts and rating agencies (I/II)

<table>
<thead>
<tr>
<th>ESG Indices - Ratings</th>
<th>Worst</th>
<th>Rating scale</th>
<th>Best</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sustainable Fitch</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dow Jones Sustainability Indices</td>
<td>80</td>
<td>Sustainability score</td>
<td></td>
</tr>
<tr>
<td>MSCI ESG Ratings A</td>
<td></td>
<td>ESG rating</td>
<td></td>
</tr>
<tr>
<td>STOXX Global ESG</td>
<td></td>
<td>ESG risk rating</td>
<td></td>
</tr>
<tr>
<td>QualityScore 1</td>
<td></td>
<td>ESG QualityScore</td>
<td></td>
</tr>
</tbody>
</table>

Additional information

- ESG Entity Rating Score. Reference analyst: Sustainable Fitch Solicited
- First Spanish bank that has been subject voluntarily to the ESG rating by Sustainable Fitch in its solicited classification

- Included uninterruptedly since 2012 in DJSI World/DJSI Europe. Reference analyst: S&P Global
- First inclusion/Last update/Next update: 2012 / Dec. 2022 / Dec 2023 (annual)
- 26 banks included in DJSI World (amongst 179 candidates); with maximum or well above average score in several categories(1)

- MSCI® ESG Leader indices. Reference analyst: MSCI
- First inclusion/Last update/Next update: 2015 / Feb. 2023 / Feb. 2024 (annual)
- In 2023, CaixaBank obtained the MSCI ESG rating of A in the “Average” category, with scores above average in Financing Environmental Impact, and Access to Finance and Consumer Financial Protection

- STOXX Global ESG; included in ESG STOXX index. Reference analyst: Sustainalytics
- First inclusion/Last update/Next update: 2013 / Sept. 2022 / Nov. 2023
- CABK is at Low Risk of experiencing material financial impacts from ESG factors. CABK’s Management of ESG Material Risk is Strong. Risk exposure is Medium. ESG risk rating is Negligible in Human Capital and ESG integration-financials

- ISS ESG QualityScore
- Last update/Next update: Oct. 2023 / Nov. 2023 (monthly)
- Top rated in all categories: QualityScore “1” in Environment, Social and Governance.
- Environment: maximum score in Risk and Opportunities, Natural Resources, Carbon and Climate and Waste & Toxicity
- Social: maximum score in Human rights, Labour, Health & Safety and Stakeholders & Society
- Governance: maximum score in Compensation, Shareholder Rights and Audit & Risk oversight

(1) Including financial inclusion, Policy Influence, Human Rights, Cybersecurity 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.
Strong sustainability performance
Ample recognition by main ESG analysts and rating agencies (II/II)

<table>
<thead>
<tr>
<th>ESG Indices - Ratings</th>
<th>Additional information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate ESG Performance</td>
<td>- ISS ESG corporate rating, ISS ESG Europe Governance QualityScore Index, Solactive ISS ESG index Series. Reference analyst: ISS</td>
</tr>
<tr>
<td>FTSE4Goodc</td>
<td>- First inclusion/Last update/Next update: 2013 / Nov 2022 / Nov 2023</td>
</tr>
<tr>
<td>CDP Climate 2022</td>
<td>- In the absolute rating, rated in the ISS ESG Prime segment, in top 10% of industry group (&quot;Public &amp; Regional Banks&quot;, including 266 companies under analysis). In the #1 decile in terms of relative performance (&quot;High&quot;) and in transparency, rated “very high”</td>
</tr>
<tr>
<td>Moody's ESG Solutions</td>
<td>- FTSE4Goodc Index Series. Reference analyst: FTSE Russell</td>
</tr>
<tr>
<td></td>
<td>- First inclusion/Last update/Next update: 2011 / June 2023 / June 2024</td>
</tr>
<tr>
<td></td>
<td>- Overall rating above sector average (4.1 vs. 3.1 sector average), also above average in all the dimensions: Environment: 3 vs. 2.8 sector average; Social: 4.7 vs. 2.7 average; sector; Governance: 4.8 vs. 3.6 sector average. FTSE Russell analyst</td>
</tr>
</tbody>
</table>

ESG corporate rating

C
Status: Prime
Transparency: very high
Decile rank: #1

ESG rating

4.2

Climate change rating

A
Discourse Awareness Management Leadership

Sustainability index

67

Other analysts/ESG ratings with ongoing assessment on CaixaBank

Other recognition

S&P Global Sustainability Yearbook 2023
Bloomberg Gender Equality Index: In the World Top 3 (2023)
CDP Supplier Engagement Leader 2022
Contributing to advancement of SDGs

CAIXABANK’S CONTRIBUTION TO SDGs – SOME EXAMPLES

Commitment to people
- Financing for companies and the self-employed
- Microloans to entrepreneurs and businesses
- Investment in R&D
- Social bonds

Commitment to society
- Adherence to the Net Zero Banking Alliance (NZBA) & PCAF
- Adherence to Poseidon Principles
- Financing based on ESG criteria
- Ethics and integrity policies
- Due Diligence and assessment in Human Rights

Commitment to the planet
- Green bonds & loans
- PRI & Climate 100+ membership (VidaCaixa and CABK AM)
- Principles for Sustainable Insurance (PSI) and Net Zero Asset Owner Alliance (VidaCaixa)
- Verified reporting (SASB, TCFD)
- Certification B Corp imagin & Wivai

CaixaBank has been a Signatory member of the Spanish Network of the United Nations Global Compact since 2005

(1) Specialised network and services for start-ups and scale-ups.
Active participation in key initiatives (I/II)
Join effort is essential to foster ESG and exchange best practices

<table>
<thead>
<tr>
<th>Cross-disciplinary ESG</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>United Nations Global Compact</strong></td>
</tr>
<tr>
<td>UN international initiative that promotes sustainable development by aligning the business activity with ten principles on human rights, labour standards, the environment and the fight against corruption. CaixaBank (2005); MicroBank and VidaCaixa (2009); CABK AM (2011) and BPI (2021)</td>
</tr>
</tbody>
</table>

| **Responsible Banking Principles.** |
| A voluntary initiative to promote the alignment of the banks’ actions with the Sustainable Development Goals and the Paris Agreement. CaixaBank (2019), and BPI (2023) |

| **PRINCESS Principles for Responsible Investment** |
| They promote investment management based on environmental, social and good governance criteria. VidaCaixa (2009), CaixaBank AM (2016) and BPI Gestao de Activos (2019) |

| **CaixaBank AM (2011) and BPI (2021)** |
| Responsible for the development and expansion of innovative risk and insurance management solutions that contribute to environmental, social and economic sustainability. VidaCaixa (2020) |

| **BPI / “la Caixa” Foundation Chair in Responsible Finance** |
| They strive to ensure enough private capital is allocated to sustainable investments. Members of the network of UN European sustainability centres (2019) |

| **Observatorio ODS** |
| Monitors compliance with the SDGs by Spanish companies. Created by “la Caixa” in collaboration with the Leadership and Democratic Governance Chair of ESADE (2017) |

| **GSG Driving real impact** |
| Strives to fulfil SDGs by promoting high-impact investments. CaixaBank Asset Management holds the chairmanship of SpainNAB, the Advisory Board for Impact Investment (2019) |

| **IESE Foundation Chair of Sustainability and Social Impact** |
| Commitment to promoting, fostering and disseminating new knowledge about sustainability and social impact (2005) |

| **Banking For Impact** |
| Working group with other financial and academic institutions and experts to create a common tool for measuring and assessing impacts (2022) |

| **ICMA International Capital Markets Association** |
| Principles that promote development and integrity in green and social bond markets (2018, 2021) |

| **Spanish Association of CSR prof. CABK is a member of the Board (2015)** |
| They promote investment management based on environmental, social and good governance criteria. CaixaBank AM (2016) and BPI Gestao de Activos (2019) |

| **Promoting the commitment of companies to improve society by acting responsibly. CaixaBank is on the Board of Trustees and the Advisory Board (2011)** |

| **Promoting responsible and sustainable investment in Spain (2011)** |
| Promotes responsible and sustainable investment in Spain (2011) |

| **Promoting the integration of ESG in the management of companies (2010)** |
| Promotes responsible and sustainable investment in Spain (2011) |
Active participation in key initiatives (II/II)
Join effort is essential to foster ESG and exchange best practices

ENVIRONMENTAL

Net Zero Banking Alliance
Commitment to achieve neutral greenhouse gas emissions in credit and investment portfolios by the deadline of 2050 (2021)

Net Zero Asset Owners Alliance
An initiative driven by the United Nations and PRI involving the commitment to transition its portfolios towards net zero greenhouse gas emissions in 2030. VidaCaixa (2022)

Financial Stability Board’s initiative to encourage the disclosure of climate-related risks in companies (2018)

TCFD

European Clean Hydrogen Alliance
Promotes and develops renewable green hydrogen production as a driver of decarbonization with the aim of achieving the European Union's climate targets (2021)

Climate Action 100+

GOVERNANCE

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

Commitment to the Global Maritime Forum for assessing and promoting climate-aligned shipping portfolios. It seeks to enhance the role of maritime financing in addressing global climate goals. CaixaBank (2022)

Partnership of financial institutions to develop and implement a methodology for measuring and reporting greenhouse gas emissions associated with loans and investments (2021)

PACF

EQUATOR PRINCIPLES
Commitment to apply a voluntary management framework for determining, assessing and managing social and environmental risks in project financing (2007)

Framework for Environmentally Responsible Investment (2013)

POSEIDON PRINCIPLES
Promotes economic growth linked to a low-carbon economy through collaboration between the public and private sectors (2016)

Promotes partnerships between the public and private sectors that analyse the cost of economic and social opportunities of gender gaps (2021)

SAFEGI

European Clean Hydrogen Alliance
Promotes microfinance as a tool to combat social and financial exclusion in Europe through self-employment and the creation of micro-enterprises. MicroBank (2008)

Participating in Advance as a collaborative dialogue initiative promoted by PRI to act and influence companies and other institutions to act on human and social rights. CaixaBank AM and VidaCaixa (2022)

SOCIAL

Collective Commitment to Financial Health and Inclusion
Initiative to promote better health and financial inclusion of customers and society in general (2021)

Strategic Protocol to Reinforce the Social and Sustainable Commitment of the Banking Sector
To reinforce the social and sustainable commitment of banking on measures to promote financial inclusion, adherence through CECA (2021)

Partnership with the “la Caixa”, the first Social Action Project in Spain and one of the largest in the world

Partnership with the "la Caixa" Foundation

Functional Education Stimulus Programme, promoted by CECA and the Funcas Foundation, aims to improve the level and quality of financial culture in Spanish society (2018)

Initiative to promote better health and financial inclusion of customers and society in general (2021)

Frequency of dialogue with companies around the globe with high greenhouse emission levels (2018). VidaCaixa and CABK AM (2018)

Promotes microfinance as a tool to combat social and financial exclusion in Europe through self-employment and the creation of micro-enterprises. MicroBank (2008)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Commitment to promote innovation and sustainability in the agribusiness industry (2016)
3. **SDG BOND FRAMEWORK & ISSUANCES**
CaixaBank SDG Funding Framework

FRAMEWORK UPDATE IN 2022

In line with CaixaBank’s Sustainability Principles, the SDG Bond Framework published in 2019 and updated in 2022 represents a statement of intent to clearly contribute to the process of transition to a carbon neutral economy and contributing to the economy, employment and social initiatives.

CaixaBank has been a frequent Green and Social Bond issuer since the establishment of its SDGs Bond Framework in August 2019.

Since then, CaixaBank’s Sustainable asset portfolio has been growing and several additional ESG commitments have been pledged; in line with those commitments, CaixaBank updated its SDGs Bond Framework in Nov-22, which reflects the current sustainability strategy of the bank and its intention to be aligned with the EU Regulation on ESG.

CaixaBank reports on a portfolio basis: its 1st Green Bonds report was published in June 2021 and its second impact report on Social Bonds (Social Portfolio Report) was published in December 2021.

HIGHLIGHTS

- The Framework allows CaixaBank to issue Green, Social and/or Sustainability debt instruments.

- Debt instruments issued under the Framework are fully aligned with the four key pillars of the ICMA Green Bond Principles 2021 (“GBP 2021”), Social Bond Principles 2021 (“SBP 2021”) and Sustainability Bond Guidelines 2021 (“SBG 2021”).

- For each Green, Social or Sustainability debt instrument issued, CaixaBank asserts that it will adopt: (1) Use of Proceeds; (2) Project Evaluation and Selection; (3) Management of Proceeds; (4) Reporting, as set out in the Framework.

- Funds raised through issuances under this Framework will be allocated to finance or refinance a variety of assets (“Eligible Projects”) that promote the following SDGs:

(1) 11 issuances under the SDGs Bond Framework between August 2019 and June 2023: 6 Green Bonds and 5 Social Bonds for a total Euro equivalent issue volume of €10.6Bn, becoming one of the leading issuers among Euro Area financial institutions. (2) Annually updated SDG bonds reports. For latest report check on the following link: SDG Bonds Report – Caixabank. (3) Both reports have been verified by an independent third party, with limited assurance. (4) Proceeds allocated to green projects only. (5) Proceeds allocated to social projects only. (6) Including Bonds and/or Commercial Paper.
SDG Funding Framework is aligned with the four key pillars of ICMA 2021 GBP, 2021 SBP and 2021 SBG\(^{(1)}\)

**4 KEY PILLARS**

### Use of proceeds
- Net proceeds will be used to finance or refinance, in whole or in part, new or existing loans, investments and expenditures (“Eligible Projects”) that meet the categories of eligibility\(^{(2)}\) as established in ICMA 2021 GBP/ 2021 SBP and 2021 SBG\(^{(1)}\).
- Eligible Projects refers to assets initiated up to 3 years prior to the year of inclusion in any of the Eligible Portfolios.
- Commitment to full alignment with the EU Taxonomy Climate Delegated Act, where relevant and possible\(^{(4)}\).

### Project evaluation and selection
- A 3-stage process determines eligibility and selects projects:
  - Loan nomination by business units;
  - Review and selection by the SDGs Funding Working Group;
  - Inclusion/exclusion in Eligible portfolios after the shortlisted projects plus the Working Group review and recommendation are submitted to the Sustainability Committee.
- At least on an annual basis, the alignment of Eligible Projects with the Eligibility Criteria will be re-assessed\(^{(5)}\).

### Management of proceeds
- Portfolio approach to manage proceeds:
  - CaixaBank’s Treasury team is in charge of managing and tracking the proceeds (from the Green, Social or Sustainability debt instruments) and of keeping its SDGs Funding Register including:
    - Principal, maturity and coupon
    - Eligible portfolios, criteria and projects
    - Issuance remaining capacity
- Unallocated proceeds to be invested according to general guidelines for s/t investments.

### Reporting
- Allocation and Impact reporting:
  - An annual allocation and impact report will be provided\(^{(6)}\) at least until full allocation of net proceeds; thereafter, information on allocation of net proceeds would be provided in case of material change in allocation.
  - Allocation information will at least contain: amount allocated by SDG and Eligibility Criteria; remaining balance; amount and % of new financing/refinancing.

---

\(^{(1)}\) ICMA Green Bond Principles 2021 ("2021 GBP") and Social Bond Principles 2021 ("2021 SBP") and Sustainability Bond Guidelines 2021 ("2021 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. \(^{(4)}\) CaixaBank has broadened the scope of the SPO, including an analysis of the alignment of the Green Assets included in the Framework with the EU Taxonomy at the Technical Screening Criteria and Minimum Social Safeguards level. \(^{(5)}\) Additionally, the Non-Financial Risk Department supervises and monitors the fulfilment of eligibility conditions on a regular basis. \(^{(6)}\) On CaixaBank’s website at https://www.caixabank.com/en/shareholders-investors/fixed-income-investors/sdg-bonds.html.
## Use of proceeds (I/III) - Social eligible categories

<table>
<thead>
<tr>
<th>SDG &amp; SDG Target</th>
<th>ICMA SBP category</th>
<th>Preliminary EU Social Taxonomy Objective</th>
<th>Target Population</th>
<th>Eligibility criteria</th>
<th>Examples of eligible assets</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.4</td>
<td>Access to essential services</td>
<td>Adequate living standards and well-being for end-users</td>
<td>Low-income population (as per income criteria defined by MicroBank) Population living in rural areas in Spain who lack access to basic financial services.</td>
<td>Activities that improve access to financial services for underserved populations</td>
<td>MicroBank’s Family Microcredit, essential bank services (e.g. microfinance, deposit-taking, insurance, retail loans/mortgages) provided to individuals or MSME businesses in rural areas.</td>
</tr>
<tr>
<td>1.5</td>
<td>Access to essential services</td>
<td>Adequate living standards and well-being for end-users</td>
<td>General Spanish population, regardless of their income capacity. Elderly population and other groups in need of medical support, including the vulnerable population.</td>
<td>Activities that enhance (i) access to free/subsidised healthcare, early warning, risk ↓ and mgrnt. of health crises; (ii) provision of adequate treatments to the elderly and vulnerable population</td>
<td>Healthcare facilities providing public and/or subsidised health care services; public infrastructure and equipment supplying emergency medical care and disease control services; public training centers for healthcare/emergency response professionals; medical/ social centres; free and/or subsidised nursing homes.</td>
</tr>
<tr>
<td>3.8</td>
<td>Access to essential services</td>
<td>Adequate living standards and well-being for end-users</td>
<td>General Spanish population, regardless of their income capacity.</td>
<td>Activities that improve (i) access to publicly funded primary, secondary, adult and vocational education, including for vulnerable population groups; (ii) publicly funded educational infrastructure</td>
<td>Bank financing granted to self-employed women and to women-owned Micro, Small and Medium Enterprises (“MSMEs”).</td>
</tr>
<tr>
<td>3.b</td>
<td>Socioeconomic advancement and empowerment</td>
<td>Decent work</td>
<td>Women and/or gender minorities.</td>
<td>Personal loans for self-employed women. Loans granted to women-owned MSMEs, as per the European Commission definition</td>
<td></td>
</tr>
<tr>
<td>4.1</td>
<td>Access to essential services</td>
<td>Adequate living standards and well-being for end-users</td>
<td>Entrepreneurs and business owners located in the most economically disadvantaged regions of Spain. Entrepreneurs and business owners, who belong to vulnerable groups.</td>
<td>Bank financing that: (i) promotes growth of MSMEs in the most economically disadvantaged regions of Spain; (ii) contributes to sustainable job creation, econ. Growth and social well-being to encourage entrepreneurship.</td>
<td>Personal loans without any collateral or guarantee for self-employed workers; loans to MSME in the most deprived regions of Spain; loans granted by CaixaBank to entrepreneurs or to newly created start-ups in the most deprived regions of Spain.</td>
</tr>
<tr>
<td>4.2</td>
<td>Decent work and econ. growth, Employment generation</td>
<td>Decent work</td>
<td>Vulnerable populations include the unemployed, migrants, the youth, the elderly, the undereducated and disabled individuals.</td>
<td>Financing local social projects sponsored by either: (i) non-profit organizations; (ii) religious organizations; (iii) foundations or any other philanthropic structures.</td>
<td>Loans granted to NGOs and private Social Projects for the accomplishment of general interest initiatives, aimed at reducing exclusions and inequalities.</td>
</tr>
<tr>
<td>4.3</td>
<td>Socioeconomic advancement and empowerment</td>
<td>Adequate living standards and well-being for end-users</td>
<td>Eligible beneficiaries according to socioeconomic requirements set by regional governments in Spain.</td>
<td>Loans granted to the development and provision of Social Housing</td>
<td>Social housing ownership. Social housing available for rent.</td>
</tr>
<tr>
<td>4.4</td>
<td>Socioeconomic advancement and empowerment</td>
<td>Inclusive and sustainable communities and societies</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

# Additional target vs. previous Framework
Use of proceeds (II/III) - Green eligible categories

<table>
<thead>
<tr>
<th>SDG &amp; SDG Target</th>
<th>ICMA GBP category</th>
<th>EU-GBS environmental objectives</th>
<th>Eligibility criteria</th>
<th>Examples of eligible assets</th>
</tr>
</thead>
</table>
| 6.3 6.4 | Sustainable water and wastewater management | • Sustainable use/protection of water/marine resources and climate change mitigation  
• NACE*: water supply sewerage, waste management and remediation | 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 | Improvements in water quality and use efficiency in line with EU Taxonomy’s Technical Screening Criteria (e.g. construction and maintenance of new water networks to improve residential access to water, etc.) |
| 7.1 7.2 7.3 | Renewable energy | • Climate change mitigation  
• NACE: electricity, gas, steam and air conditioning supply | Activities aiming at financing equipment, development, manufacturing, construction, expansion, operation, distribution and maintenance of low-carbon and renew. energy\textsuperscript{20} | Renewable energy projects; grid and associated infrastructure expansion/development; individual, or small-scale installation of renewable energy plants; smart grids; energy storage for renewables; improved lighting technology |
| 9.1 9.2 9.4 | Green buildings | • Climate change mitigation  
• NACE: construction, real estate activities | Activities aimed at developing quality, reliable, sustainable green buildings, including development, acquisition, renovation and refurbishment | Buildings built before 31/12/20 that belong to the top 15% of the national building stock based on the primary energy demand; buildings built after 31/12/20 with a primary energy demand which is at least 10% < threshold of the “Nearly Zero Energy Building” (NZEB); building renovations |
| 11.2 11.6 | Clean Transportation | • Climate change mitigation  
• NACE: transport and storage | Activities that expand or maintain access to affordable, accessible, and sustainable individual and/or mass passenger and/or freight transport systems and related infrastructure | Metro, tram, high speed passenger train; bicycle infrastructure; all emission-free transport and/or other mass public transportation projects with zero direct tailpipe CO\textsubscript{2} emissions; financing of Electric Vehicles, charging stations, etc. |
| 12.2 12.5 | Pollution prevention and control | • Pollution prevention/control; transition to circular econ., and climate change mitigation  
• NACE: water supply sewerage, waste management and remediation | Activities that contribute to waste prevention, minimisation, collection, management, recycling, re-use, or processing for recovery | Urban waste collection/recycling of separately collected non-hazardous waste, biogas plants\textsuperscript{21} (primarily processing bio waste), fertilizers from anaerobic digestion or bio waste, solid waste treatment; carbon transport and storage technologies |
| 15.2 15.9 15.a | Biodiversity conserve. Environmentally sustainable manag. | • Protection and restoration of biodiversity and ecosystems, and climate change mitigation  
• NACE: Agriculture, forestry and fishing | Activities that contribute to the conservation of terrestrial ecosystems and a sustainable use of the land | Afforestation/reforestation programmes with recognised certifications (FSC or PEFC); rehab of/ new greenfield woody perennial agriculture, plantations of autochthonous species, aligned with EU standards; sustainable farming, etc. |

(1) Statistical classification of economic activities in the European Community.
(2) The GHG emissions shall not exceed 100gr CO\textsubscript{2}e/kWh or any other lower threshold endorsed by the EU Taxonomy.
Use of proceeds (III/III) - Exclusions

On top of the exclusions specified in the ESG management related policies(1), loans and projects falling in the following categories will be non-eligible as use of proceeds of CaixaBank Green, Social or sustainability debt instrument issues:

- Animal maltreatment and intensive animal farming
- Asbestos
- Coal mining and power generation from coal (coal-fired power plants)
- Conflict minerals
- Fossil Fuel
- Gambling/adult entertainment
- Hazardous chemicals
- Inorganic, synthetic fertilizers, pesticides or herbicides
- Large scale dams (above 25MW)
- Nuclear power generation
- Oil and gas
- Palm oil
- Soy oil
- Tobacco
- Weapons

Asset evaluation and selection process

01 Nomination
Each Business Unit nominates new and existing loans within the eligible Use of Proceeds categories to the SDGs Funding Working Group (which includes representatives from the Treasury and Sustainability departments).

02 Review and selection
The Working Group:
1. Reviews the financial asset(s) and client
2. Assesses and confirms the type of asset and its compliance with this Framework and its benefit to SDGs
3. Submits shortlist, review and recommendation to the Sustainable Committee for informational purposes

03 Inclusion (or exclusion)
The Eligible Portfolios are subsequently recorded in the SDGs Debt Instruments Register

IN LINE WITH CAIXABANK’S SUSTAINABILITY PRINCIPLES, THE USE OF PROCEEDS CATEGORIES IN THE SDGs FUNDING FRAMEWORK ARE ALIGNED WITH THE AIM OF SUPPORTING THE TRANSITION TO A CARBON NEUTRAL ECONOMY AND CONTRIBUTING TO ECONOMY, EMPLOYMENT, AND SOCIAL INITIATIVES

THE ELIGIBLE PROJECTS NEED TO COMPLY WITH LOCAL LAWS AND REGULATIONS AS WELL AS CAIXABANK’S ENVIRONMENTAL AND SOCIAL RISK POLICIES

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

Additionally, the Non-Financial Risk Department (as a second line of defense on Reputational and ESG Risk) supervises and monitors the fulfilment of eligibility conditions on a regular basis
Management of proceeds

CAIXABANK’S TREASURY TEAM WILL BE IN CHARGE OF MANAGING THE NET PROCEEDS

THE SDGs FUNDING REGISTER WILL INCLUDE THE FOLLOWING INFORMATION:

- Green, Social, or Sustainability debt instrument(s) information such as the principal amount, maturity date or the coupon
- Eligible Portfolios indicating breakdown by SDG and the corresponding Eligibility Criteria, as well as a brief description of the Projects included in each portfolio
- The issuance remaining capacity defined as the differential between each Eligible Portfolio and the Green, Social, or Sustainability debt instrument(s) issued and outstanding

- Intend to maintain an aggregate amount of assets in the different Eligible Portfolios at least equal to the aggregate net proceeds of all outstanding Green, Social or Sustainability debt instruments
- In case of asset divestment or if a project no longer meets the Eligibility Criteria, the asset in question is to be replaced with other Eligible Projects compliant with the Eligibility Criteria of the Framework
- The proceeds are to be allocated within 2 years from the date of issuance. Pending full allocation of Proceeds, or in case of an insufficient Eligible assets, the balance of net proceeds will be invested according to the Treasury’s general liquidity guidelines for short-term investments.
Reporting

On an annual basis, CaixaBank will provide information on the allocation of the net proceeds of its Green, Social, or Sustainability debt instrument(s) on CaixaBank’s website. Such information will be provided, at least, until all the net proceeds have been allocated and thereafter in case of any material change to the allocation. 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

Performance indicators on the Eligible Projects financed will be provided annually, at least until all net proceeds have been allocated. Performance indicators monitored by CaixaBank may include:

- # loans or # people provided with them
- # loans financed to individuals/families living in rural areas
- # public hospitals and other healthcare facilities built/upgraded
- # residents benefitting from healthcare
- # students supported
- # loan beneficiaries
- # loans granted to women-led companies
- # beneficiaries
- m² of water saved/reduced/treated; recycled water used; water provided/cleaned
- Energy consumption per cubic m³ recycled water
- MWh of clean energy installed; # ton of CO₂e avoided through renewable energy,
  # of solar farms, wind farms or hydro power plants; location and type of solar/wind farms
- # jobs created/maintained
- # microfinance, and MSME loans
- # of start-ups granted a loan
- Location and type of certified green buildings
- # tonnes of CO₂ avoided
- Energy consumption (KWh/m² per year)
- # loans granted
- # beneficiaries
- Lengths of tracks built for mass public transport; # tonnes of CO₂ avoided through sustainable transport;
  Total GHG emissions in CO₂e/p-Km; Location and populations served through new transport;
  # electric vehicles provided; # affordable housing loans granted
- # of solar farms; wind farms or hydro power plants
- Location and type of certified green buildings
- # tonnes of CO₂ avoided through sustainable transport;
  Total GHG emissions in CO₂e/p-Km; Location and populations served through new transport;
  # electric vehicles provided; # affordable housing loans granted
- Tonnes of waste recycled/reduced/avoided/diverted
- Annual GHG emissions reduced/avoided in tonnes of CO₂ equivalent
  Energy recovered from waste of net energy generate
- # loans granted
- # beneficiaries
- Tonnes or CO₂ emissions avoided through planted forests
- Continued maintenance of FSC, Cerflor (PEFC) or equiv.
  Restoration of native forest cover from degraded land; Total land area with restoration; Total area (in hectares) or output from agro-farms
**Second Party Opinion** — Sustainalytics deems CaixaBank SDG Funding Framework credible and impactful

**HIGHLIGHTS**

Sustainalytics is of the opinion that:

- CaixaBank’s Sustainable Development Goals (SDGs) Funding Framework is **credible and impactful**
- It also **aligns with the relevant market standards**: SBG 2021, GBP 2021 and SBP 2021
- Activities and projects to be financed under the Framework will be carried out in **alignment with the EU Taxonomy’s Minimum Safeguards**. The Framework’s six green use of proceeds categories map to 42 economic activities which **align with the applicable Technical Screening Criteria (TSC) of the EU Taxonomy**
- The Framework is **aligned with the Bank’s overall sustainability strategy and initiatives** and will further the Bank’s action on its key environmental priorities
- CaixaBank has **adequate measures to identify, manage and mitigate environmental and social risks** commonly associated with the eligible projects
- Investments in the eligible categories are expected to **advance the UN Sustainable Development Goals**, specifically SDGs 1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12 and 15

---


(2) The Framework was not assessed for Do Not Significant Harm (DNSH) alignment.
### CaixaBank Sustainable Development Goals Bond Issues – Social Bonds

<table>
<thead>
<tr>
<th>Social Bond</th>
<th>Issue Date</th>
<th>Type</th>
<th>Nominal Amount</th>
<th>Maturity</th>
<th>Coupon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inaugural Bond</td>
<td>26 Sep. 2019</td>
<td>Senior Non-Preferred</td>
<td>€1Bn</td>
<td>1 Oct. 2024</td>
<td>0.625%</td>
</tr>
<tr>
<td>2nd Bond</td>
<td>10 Jul. 2020</td>
<td>Senior Preferred</td>
<td>€1Bn</td>
<td>10 Jul. 2026</td>
<td>0.75%</td>
</tr>
<tr>
<td>3rd Bond</td>
<td>26 May 2021</td>
<td>Senior Non-Preferred</td>
<td>€1Bn</td>
<td>26 May 2028</td>
<td>0.75%</td>
</tr>
<tr>
<td>4th Bond</td>
<td>21 Jan. 2022</td>
<td>Senior Preferred</td>
<td>€1Bn</td>
<td>21 Jan. 2028</td>
<td>0.625%</td>
</tr>
<tr>
<td>5th Bond</td>
<td>16 May 2023</td>
<td>Senior Non-Preferred</td>
<td>€1Bn</td>
<td>16 May 2027</td>
<td>4.625%</td>
</tr>
</tbody>
</table>

- 1st Spanish bank to issue a social bond linked to SDGs
- Social bond of the year 2020 (banks) by Environmental Finance

**COVID Social Bond**

**Social Bond Reports**
- 2019-2023 ytd
- 2020 | 2021 | 2022

**€5 Bn**

in SDG Social bond issues 2019-2023 ytd
<table>
<thead>
<tr>
<th>Issue Date</th>
<th>Type</th>
<th>Nominal Amount</th>
<th>Maturity</th>
<th>Coupon</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 Nov. 2020</td>
<td>Senior Non-Preferred</td>
<td>€18n</td>
<td>18 Nov. 2026</td>
<td>0.375%</td>
</tr>
<tr>
<td>9 Feb. 2021</td>
<td>Senior Non-Preferred</td>
<td>€18n</td>
<td>9 Feb. 2029</td>
<td>0.50%</td>
</tr>
<tr>
<td>18 Mar. 2021</td>
<td>Tier 2</td>
<td>€18n</td>
<td>18 June 2031</td>
<td>1.25%</td>
</tr>
<tr>
<td>3 June 2021</td>
<td>Senior Non-Preferred</td>
<td>£0.5Bn</td>
<td>3 Dec. 2026</td>
<td>1.50%</td>
</tr>
<tr>
<td>7 Sep. 2022</td>
<td>Senior Preferred</td>
<td>€1Bn</td>
<td>7 Sep. 2029</td>
<td>3.75%</td>
</tr>
<tr>
<td>14 Nov. 2022</td>
<td>Senior Non-Preferred</td>
<td>€1Bn</td>
<td>14 Nov. 2030</td>
<td>5.375%</td>
</tr>
</tbody>
</table>

**Remuneration Notes:**

- First issuance of a Tier 2 subordinated green bond by a Spanish bank.
- First CaixaBank bond issuance in currency other than Euro.
- Green bond of the year 2021 (banks) by Environmental Finance.

**Green Bond of the Year 2021 (Banks) by Environmental Finance:**

In 2021, CaixaBank was awarded the Green Bond of the Year 2021 (banks) by Environmental Finance. This recognition highlights CaixaBank’s commitment to sustainable development goals (SDGs) and its efforts in issuing green bonds, which are financial instruments designed to finance projects with positive environmental impact.

CaixaBank has been at the forefront of sustainable finance, issuing a series of green bonds that have contributed significantly to the financing of renewable energy projects and green buildings. In 2020-2022, CaixaBank has issued green bonds totaling approximately €5.6 billion, with a focus on projects that align with the United Nations Sustainable Development Goals (SDGs).

**CaixaBank Sustainable Development Goals Bond Issues:**

- **2020:** INAUGURAL GREEN BOND
  - Issue Date: 18 Nov. 2020
  - Type: Senior Non-Preferred
  - Nominal Amount: €18n
  - Maturity: 18 Nov. 2026
  - Coupon: 0.375%

- **2021:**
  - 2ND GREEN BOND
    - Issue Date: 9 Feb. 2021
    - Type: Senior Non-Preferred
    - Nominal Amount: €18n
    - Maturity: 9 Feb. 2029
    - Coupon: 0.50%

  - 3RD GREEN BOND
    - Issue Date: 18 Mar. 2021
    - Type: Tier 2
    - Nominal Amount: €18n
    - Maturity: 18 June 2031
    - Coupon: 1.25%

  - 4TH GREEN BOND
    - Issue Date: 3 June 2021
    - Type: Senior Non-Preferred
    - Nominal Amount: £0.5Bn
    - Maturity: 3 Dec. 2026
    - Coupon: 1.50%

  - 5TH GREEN BOND
    - Issue Date: 7 Sep. 2022
    - Type: Senior Preferred
    - Nominal Amount: €1Bn
    - Maturity: 7 Sep. 2029
    - Coupon: 3.75%

  - 6TH GREEN BOND
    - Issue Date: 14 Nov. 2022
    - Type: Senior Non-Preferred
    - Nominal Amount: €1Bn
    - Maturity: 14 Nov. 2030
    - Coupon: 5.375%

**Green Bond Reports 2021-2022:**

CaixaBank has published detailed reports on its green bond issues, focusing on the environmental impact of the financed projects and the alignment with the SDGs. These reports are available for download on CaixaBank’s official website, providing stakeholders with comprehensive insights into the bank’s commitment to sustainability and green finance.
ESG commitment reflected in strong sustainability ratings – which facilitate ESG issuances

Top 15 European banks (2) by total ESG issuance during 2019-2023 YTD (1), €Bn equivalent

(1) Includes public issuances until 30 September 2023.
A history that spans since 1904

- 1904: "la Caixa" is established
- 1918: Welfare programme integrated into the organisation
- 1970: Building of significant industrial portfolio
- 1977: Opportunity to offer same services as banks
- 1988: National expansion outside the original region
- 1997: Opportunity to offer same services as banks
- 2000: CaixaHolding created
- 2007: Internationalisation & IPO of Criteria CaixaCorp
- 2008: Acquisition of Morgan Stanley Wealth in Spain
- 2009: CaixaGirona acquisition
- 2010: National expansion outside the original region
- 2011: Acquisition of Morgan Stanley Wealth in Spain
- 2012: CaixaBank created and listed
- 2013: Acquisition of Banca Civica
- 2014: "la Caixa" Foundation created
- 2015: Acquisition of Banco de Valencia
- 2016: Acquisition of Barclays
- 2017: Full separation from LCF board
- 2018: Disposal of RE assets (Lone Star deal)
- 2019: 100% of BPI acquired
- 2020: Shareholders’ Meeting approved CaixaBank & Bankia merger
- 2021: CaixaBank & Bankia merger closing
- 2023: 20 million clients
**The highest penetration in Spain also in digital**  
—with 11.4 million digital clients(1)

**THE HIGHEST DIGITAL PENETRATION**  
Market penetration among digital clients(2), Spain in %

- **Peer 1**: 43%
- **Peer 2**: 27%
- **Peer 3**: 15%

---

**DIGITAL AND REMOTE RELATIONSHIP MODELS ARE A COMPLEMENT THAT RESULT IN IMPROVED CUSTOMER EXPERIENCE AND HIGHER PRODUCTIVITY**

**CaixaBankNow**

<table>
<thead>
<tr>
<th>Digital clients (Spain)(3)(5), Million</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.3YE14</td>
</tr>
<tr>
<td>11.4 M DIGITAL CLIENTS (SEP-23)</td>
</tr>
</tbody>
</table>

- **Use of mobile is growing rapidly**
- **Continuously improving customer experience**
- **Innovative offering**

**Promoting new remote and digital relationship models**

<table>
<thead>
<tr>
<th>Clients using InTouch(4)(5), Million</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.2Jun-18</td>
</tr>
<tr>
<td>3.1 M IMAGIN clients(6) (Jun-23)</td>
</tr>
</tbody>
</table>

- **Fully digital customers who prefer the digital relationship and are looking for the neobank experience.**

---

(1) In Spain. (2) 12-month average, latest available data as of 30 September 2023. Total digital banking penetration (desktop + mobile) in Spain, including exclusive clients and shared clients with other entities. Source: ComScore MP and Home and Work (Spain) eBanking portals audiences. Peer group including Banco Santander, BBVA and Banc Sabadell. (3) Individual clients with at least one access to CaixaBank Digital Banking in the last 6 months. Historical series have been restated according to new definition. (4) Data at end of period. In Spain. (5) InTouch was launched in mid-2018. (6) Imagin was launched in 2016 and re-launched in 2020.
Leveraging IT for commercial effectiveness while boosting efficiency and facilitating compliance

**LEVERAGING IT FOR COMMERCIAL EFFECTIVENESS**

- **SALES FORCE WITH SMART PCs** – ~100%
- **DIGITAL SALES**: PENSION PLANS – ~27%
- **# OF CUSTOMERS CONNECTING DAILY TO NOW** – ~4.6 M
- **VIRTUAL ASSISTANT EMPLOYEES AND CUSTOMERS** – 86%
  - Automatic responses to branch employees

**BOOSTING EFFICIENCY AND FACILITATING COMPLIANCE**

- **DIGITAL SIGNATURES** – 99%
- **DIGITAL PROCESSES** – ~100%
- **ROBOTIC CASES IMPLEMENTED** – 444
- **PROCESSSES AUTOMATED BY THE VIRTUAL ASSISTANT** – 88

**SCALABLE AND EFFICIENT SALES-ORIENTED NETWORK**

- Best Digital Bank in Western Europe 2023
- Euromoney
- Best Private Bank for Digital in Spain 2023
- Euromoney
- Best Consumer Digital Bank in Spain for 2023
- Global Finance
- Best Private Bank for Big Data Analytics and AI in Europe 2023
- PWM (FT Group)

---

(1) As of June 2023.
(2) % of documentation related to product acquisition that is digitalised. As of December 2022.
(3) As of December 2022.
At the forefront of digital transformation

**IMPROVING FLEXIBILITY, SCALABILITY AND EFFICIENCY OF IT INFRASTRUCTURE**

- Gradually shifting to cloud processing and solutions → ~25% cloud adoption by YE22 (vs. ~21% 2021)
- High-quality and inter-connected data centres (DPCs) to support and develop Group activities → 214,567 Million transactions processed in 2022 (vs. 153,179 Million in 2021); ~29K transactions per second in 2022 vs. ~25K in 2020
- Extending scope & use of agile methodology → ~40% of IT personnel using agile approach (2024e target: ~80%)

**CONTINUED INVESTMENT IN CYBERSECURITY**

- €65M of budget in security invested in information security in 2023 (€60M in 2022 and €50M in 2021)
- 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 → 99% completed cybersecurity courses in 2022
- Active defence: 6 Red Team network exercises/year, based on TIBER-EU Framework
- Benchmarks: 800 in BITSIGHT vs. 785 peer avg. (2); 9 in CNPIC (3); vs. 8.4 peer avg.; 97/100 in DJSI vs. 89 peer average (4)

**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 → 20 TB data managed daily (vs. 15 TB in 2021)
- ROBOTICS: 444 cases with robotic implemented in 2022
- AI: ~7.3M conversations started between branch-employees and virtual assistant (vs. c.5.9M in 2021); 15 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


Data as of Dec-22.

---

INVESTMENT IN TECHNOLOGY AND DEVELOPMENT

€1,051 M

2022
Diversified and balanced shareholder base

**# OF SHAREHOLDERS**

Number of shareholders\(^{(1)}\), in thousands

- 360 (2007)
- 602 (Sep-23)

**BREAKDOWN OF SHARE CAPITAL BY TYPE OF SHAREHOLDER**

Shareholder base by group\(^{(2)}\), in % of share capital as of 30 September 2023

- **50.1%** Free float\(^{(3)}\)
- **29.5%** Retail
- **70.5%** Institutional

- **49.9%** "la Caixa" Foundation\(^{(4)}\), FROB\(^{(5)}\), treasury stock, directors and shareholders represented in the BoD
- **50.1%** Retail
- **70.5%** Institutional

**Geographical distribution of institutional free float\(^{(6)}\), % of total shares owned by institutional investors, Dec-2022**

- **37%** US & Canada
- **23%** UK
- **16%** Rest of Europe
- **14%** Spain
- **5%** Asia and RoW
- **5%** Not identified

---

(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 September 2023 and shareholders’ register book.

(3) Calculated as the number of shares issued less treasury shares, which are held by members of the Board of Directors and those in the hands of "la Caixa" Foundation and the FROB.

(4) Stake that it holds, in accordance with the last notification submitted to the Spanish securities market regulator (CNMV) on 29 March 2021 over the new share capital, via Criteria Caixa, S.A.U.

(5) Stake that it holds, in accordance with the last notification submitted to the Spanish securities market regulator (CNMV) on 30 March 2021 over the new share capital, via BFA Tenedora de Acciones, S.A.

(6) Percentage calculated on the institutional free float identified at the Shareholder identification elaborated by CMi2i.
Credit ratings facilitate continued market access

APPENDIX 6: Credit ratings

CaixaBank long-term ISSUER ratings
Evolution 2013 – October 2023

<table>
<thead>
<tr>
<th>Moody’s</th>
<th>S&amp;P Global</th>
<th>FitchRatings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baa1</td>
<td>A+ CB</td>
<td>A+ CB</td>
</tr>
<tr>
<td>Baa2</td>
<td>AA+ CB</td>
<td>AA</td>
</tr>
<tr>
<td>Baa3</td>
<td>AA</td>
<td>AA</td>
</tr>
<tr>
<td>A1</td>
<td>A+</td>
<td>A+</td>
</tr>
<tr>
<td>A2</td>
<td>A</td>
<td>A</td>
</tr>
<tr>
<td>A3</td>
<td>A- SP</td>
<td>A- SP</td>
</tr>
<tr>
<td>Baa1 SP</td>
<td>BBB+</td>
<td>BBB+ SNP</td>
</tr>
<tr>
<td>Baa2</td>
<td>BBB</td>
<td>BBB</td>
</tr>
<tr>
<td>Baa3 SNP</td>
<td>BBB- T2</td>
<td>BBB- T2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-investment grade</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ba1 T2</td>
<td>BB+</td>
<td>BB+</td>
</tr>
<tr>
<td>Ba2</td>
<td>BB</td>
<td>BB</td>
</tr>
<tr>
<td>Ba3</td>
<td>BB-</td>
<td>BB-</td>
</tr>
<tr>
<td>B1</td>
<td>B+</td>
<td>B+</td>
</tr>
</tbody>
</table>

Outlook

As of October 2023

Investment grade

Moody’s

- Aa1 CB
- Aa1
- Aa2
- Aa3
- A1
- A2
- A3
- Baa1 SP
- Baa2
- Baa3 SNP

S&P Global

- AAA CB
- AAA
- AA+
- AAA
- AA
- A-
- A
- A-
- BBB+ CB

FitchRatings

- AAA CB
- AAA
- AA
- A

CA = Covered bonds
SP = Senior preferred notes
SNP = Senior non-preferred notes
T2 = Tier 2 notes

APPENDIX 6: Credit ratings

Premium brand reputation with ample external recognition

Best Bank in Spain 2023
Best Digital Bank in Western Europe (WE) 2023
Best Bank for Sustainability in Spain 2023
Best Bank for CSR in Spain 2023
Best Bank for Digital Solutions in Spain 2023

Euromoney

Best Bank in Spain and in Western Europe 2023
World’s Best Consumer Bank 2022
Outstanding Leadership in ESG-Related Loans in the World 2023
Outstanding Financial Leadership in Sustaining Communities in Western Europe 2023

Global Finance

Best Domestic Private Bank in Spain 2023
Best Private Bank for Discretionary Portfolio Management in Spain 2023
Best Private Bank for Digital in Spain 2023

(Euromoney)

Top 3 in the world in gender equality
BloombergGEI

Best Consumer Digital Bank in Spain for 2023
Best Consumer Mobile Banking App in Spain 2023
Best Consumer Banking Innovation and Transformation in Spain 2023
Best Integrated Consumer Banking Site in Spain 2023
Best Consumer Online Product Offerings in Spain and WE 2023
Best Consumer Bill Payment and Presentation in Spain and WE 2023
Best Consumer Lending in Spain and WE 2023
Best Corporate Bank for Online Cash Management Services in Spain 2023

GlobalFinance

Best Financial Services Company Lab (internal) for Customer Experience LABS 2023: customer experience labs & Insights Center
Top Innovator in ESG 2023: Carbon Footprint Calculator for natural individuals
Best Global Innovation in Customer Journey Design: Insights Center

BAI (Bank Admin. Institute)

Best Private Bank for Digital Marketing and Communication in Europe 2023

PWM (IT Group)

Global Innovator (Bronze) 2023
Qorus-Accenture

BPI: Premium brand and innovation recognition

Best Bank for ESG in Portugal 2023
Best Domestic Private Bank in Portugal 2023
Best Private Bank in Portugal 2023

Euromoney

Best Treasury & Cash Management Awards 2023
Best Consumer Banking Innovation and Transformation in Portugal 2023

Global Finance

Excellence Brand 2023
Most Trusted Bank Brand in Portugal 2023
Best Private Bank for CRM in Europe 2023

Superbrands
Reader's Digest
PWM (IT Group)

#1 Digital banking 2023
#1 Prestige Products 2023
#1 Mortgages 2023
Cinco Estrellas

Last update on 29 November 2023.
# Group P&L

<table>
<thead>
<tr>
<th></th>
<th>3Q23</th>
<th>2Q23</th>
<th>1Q23</th>
<th>4Q22</th>
<th>3Q22</th>
<th>2Q22</th>
<th>1Q22</th>
<th>9M23</th>
<th>9M22</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net interest income</strong></td>
<td>2,740</td>
<td>2,442</td>
<td>2,182</td>
<td>1,970</td>
<td>1,603</td>
<td>1,520</td>
<td>1,459</td>
<td>7,364</td>
<td>4,582</td>
</tr>
<tr>
<td><strong>Dividends</strong></td>
<td>0</td>
<td>68</td>
<td>32</td>
<td>0</td>
<td>130</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Equity accounted</strong></td>
<td>0</td>
<td>77</td>
<td>66</td>
<td>66</td>
<td>60</td>
<td>51</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Net fees and commissions</strong></td>
<td>895</td>
<td>909</td>
<td>937</td>
<td>959</td>
<td>968</td>
<td>992</td>
<td>936</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Trading</strong></td>
<td>72</td>
<td>909</td>
<td>937</td>
<td>959</td>
<td>968</td>
<td>992</td>
<td>936</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Insurance service result</strong></td>
<td>297</td>
<td>61</td>
<td>82</td>
<td>11</td>
<td>73</td>
<td>102</td>
<td>142</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other operating income/expenses</strong></td>
<td>(88)</td>
<td>(257)</td>
<td>244</td>
<td>277</td>
<td>236</td>
<td>214</td>
<td>209</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Gross income</strong></td>
<td>4,016</td>
<td>4,159</td>
<td>4,140</td>
<td>4,137</td>
<td>4,136</td>
<td>4,137</td>
<td>4,135</td>
<td>8,292</td>
<td>6,981</td>
</tr>
<tr>
<td><strong>Recurring operating expenses</strong></td>
<td>(1,471)</td>
<td>(1,440)</td>
<td>(1,376)</td>
<td>(1,375)</td>
<td>(1,367)</td>
<td>(1,406)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Extraordinary operating expenses</strong></td>
<td>(4)</td>
<td>(3)</td>
<td>(2)</td>
<td>(15)</td>
<td>(11)</td>
<td>(16)</td>
<td>(8)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Pre-impairment income</strong></td>
<td>2,541</td>
<td>2,115</td>
<td>1,659</td>
<td>1,410</td>
<td>1,485</td>
<td>1,379</td>
<td>1,244</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>LLCs</strong></td>
<td>(282)</td>
<td>(200)</td>
<td>(255)</td>
<td>(434)</td>
<td>(172)</td>
<td>(147)</td>
<td>(228)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other provisions</strong></td>
<td>(95)</td>
<td>(75)</td>
<td>(25)</td>
<td>(6)</td>
<td>(33)</td>
<td>(45)</td>
<td>(45)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Gains/losses on disposals and other</strong></td>
<td>(24)</td>
<td>(44)</td>
<td>(20)</td>
<td>(32)</td>
<td>(20)</td>
<td>(26)</td>
<td>(9)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Pre-tax income</strong></td>
<td>2,140</td>
<td>1,795</td>
<td>1,359</td>
<td>938</td>
<td>1,260</td>
<td>1,161</td>
<td>961</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Income tax expense</strong></td>
<td>(618)</td>
<td>(514)</td>
<td>(504)</td>
<td>(278)</td>
<td>(364)</td>
<td>(293)</td>
<td>(255)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Profit / (loss) after tax</strong></td>
<td>1,522</td>
<td>1,281</td>
<td>855</td>
<td>660</td>
<td>896</td>
<td>868</td>
<td>707</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Minority interests and others</strong></td>
<td>(0)</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Net income attributed to the Group</strong></td>
<td>1,522</td>
<td>1,281</td>
<td>855</td>
<td>659</td>
<td>896</td>
<td>867</td>
<td>706</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(1) 2022 figures restated under IFRS 17/9.
## Balance sheet

### € Million

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cash and cash balances at central banks and other demand deposits</strong></td>
<td>42,271</td>
<td>41,704</td>
<td>1.4</td>
<td>20,522</td>
<td></td>
</tr>
<tr>
<td><strong>Financial assets held for trading</strong></td>
<td>7,772</td>
<td>8,013</td>
<td>(3.0)</td>
<td>7,382</td>
<td>5.3</td>
</tr>
<tr>
<td><strong>Financial assets not designated for trading compulsorily measured at fair value through profit or loss</strong></td>
<td>12,768</td>
<td>12,575</td>
<td>1.5</td>
<td>11,351</td>
<td>12.5</td>
</tr>
<tr>
<td><strong>Equity instruments</strong></td>
<td>12,762</td>
<td>12,569</td>
<td>1.5</td>
<td>11,295</td>
<td>13.0</td>
</tr>
<tr>
<td><strong>Debt securities</strong></td>
<td>6</td>
<td>6</td>
<td>4.4</td>
<td>6</td>
<td>2.5</td>
</tr>
<tr>
<td><strong>Loans and advances</strong></td>
<td></td>
<td>0</td>
<td>0.0</td>
<td>50</td>
<td>(99.8)</td>
</tr>
<tr>
<td><strong>Financial assets designated at fair value through profit or loss</strong></td>
<td>7,185</td>
<td>7,528</td>
<td>(4.6)</td>
<td>8,022</td>
<td>(10.4)</td>
</tr>
<tr>
<td><strong>Financial assets at fair value with changes in other comprehensive income</strong></td>
<td>63,115</td>
<td>66,120</td>
<td>(4.5)</td>
<td>64,532</td>
<td>(2.2)</td>
</tr>
<tr>
<td><strong>Credit institutions</strong></td>
<td>11,203</td>
<td>12,627</td>
<td>(11.3)</td>
<td>12,397</td>
<td>(9.6)</td>
</tr>
<tr>
<td><strong>Customers</strong></td>
<td>346,146</td>
<td>355,214</td>
<td>(2.6)</td>
<td>352,834</td>
<td>(1.9)</td>
</tr>
<tr>
<td><strong>Debt securities</strong></td>
<td>8,287</td>
<td>8,333</td>
<td>(0.5)</td>
<td>8,093</td>
<td>2.4</td>
</tr>
<tr>
<td><strong>Derivatives - Hedge accounting</strong></td>
<td>1,004</td>
<td>1,059</td>
<td>(5.2)</td>
<td>1,462</td>
<td>(31.3)</td>
</tr>
<tr>
<td><strong>Investments in joint ventures and associates</strong></td>
<td>2,052</td>
<td>1,969</td>
<td>4.2</td>
<td>2,054</td>
<td>(0.1)</td>
</tr>
<tr>
<td><strong>Assets under reinsurance contracts</strong></td>
<td>73</td>
<td>67</td>
<td>9.3</td>
<td>63</td>
<td>15.3</td>
</tr>
<tr>
<td><strong>Tangible assets</strong></td>
<td>7,305</td>
<td>7,420</td>
<td>(1.5)</td>
<td>7,516</td>
<td>(2.8)</td>
</tr>
<tr>
<td><strong>Intangible assets</strong></td>
<td>5,020</td>
<td>5,001</td>
<td>0.4</td>
<td>5,024</td>
<td>(0.1)</td>
</tr>
<tr>
<td><strong>Non-current assets and disposal groups classified as held for sale</strong></td>
<td>2,274</td>
<td>2,231</td>
<td>1.9</td>
<td>2,426</td>
<td>(6.3)</td>
</tr>
<tr>
<td><strong>Other assets</strong></td>
<td>20,334</td>
<td>20,736</td>
<td>(1.9)</td>
<td>22,328</td>
<td>(8.9)</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>611,398</td>
<td>625,597</td>
<td>(2.3)</td>
<td>598,850</td>
<td>2.1</td>
</tr>
<tr>
<td><strong>Liabilities</strong></td>
<td>576,067</td>
<td>591,552</td>
<td>(2.6)</td>
<td>565,142</td>
<td>1.9</td>
</tr>
<tr>
<td><strong>Financial liabilities held for trading</strong></td>
<td>4,059</td>
<td>3,943</td>
<td>2.9</td>
<td>4,030</td>
<td>0.7</td>
</tr>
<tr>
<td><strong>Financial liabilities designated at fair value through profit or loss</strong></td>
<td>3,321</td>
<td>3,370</td>
<td>(1.5)</td>
<td>3,409</td>
<td>(2.6)</td>
</tr>
<tr>
<td><strong>Financial liabilities at amortised cost</strong></td>
<td>491,387</td>
<td>505,372</td>
<td>(2.8)</td>
<td>483,047</td>
<td>1.7</td>
</tr>
<tr>
<td><strong>Deposits from central banks and credit institutions</strong></td>
<td>36,335</td>
<td>45,838</td>
<td>(20.7)</td>
<td>28,810</td>
<td>26.1</td>
</tr>
<tr>
<td><strong>Customer deposits</strong></td>
<td>391,450</td>
<td>397,040</td>
<td>(1.4)</td>
<td>393,634</td>
<td>(0.6)</td>
</tr>
<tr>
<td><strong>Debt securities issued</strong></td>
<td>56,882</td>
<td>53,006</td>
<td>7.3</td>
<td>52,608</td>
<td>8.1</td>
</tr>
<tr>
<td><strong>Other financial liabilities</strong></td>
<td>6,720</td>
<td>9,487</td>
<td>(29.2)</td>
<td>7,995</td>
<td>(15.9)</td>
</tr>
<tr>
<td><strong>Insurance contract liabilities</strong></td>
<td>65,306</td>
<td>66,866</td>
<td>(2.3)</td>
<td>62,595</td>
<td>4.3</td>
</tr>
<tr>
<td><strong>Provisions</strong></td>
<td>4,690</td>
<td>4,896</td>
<td>(4.2)</td>
<td>5,231</td>
<td>(10.3)</td>
</tr>
<tr>
<td><strong>Other liabilities</strong></td>
<td>7,304</td>
<td>7,105</td>
<td>2.8</td>
<td>6,831</td>
<td>6.9</td>
</tr>
<tr>
<td><strong>Equity</strong></td>
<td>35,332</td>
<td>34,044</td>
<td>3.8</td>
<td>33,708</td>
<td>4.8</td>
</tr>
<tr>
<td><strong>Shareholders’ equity</strong></td>
<td>37,549</td>
<td>36,168</td>
<td>3.8</td>
<td>35,908</td>
<td>4.6</td>
</tr>
<tr>
<td><strong>Minority interest</strong></td>
<td>33</td>
<td>32</td>
<td>1.3</td>
<td>32</td>
<td>2.1</td>
</tr>
<tr>
<td><strong>Accumulated other comprehensive income</strong></td>
<td>(2,250)</td>
<td>(2,156)</td>
<td>4.4</td>
<td>(2,232)</td>
<td>0.8</td>
</tr>
<tr>
<td><strong>Total liabilities and equity</strong></td>
<td>611,398</td>
<td>625,597</td>
<td>(2.3)</td>
<td>598,850</td>
<td>2.1</td>
</tr>
</tbody>
</table>
# Glossary (I/V)

In addition to the financial information prepared in accordance with International Financial Reporting Standards (IFRS), this document includes certain Alternative Performance Measures (APMs) as defined in the guidelines on Alternative Performance Measures issued by the European Securities and Markets Authority on 5 October 2015 (ESMA/2015/1415). CaixaBank uses certain APMs, which have not been audited, for a better understanding of the company’s financial performance. These measures are considered additional disclosures and in no case replace the financial information prepared under IFRS. Moreover, the way the Group defines and calculates these measures may differ to the way similar measures are calculated by other companies. Accordingly, they may not be comparable. ESMA guidelines define an APM as a financial measure of historical or future performance, financial position, or cash flows, other than a financial measure defined or specified in the applicable financial reporting framework. In accordance with these guidelines, following is a list of the APMs used along with a glossary for abbreviations and other. Refer to the Quarterly Financial Report for additional information on APMs and a reconciliation between certain management indicators and the indicators presented in the consolidated financial statements prepared under IFRS.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC</td>
<td>Amortised cost.</td>
</tr>
<tr>
<td>ALCO</td>
<td>Asset – Liability Committee.</td>
</tr>
<tr>
<td>Affordability ratio</td>
<td>Monthly mortgage instalment over monthly income flows.</td>
</tr>
<tr>
<td>Asset encumbrance</td>
<td>Encumbered assets/Total assets plus collateral received.</td>
</tr>
<tr>
<td>ATM</td>
<td>Automated Teller Machine.</td>
</tr>
<tr>
<td>AT1</td>
<td>Additional Tier 1.</td>
</tr>
<tr>
<td>AuM / AM</td>
<td>Includes mutual funds, managed portfolios, SICAVs, pension plans and some unit-linked products at BPI that are not affected by IFRS 17/9.</td>
</tr>
<tr>
<td>Bps / bps</td>
<td>Basis points.</td>
</tr>
<tr>
<td>BBSAU</td>
<td>Barclays Bank, S.A.U..</td>
</tr>
<tr>
<td>BFA</td>
<td>Banco de Fomento Angola.</td>
</tr>
<tr>
<td>CBR</td>
<td>Combined Buffer Requirement.</td>
</tr>
<tr>
<td>CET1</td>
<td>Common Equity Tier 1.</td>
</tr>
<tr>
<td>CIB</td>
<td>Corporate and Institutional Banking.</td>
</tr>
<tr>
<td>CNMV</td>
<td>Comisión Nacional del Mercado de Valores (Spain).</td>
</tr>
<tr>
<td>Consumer loans (Group)</td>
<td>Unsecured loans to individuals, excluding those for home purchases. Includes personal loans, as well as revolving credit card balances excluding float.</td>
</tr>
<tr>
<td>CoR / CoR ttm</td>
<td>Cost of risk. Total allowances for insolvency risk (tmt) divided by gross average lending plus contingent liabilities, using management criteria.</td>
</tr>
<tr>
<td>Core operating income</td>
<td>Core revenues minus recurrent operating expenses.</td>
</tr>
<tr>
<td>Core revenues</td>
<td>Sum of Nil, Fees and other revenues from insurance (insurance service result and equity accounted income from SegurCaixa Adeslas and other insurance investments).</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Customer spread</td>
<td>Difference between average rate of return on loans (annualised income for the quarter from loans and advances divided by the net average balance of loans and advances for the quarter); and average rate for retail deposits (annualised quarterly cost of retail deposits divided by the average balance of those retail deposits for the quarter, excluding subordinated liabilities).</td>
</tr>
<tr>
<td>DFR</td>
<td>Deposit Facility Rate.</td>
</tr>
<tr>
<td>DJSI</td>
<td>Dow Jones Sustainability Indices.</td>
</tr>
<tr>
<td>DPS</td>
<td>Dividend per share.</td>
</tr>
<tr>
<td>€Bn</td>
<td>€M</td>
</tr>
<tr>
<td>E12M</td>
<td>Euribor 12 months.</td>
</tr>
<tr>
<td>ECB</td>
<td>European Central Bank.</td>
</tr>
<tr>
<td>EOP/eop</td>
<td>End of period.</td>
</tr>
<tr>
<td>EPS</td>
<td>Earnings per share. Quotient between profit/(loss) attributed to the Group and the average number of shares outstanding.</td>
</tr>
<tr>
<td>Equity accounted</td>
<td>Share of profit/(loss) of entities accounted for using the equity method.</td>
</tr>
<tr>
<td>ESG</td>
<td>Environmental, Social, and Governance.</td>
</tr>
<tr>
<td>E/Est.</td>
<td>Internal estimate.</td>
</tr>
<tr>
<td>EU</td>
<td>European Union.</td>
</tr>
<tr>
<td>FV-OCI</td>
<td>Fair Value in Other Comprehensive Income.</td>
</tr>
<tr>
<td>FV</td>
<td>Fair Value.</td>
</tr>
<tr>
<td>FX</td>
<td>Foreign exchange.</td>
</tr>
<tr>
<td>FY</td>
<td>Fiscal year.</td>
</tr>
<tr>
<td>Gains/losses on disposals &amp; others</td>
<td>Gains/losses on de-recognition of assets and others. Includes the following line items: Impairment/(reversal) of impairment on investments in joint ventures or associates; Impairment/(reversal) of impairment on non-financial assets; Gains/(losses) on derecognition of non-financial assets and investments, net; Negative goodwill recognised in profit or loss; Profit/(loss) from non-current assets and disposal groups classified as held for sale not qualifying as discontinued operations, net.</td>
</tr>
<tr>
<td>GGLs</td>
<td>Government guaranteed loans.</td>
</tr>
<tr>
<td>HQLA</td>
<td>High quality liquid assets.</td>
</tr>
<tr>
<td>ICO</td>
<td>Instituto de Crédito Oficial. Spain.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>------</td>
<td>------------</td>
</tr>
<tr>
<td>IFRS9 TA</td>
<td>IFRS9 Transitional arrangements.</td>
</tr>
<tr>
<td>INE</td>
<td>Instituto Nacional de Estadística (Spain).</td>
</tr>
<tr>
<td>Insurance service result</td>
<td>It includes the accrual of the margin on savings insurance contracts, as well as on Unit Linked products, and the recognition of income and expenses from claims corresponding to short term risk insurance. For the entire insurance business, this line item is reported net of expenses directly attributable to the contracts.</td>
</tr>
<tr>
<td>#K</td>
<td># Thousands.</td>
</tr>
<tr>
<td>LCR</td>
<td>Liquidity coverage ratio.</td>
</tr>
<tr>
<td>Liquidity sources</td>
<td>Includes total liquid assets (i.e. HQLAs and ECB Deposit Facilities ex HQLAs) plus covered bond issuance capacity.</td>
</tr>
<tr>
<td>LCRs/LLPs</td>
<td>Loan-loss charges/Loan-loss provisions.</td>
</tr>
<tr>
<td>(Loan) Impairment losses and other provisions</td>
<td>Allowances for insolvency risk and charges to provisions.</td>
</tr>
<tr>
<td>L/T savings / long-term savings</td>
<td>Long-term savings: include mutual funds (with SICAVs and managed portfolios), pension plans, unit linked and saving insurance (including unit linked).</td>
</tr>
<tr>
<td>LTD</td>
<td>Loan to deposits: quotient between net loans and advances to customers using management criteria excluding brokered loans (funded by public institutions); and customer deposits on the balance sheet.</td>
</tr>
<tr>
<td>LTV</td>
<td>Loan to Value.</td>
</tr>
<tr>
<td>M</td>
<td>Million.</td>
</tr>
<tr>
<td>M&amp;A</td>
<td>Merger &amp; Acquisition. It is used in reference to the merger with Bankia.</td>
</tr>
<tr>
<td>M - MDA</td>
<td>Maximum Distributable Amount related to MREL.</td>
</tr>
<tr>
<td>MDA buffer</td>
<td>Maximum Distributable Amount buffer: capital threshold below which limitations exist on dividend payments, variable remuneration and interest payments to holders of Additional Tier 1 capital instruments.</td>
</tr>
<tr>
<td>Minority interests &amp; other</td>
<td>Profit/(loss) attributable to minority interests and others. Includes the following line items: Profit/(loss) for the period attributable to minority interests (non-controlling interests); Profit/(loss) after tax from discontinued operations.</td>
</tr>
<tr>
<td>MREL</td>
<td>Minimum Requirement for own funds and Eligible Liabilities to absorb losses, includes instruments eligible for total capital, senior debt non-preferred, senior debt preferred and other instruments ranking pari-pasu with the latter, at Single Resolution Board’s criteria.</td>
</tr>
<tr>
<td>MRR</td>
<td>Minimum reserve requirement.</td>
</tr>
<tr>
<td>Net fees and commissions</td>
<td>Net fee and commission income. Includes the following line items: Fee and commission income; fee and commission expenses.</td>
</tr>
</tbody>
</table>
## Glossary (IV/V)

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>NII</td>
<td>Net interest income. Under IFRS 17, it continues to consider revenues from financial assets affected by the insurance business, but at the same time, accounts for a cost derived from interests which come from the capitalisation of the new insurance liabilities at an interest very similar to the asset acquisition performance rate. The difference between those revenues and costs is not significant. The margin from savings insurance contracts is accounted in “insurance service result”.</td>
</tr>
<tr>
<td>NIM</td>
<td>Net interest margin, also Balance sheet spread, difference between average rate of return on assets (annualised interest income for the quarter divided by total average assets for the quarter); and average cost of funds (annualised interest expenses for the quarter divided by total average funds for the quarter).</td>
</tr>
<tr>
<td>NPA</td>
<td>Non-Performing Assets.</td>
</tr>
<tr>
<td>NPL coverage ratio</td>
<td>Quotient between total credit loss provisions for loans to customers and contingent liabilities, using management criteria; and non-performing loans and advances to customers and contingent liabilities, using management criteria.</td>
</tr>
<tr>
<td>NPL ratio</td>
<td>Non-performing loan ratio. Non-performing loans and advances to customers and contingent liabilities, using management criteria over gross loans to customers and contingent liabilities, using management criteria.</td>
</tr>
<tr>
<td>NPL stock / NPLs</td>
<td>Non-performing loans including non-performing contingent liabilities.</td>
</tr>
<tr>
<td>NSFR</td>
<td>Net stable funding ratio.</td>
</tr>
<tr>
<td>NZBA</td>
<td>Net-Zero Banking Alliance</td>
</tr>
<tr>
<td>Operating expenses</td>
<td>Include the following line items: administrative expenses; depreciation and amortisation.</td>
</tr>
<tr>
<td>OREO</td>
<td>Other Real Estate Owned: repossessed real estate assets available for sale.</td>
</tr>
<tr>
<td>ORI</td>
<td>Other Relevant Information.</td>
</tr>
<tr>
<td>O-SII buffer</td>
<td>Other systemically important institution.</td>
</tr>
<tr>
<td>P&amp;L</td>
<td>Profit and Loss Account.</td>
</tr>
<tr>
<td>P2R</td>
<td>Pillar 2 Requirement.</td>
</tr>
<tr>
<td>Payout</td>
<td>Payout ratio. Quotient between: Dividends; and profit attributable to the Group</td>
</tr>
<tr>
<td>Perf. Loans</td>
<td>Performing loans.</td>
</tr>
<tr>
<td>PF</td>
<td>Pro Forma.</td>
</tr>
<tr>
<td>PoS</td>
<td>Point of Sale.</td>
</tr>
<tr>
<td>pp</td>
<td>Percentage points.</td>
</tr>
<tr>
<td>PPA</td>
<td>Price Purchase Allocation.</td>
</tr>
<tr>
<td>PPP/Pre-impairment income</td>
<td>Pre-provision profit / pre-impairment income includes: (+) Gross income; (-) Operating expenses.</td>
</tr>
</tbody>
</table>
## Glossary (V/V)

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>RE</td>
<td>Real Estate.</td>
</tr>
<tr>
<td>Recurrent C/I ttm</td>
<td>Recurrent cost-to-income ratio trailing 12 months. Quotient between operating expenses (administrative expenses, depreciation and amortisation) stripping out extraordinary expenses (both, for the last 12 months) over total revenues (for the last 12 months).</td>
</tr>
<tr>
<td>Relational clients</td>
<td>Individual clients with 3 or more product families.</td>
</tr>
<tr>
<td>RoE</td>
<td>Return on Tangible Equity. Ratio dividing profit attributable to the Group trailing 12 months (adjusted by AT1 coupon, registered in shareholder equity) over 12 month average shareholder equity plus valuation adjustments deducting intangible assets using management criteria.</td>
</tr>
<tr>
<td>RoTE</td>
<td>Return on Equity. Profit attributable to the Group trailing 12 months (adj. by AT1 coupon, registered in shareholder equity) over 12 month average shareholder equity plus valuation adjustments.</td>
</tr>
<tr>
<td>RWAs</td>
<td>Risk Weighted Assets.</td>
</tr>
<tr>
<td>SBB</td>
<td>Share Buy-Back.</td>
</tr>
<tr>
<td>SCA</td>
<td>SegurCaixa Adeslas.</td>
</tr>
<tr>
<td>SDG</td>
<td>Sustainable Development Goals.</td>
</tr>
<tr>
<td>SNP</td>
<td>Senior non preferred debt.</td>
</tr>
<tr>
<td>SP</td>
<td>Senior preferred debt.</td>
</tr>
<tr>
<td>SRF</td>
<td>Single Resolution Fund.</td>
</tr>
<tr>
<td>SREP</td>
<td>Supervisory Review and Evaluation Process.</td>
</tr>
<tr>
<td>SSA</td>
<td>Sovereign, supra-national and agencies.</td>
</tr>
<tr>
<td>Sub-MREL</td>
<td>Subordinated MREL: minimum Requirement for own funds and Eligible Liabilities to absorb losses, includes instruments eligible for total capital and senior debt non-preferred.</td>
</tr>
<tr>
<td>TBVPS</td>
<td>Tangible Book Value per share. Quotient between equity less minority interests and intangible assets divided by the number of outstanding shares at a specific date.</td>
</tr>
<tr>
<td>T1</td>
<td>Tier 1 capital.</td>
</tr>
<tr>
<td>TLTRO</td>
<td>Targeted long-term refinancing operation conducted by the European Central Bank.</td>
</tr>
<tr>
<td>Trading income</td>
<td>Gains/(losses) on financial assets and liabilities. Includes the following line items: Gains/(losses) on de-recognition of financial assets and liabilities not measured at fair value through profit or loss, net; Gains/(losses) on financial assets not designated for trading that must be designated at fair value through profit or loss, net; Gains/(losses) on financial assets and liabilities held for trading, net; Gains/(losses) from hedge accounting, net; Exchange differences, net.</td>
</tr>
<tr>
<td>ttm</td>
<td>Trailing 12 months.</td>
</tr>
<tr>
<td>YE</td>
<td>Year End.</td>
</tr>
<tr>
<td>YTD</td>
<td>Year to Date.</td>
</tr>
</tbody>
</table>