CaixaBank — January–June 2023

Consolidated
Interim Management Report

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CaixaBank cautions that this document may contain statements on provisions and estimates of future business and profitability, particularly in relation to the financial information relating to CaixaBank Group, which has been prepared mainly on the basis of estimates made by the Entity. Please note that these estimates represent our expectations regarding the development of our business and that there may be various risks, uncertainties and other relevant factors that could cause developments to differ materially from our expectations. These variables include market conditions, macroeconomic factors, regulatory and government requirements; fluctuations in national or international stock markets or in interest and exchange rates; changes in the financial position or our customers, debtors or counterparties, and so forth. These risk factors, together with any others mentioned in past or future reports, could adversely affect our business and its level of performance. Other variables that are unknown or unpredictable, or for which there is uncertainty about their evolution and/or potential impacts, may cause the results to differ materially from those described in the forecasts and estimates.

Past financial statements and previous growth rates are no guarantee of the future performance, results or price of shares (including earnings per share). Nothing contained in this document should be construed as constituting a forecast of future results or profit. It should also be noted that this document has been prepared on the basis of the accounting records kept by CaixaBank and, where applicable, by the other Group companies, and includes certain adjustments and reclassifications to bring the principles and criteria followed by the integrated companies in line with those of CaixaBank, and therefore the data contained in this presentation may not coincide in some respects with the financial information published by the Entity.

The statement of profit or loss and the consolidated balance sheet and the corresponding breakdowns of those statements provided in this report, are presented under management criteria, but have still been prepared in accordance with International Financial Reporting Standards ("IFRS") as adopted by the European Union under the terms of Regulation (EC) No 1606/2002 of the European Parliament and of the Council of 19 July 2002, as subsequently amended. In preparing these statements, Circular 4/2017 of the Bank of Spain of 6 December, as subsequently modified, has also been taken into due account in that it adapts IFRS-EU to Spanish credit institutions.

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Further to the financial information drawn up pursuant to the IFRS, this report contains a number of the Alternative Performance Measures (APMs) set out in the Guidelines on Alternative Performance Measures published by the European Securities and Markets Authority on 5 October 2015 (ESMA/2015/1415) ("the ESMA Guidelines") so as to provide a clearer picture of the Entity's financial performance and situation. Please be advised that these APMs have not been audited. These measures are considered additional disclosures and in no case replace the financial information prepared under IFRSs. Moreover, the way CaixaBank Group defines and calculates these measures may differ to the way similar measures are calculated by other companies. As such, they may not be comparable. Please refer to the 'Glossary' section of the document for details of the APMs used, as well as for the reconciliation of certain management indicators to the indicators presented in the consolidated financial statements prepared under the IFRS. The Group has applied IFRS 17: "Insurance Contracts" and IFRS 9: "Financial Instruments" to the assets and liabilities under the insurance business as of 1 January 2023 and hence the income statement for the fiscal year 2022 and the balance sheet at 31 December 2022 have been restated for comparative purposes. The Group has also considered the IFRS 9 requirements, an accounting standard that it had already been applying to recognise and measure its financial assets and liabilities in its banking business.

The content of this document is governed by Spanish law that applies at the time of its preparation, and is not intended for any natural or legal person located in any other jurisdiction. Thus, it does not necessarily comply with the regulations or legal requirements that apply in other jurisdictions.

Figures are presented in millions of euros unless the use of another monetary unit is stated explicitly, and may be expressed as either million euros or € million.

Contents

The Consolidated Interim Management Report, in accordance with Circular 3/2018 of the CNMV, must incorporate the most important events during the interim period, as well as a description of the main risks and uncertainties regarding that half of the year, which significantly alter any of the messages contained in the Consolidated Management Report drawn up in the previous financial year. For this reason, and in order to understand the information properly, it is important to read this document together with the 2022 Consolidated Management Report written by the Board of Directors on 16 February 2023.

The CNMV Listed Company Guide to Drawing up the Management Report was used to create this document.

From 1 January 2023 until the time that this report was written, no significant events took place in terms of the development of the Group, not mentioned herein.

CaixaBank in June 2023

> CLIENTS

Spain's **#1** bank with a **solid position** in Portugal

20.1m customers

18.2m Spain	1.9m Portugal

12.3m digital customers

4,228 branches

Best Bank in Spain 2023, by *Euromoney*

> EMPLOYEES

Commitment to **diversity**

44,683 Employees

56.5% Female

43.5% Male

42.7% of women in managerial positions at CaixaBank, S.A.

Certificate with excellence level A

> SHAREHOLDERS AND INVESTORS

| Result underpinned by the progress of commercial activity and the recovery of the macro environment

€2,137m Attributed profit/(loss)

€7,110m Core income

10.2% 12 months ROE

| Solid capital position

12.5% CET1

17.5% Total capital

| Improvement in the credit quality metrics

2.6% NPL ratio

0.27% Cost of risk - 12 months

| Greater shareholder remuneration

55% cash pay-out

€0.2306 earnings per share

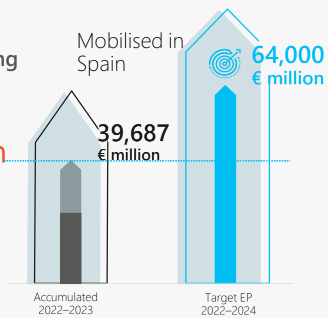
€500m announced

2023 SHARE BUYBACK PROGRAMME[1]

> SUSTAINABILITY

| Mobilisation of sustainable financing

+€2,484m mobilised in Portugal



> ENVIRONMENT AND CLIMATE

15,553 + 29,884 KtCO2

Emissions financed Scope 1+2 / 3

MEMBER OF PCAF AND FOUNDING MEMBER OF THE NET-ZERO BANKING ALLIANCE (NZBA)

Renewal and extension of certifications and fostering efficiency

> SOCIETY

Committed to the senior collective

1 Social bond issued for 1,000 million euros

169,461 MicroBank beneficiaries (accum.2022–2023)

10,446 Social housing

[1] Subject to the regulatory approval,

Milestones for **the first half of 2023**

JANUARY

First issue of debt in the American market, for €1,250m in senior non-preferential bond format

CaixaBank, third best company in the world in gender equality, according to Bloomberg.

FEBRUARY

CaixaBank will train its entire workforce in sustainability in 2023.

CaixaBank has rolled out a plan to provide support to the main NGOs that are working on the emergency following the earthquakes in Turkey and Syria.

MARCH

CaixaBank strengthens its capital position by issuing 750 million euros in preferred stock convertible into shares.

Euromoney names CaixaBank the 'Best Private Bank in Spain' 2023

APRIL

Launch of a new edition of the "*Entrepreneur woman prizes*" and the talent program for young people entitled "*New Graduates Program*".

CaixaBank, leader in digital banking in Spain according to GfK DAM

MAY

CaixaBank involves 13,968 participants in 'Social Month' in support of volunteering and social organisations.

CaixaBank issues the first social bond of the year for an amount of 1,000 million euros.

JUNE

CaixaBank is partnering with the European Central Bank in an experimental exercise to develop a prototype for instant payments using the digital euro.

Global Finance acknowledges CaixaBank for its global leadership in ESG loans and for its support of society in Western Europe.

Our identity

CaixaBank Group is a financial group with a socially responsible, **long-term universal banking model,**

based on quality, trust and specialisation, which offers a value proposition of products and services adapted for each sector, adopting innovation as a strategic challenge and a distinguishing feature of its corporate culture, and whose leading position in retail banking in Spain and Portugal makes it a key player in supporting sustainable economic growth.

CaixaBank, S.A. is the parent company of a group of financial services, whose stock is traded on the stock exchanges of Barcelona, Madrid, Valencia and Bilbao and on the continuous market. It has been part of the IBEX-35 since 2011, as well as the Euro Stoxx Bank Price EUR, the MSCI Europe and the MSCI Pan-Euro.

Impact on the Company

Our mission

To contribute to the financial well-being of our customers and the progress of society as a whole

CaixaBank offers its customers the best tools and expert advice to make decisions and develop habits that form the basis of financial well-being and enable them, for example, to appropriately plan to address recurring expenses, cover unforeseen events, maintain purchasing power during retirement or to make their dreams and projects come true.

Besides contributing to our customers' financial well-being, our purpose is to support the progress of the whole of society. We are a deeply-rooted retail bank in all areas in which we work and, for this reason, we feel a part of the progress of the communities where we engage our business.

> WE DO THIS BEING:

- Close to people for everything that matters

> WE DO THIS WITH

- Specialised advice,
- Personal finance simulation and monitoring tools,
- Comfortable and secure payment methods,
- A broad range of saving, pension and insurance products,
- Responsibly-granted loans,
- Overseeing the security of our customers' personal information.

> WE CONTRIBUTE TO THE PROGRESS OF SOCIETY

- Effectively and prudently channelling savings and financing, and guaranteeing an efficient and secure payment system,
- Through financial inclusion and education; environmental sustainability; support for diversity; with housing aid programmes; and promoting corporate voluntary work,
- And, of course, through our collaboration with the Obra Social (social work) of the “la Caixa” Foundation, whose budget is partly nourished through the dividends that CriteriaCaixa earns from its stake in CaixaBank. A major part of this budget is funnelled into identified local needs through the CaixaBank branch network in Spain and BPI in Portugal.

1.1 Ethical and responsible behaviour

CaixaBank applies best practices to ensure ethical and responsible behaviour, and for this reason has ethics and integrity policies approved by the Board of Directors, a mature and certified compliance model, together with a series of internal measures to ensure effective compliance with these policies.

Policy update

In the first half of 2023, the following ethics and integrity policies were updated:

- **Corporate Criminal Compliance Policy (updated in March):** To ensure the existence of a robust control environment that helps to prevent and avoid the commission of crimes in conduct for which the legal entity is criminally liable. This Policy lays down a general framework that guides CaixaBank Group's Criminal Prevention Model.
- **Code of Ethics and Principles of action (updated in May):** It includes the principles that govern the actions of all the people who make up the CaixaBank Group, it is the highest-level internal regulation and, as such, It is mandatory for all Group professionals.
- **Corporate Anti-Corruption Policy (updated in May):** To lay down a framework for action and rejection of any conduct that may be directly or indirectly related **to corruption in particular and to the basic principles of action in general.**
- **Corporate Internal Information System Policy (updated in June)**: It defines the principles and premises that regulate the internal information system, whose purpose is to provide adequate protection against reprisals that may be suffered by natural persons who report on any of the actions or omissions that may constitute infringements.

CaixaBank maintains an effectively implemented compliance management system **with a high degree of maturity.**

Renewal of certifications

In the first half of 2023, the following certifications issued by AENOR were renewed:

- UNE 37301 **Compliance Management Systems**, an international standard that sets out the requirements and provides a guide to *compliance* management systems and recommended practices.
- UNE 37001 **Anti-bribery Management Systems** is an international standard (150) that sets out the requirements and provides a guide for establishing, implementing, maintaining, revising and enhancing an anti-bribery management system.
- UNE 19601 **Criminal Compliance Management Systems** is the national standard for Criminal Compliance, drawn up by the Spanish Association for Standardisation (UNE), and lays down the structure and methodology necessary to implement organisational and management models for crime prevention.

Due Diligence in Human Rights

In the first semester of 2023, the Human Rights due diligence process was carried out, followed by the evaluation process with the objective of updating said exercise and giving it greater depth and scope.

In March 2023, Law 2/2023 came into force, governing the protection of persons who report **regulatory breaches and the fight to combat corruption**.

CaixaBank has taken the following actions to comply with this law:

1. Adapting and redefining governance. The following actions have been undertaken in this field:

- **Approval of the Corporate Policy of the Internal Information System** (IIS) to grant protection to natural persons who report possible infringements.
- **Approval of the Information Management Procedure** to lay down the necessary provisions for the IIS to fulfil the requirements of the Law.
- **Appointment of the Compliance Director as Head of the IIS.**
- **Updating and drafting of internal regulations.**

2. Consultation with the Legal Representation of CaixaBank Group IIS Employees.

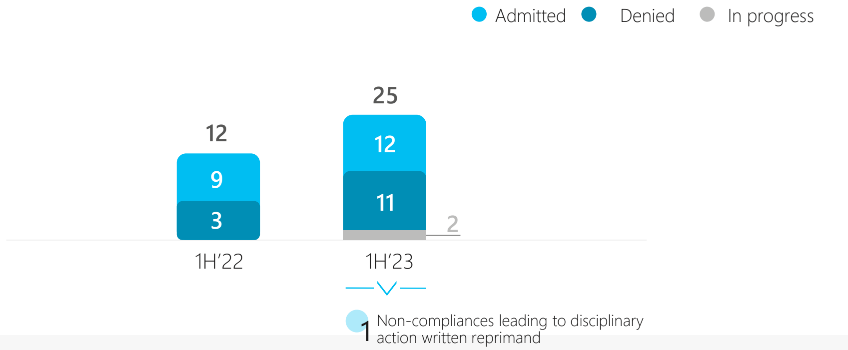
3. Incorporation of new groups into the Whistle-blowing Channel: Shareholders, workers for or under supervision and management of contractors, subcontractors and suppliers, former employees, and candidates.

4. Updating the **categories** included in the Whistle-blowing Channel to adapt them to CaixaBank's reality, adding two new categories in the workplace:

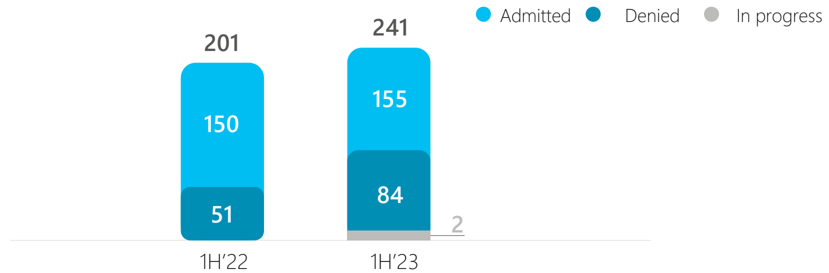
- **Harassment in the workplace** and sexual harassment in the professional sphere
- **Occupational health and safety / Occupational risk prevention**

> DETAILS OF WHISTLE-BLOWING AND QUERIES CHANNELS

> WHISTLE-BLOWING CHANNEL



> QUERIES CHANNEL



2.1 Context and perspectives

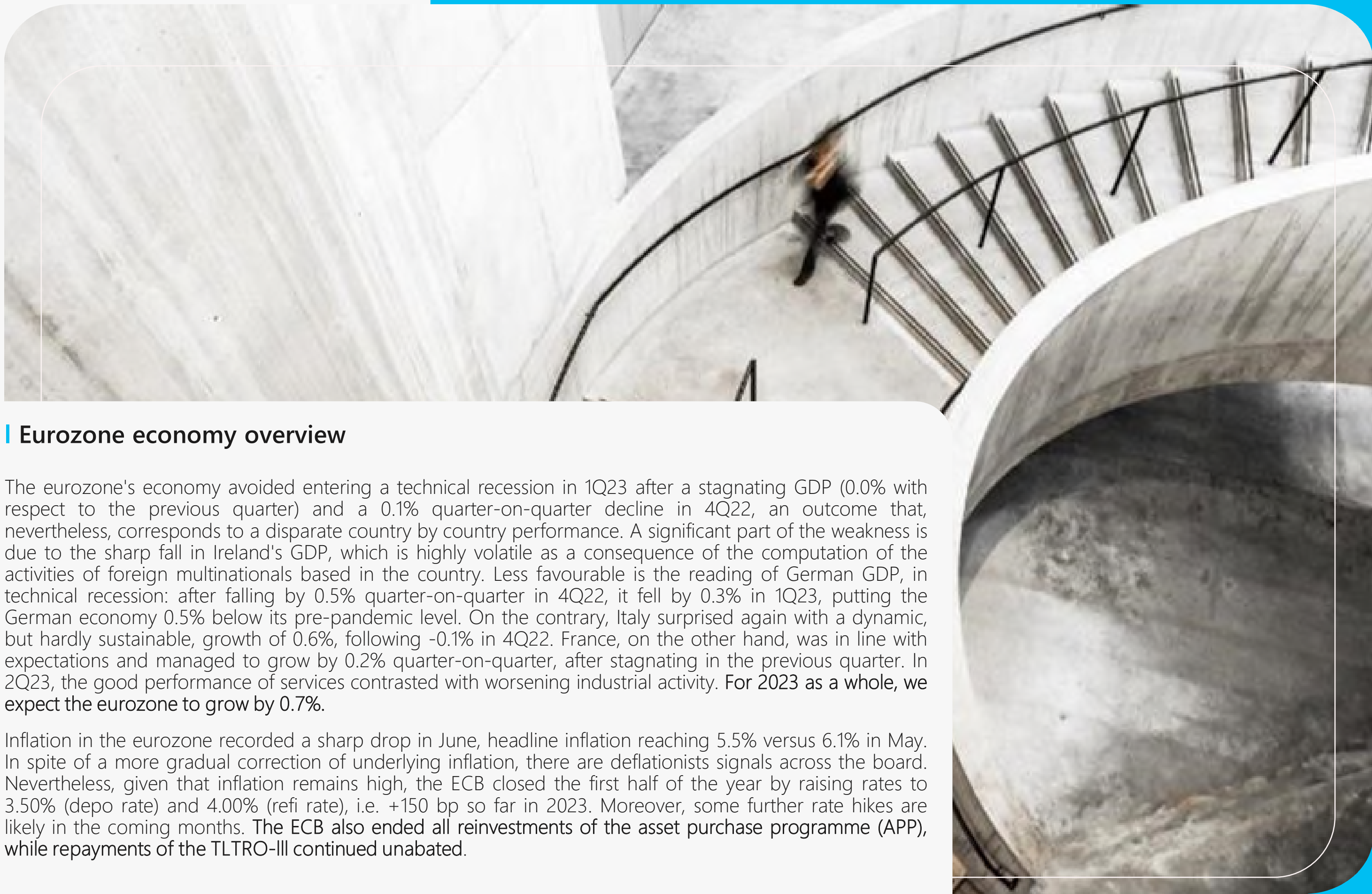
Economic context

Global trends

The performance of the international economy since the start of 2023 has been characterised by three major dynamics. Firstly, energy prices have eased and stabilised at lower levels than expected a few months ago, although still above their pre-pandemic levels. Secondly, activity indicators have been relatively resilient and the labour market has remained highly resilient, while inflation has been mixed, with declines in headline inflation but considerable persistence of core inflation (services and non-energy goods). For these reasons, as a third major dynamic, the major central banks have been pushed to further tighten monetary policy. These rate hikes can be expected to lead to a cooling of the global economy in the upcoming quarters.

As a result of the foregoing, global growth in the first quarter of the year was above expectations, albeit with heterogeneous behaviour among the major regions. The revival of the Chinese economy following its shift away from the zero-COVID policy was a major boost at the beginning of the year, although it loss momentum in the second quarter.

Furthermore, in the US the economic activity shows resilience, with a robust labour market and GDP continuing to grow in the second quarter after a 0.6% quarter-on-quarter increase in the first quarter of 2023. The aftershocks from the collapse of Silicon Valley Bank in March have been fading, with the tightening of financial conditions proceeding on a more gradual course. Inflation has been declining thanks to the easing of energy prices and the base effects, as well as the growing deflationary pressures across the consumer basket. In this context, the Federal Reserve's cycle of rate hikes could be close to an end, although it will have to maintain a restrictive monetary policy for several months.



Eurozone economy overview

The eurozone's economy avoided entering a technical recession in 1Q23 after a stagnating GDP (0.0% with respect to the previous quarter) and a 0.1% quarter-on-quarter decline in 4Q22, an outcome that, nevertheless, corresponds to a disparate country by country performance. A significant part of the weakness is due to the sharp fall in Ireland's GDP, which is highly volatile as a consequence of the computation of the activities of foreign multinationals based in the country. Less favourable is the reading of German GDP, in technical recession: after falling by 0.5% quarter-on-quarter in 4Q22, it fell by 0.3% in 1Q23, putting the German economy 0.5% below its pre-pandemic level. On the contrary, Italy surprised again with a dynamic, but hardly sustainable, growth of 0.6%, following -0.1% in 4Q22. France, on the other hand, was in line with expectations and managed to grow by 0.2% quarter-on-quarter, after stagnating in the previous quarter. In 2Q23, the good performance of services contrasted with worsening industrial activity. For 2023 as a whole, we expect the eurozone to grow by 0.7%.

Inflation in the eurozone recorded a sharp drop in June, headline inflation reaching 5.5% versus 6.1% in May. In spite of a more gradual correction of underlying inflation, there are deflationists signals across the board. Nevertheless, given that inflation remains high, the ECB closed the first half of the year by raising rates to 3.50% (depo rate) and 4.00% (refi rate), i.e. +150 bp so far in 2023. Moreover, some further rate hikes are likely in the coming months. The ECB also ended all reinvestments of the asset purchase programme (APP), while repayments of the TLTRO-III continued unabated.

The Spanish economy recovered its pre-pandemic level of GDP in the first quarter of 2023**.**

The carry-over effect from the upward revision of growth in the second part of 2022 and the strong start to the year lead us to **raise the GDP growth forecast for 2023 to 2.3%.**

Spanish economy overview

The Spanish economy has shown considerable resilience, performing better than expected at the start of the year. In the first quarter of 2023, it posted a quarter-on-quarter increase of 0.6% in GDP, and managed to exceed pre-pandemic levels (Q42019), boosted by the buoyancy of external demand due to the strong momentum of tourism and exports of other services, while private consumption continued to contract.

The information available for the second quarter offers mixed signals, showing a more or less up and down profile throughout the quarter. On the one hand, industry is weak. On the positive side, foreign tourism continues to post very good figures and job creation shows a good tone, albeit losing buoyancy.

The housing market has been cooling but at a milder pace than expected. Notwithstanding the rise in interest rates, and the consequent cooling of demand, the shortage of supply is holding back the adjustment in prices. Sales recorded a year-on-year decline of 4.1% up to April, while prices in the first quarter were up 0.6% on the previous quarter, according to the price indicator prepared by the INE, mainly due to the rise in prices of new housing.

Inflation has continued to ease, falling to 3.2% in May, the lowest level since July 2021, thanks not only to the base effect of energy prices but also to signs of a slowdown in the other components of the CPI basket. Core inflation, which excludes energy and all food, came in at 4.3% in June, compared with a peak in February of 5.2%

The outlook suggests a gradual slowdown in activity in the coming quarters as a result of the impact of monetary policy tightening. The good performance of activity in the first few months of the year, together with the drag from the INE's revisions of GDP growth in the second half of 2022, are leading to a revision of growth forecasts for the year as a whole, which in our case we place at 2.3%.

Portuguese economy overview

The Portuguese economy surprised positively in the first quarter of the year by posting a strong quarter-on-quarter GDP growth of 1.6%, thanks to the strength of external demand and particularly tourism. Conversely, domestic demand subtracted 0.9 p.p. from quarterly GDP growth, dragged down by weak investment. GDP was more than 4% above the pre-COVID level.

Available indicators for the second quarter show a positive tone but a gradually decelerating trend as the impact of higher interest rates is felt.

Inflation eased during the first half of the year and came in at 3.4% in June, compared to 9.6% at the close of 2022, mainly due to the correction in energy prices. Similarly, an adjustment in food prices is starting to be seen in the wake of the application of the VAT exemption on several food groups.

Regarding the outlook, after the positive surprise of the strong GDP growth in the first quarter of the year, we have revised upwards the GDP growth for 2023 as a whole to 2.6%.

Social, technological and competitive context

Business profitability and capital adequacy

The profitability of the Spanish banking sector continues to strengthen, which stands close to the cost of capital[1]. Thus, the yearly return on equity (ROE) reached 11.3% in the fourth quarter of 2023[2] (versus 10.3% at the end of 2022).

This improvement was largely due to an increase in net interest income, thanks to the change of course in monetary policy, which drove interest rates higher than initially expected. In that regard, the 12-month Euribor continued its upward trend and surpassed the 4% threshold in June 2023. For the time being, the price effect has been passed on to a higher extent to the credit portfolio than to deposits, which continue to have relatively low levels of remuneration.

In the forthcoming quarters, we expect this interest rate environment to continue to make a positive contribution to net interest income. However, high inflation and the current complex macroeconomic environment have led to a tightening of financing conditions, which could, in turn, raise the risks of deteriorating credit quality. In fact, banking activity has begun to register a contraction in credit granted —the credit portfolio to the private sector in Spain recorded a fall of 2.4% year-on-year in May 2023, being particularly relevant in the mortgage credit portfolio.

In any case, credit quality remains low. The NPL ratio came to 3.59% in May 2023, that represents an accumulated increase of 8 rp in the last 12 months, whereas with respect to the prepandemic levels of February 2020, accumulates a fall of 123 rp. However, there are certain signs of impairment of credit quality, as the first increase in volume of non-performing loans because of second consecutive month. The weight of loans was placed to 6.9% in March 2023[3] (-7 rp with respect to March of the previous year), although it remains above the levels pre-pandemic. Regarding the non-performing loans of the ICO loan portfolio, some impairment was observed, standing at 8.2% in March 2023[4].

Capital ratios are also at robust levels and continue to have a comfortable margin over regulatory requirements. In Spain, according to data from the ECB's supervisory statistics, the CET1 ratio stood at 12.7% in the first quarter of 2023. These capital levels are well above those recorded in the previous financial crisis and grant give the banking sector in Spain a high capacity to absorb potential losses, even in more adverse the scenarios. The results of the EBA stress tests will be published in July 2023, which should corroborate this fact.

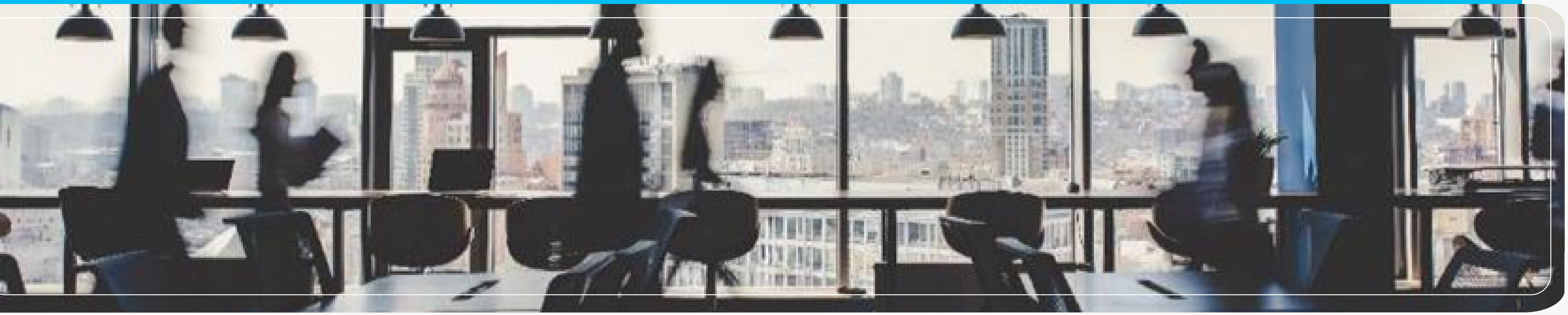
However, it is worth noting that the new bank tax has a significant impact on the Spanish banking sector's income statement and, as a result, on the capacity to generate organic capital over the next two years.

Lastly, liquidity levels in the Spanish financial sector remain high. The system's LCR ratio reached 166.1% in the first quarter of 2023[2] (compared to 203.1% in December 2021), mainly due to the fact that the main Spanish banks have started to repay TLTROs early.

This places the Spanish banking sector in a strong position to face the consequences of the severe financial turmoil that hit the global financial sector in March 2023, culminating in the winding down of 3 regional banks in the United States and the acquisition of a systemically important entity in Switzerland. These events have resulted in a decrease in stock market valuations of financial institutions worldwide, and could lead to an increase in funding costs and liquidity strains.

In any case, the regulatory and supervisory framework in the eurozone is much stronger than that of regional banking in the United States, which is preventing uncertainty from spilling over into the European financial system. Moreover, the Spanish banking sector enjoys significant mitigating factors in the face of these risks, particularly a business model with a high weight of the retail sector and very comfortable levels of liquidity.

[1] According to the ECB in the Financial Stability Review of May 2023, the cost of capital of the European banking sector stands at around 12%.
[2] Data from the ECB's Supervisory Statistics. Annualised return.
[3] Data from the *EBA* Risk Dashboard.
[4] Data from BdE



Digital transformation

The **more digital habits and behaviours that have emerged in the wake of the COVID-19 pandemic accelerated the process of digitalisation** of the environment in which financial institutions operate.

For the banking industry, **digital transformation** is leading to **a growing focus on the customer** and greater demands to keep them satisfied (in terms of convenience, immediacy, customisation and cost). More specifically, customer satisfaction is becoming an increasingly relevant issue; customer loyalty is decreasing as it is easier to switch bank in a digital environment. The digitisation of the banking sector has also facilitated the emergence of new non-traditional competitors, such as fintech companies and bigtech digital platforms, with business models that leverage new technologies, **raise service quality standards and increase pressure on the sector's margins**.

Thus far, this **non-traditional sector has been very small** compared to the financial sector as a whole. However, these new entrants have grown quickly in an environment of low interest rates and abundant liquidity, and their presence can be seen throughout the value chain of the financial sector (specifically in the payments and consumer credit segments). Going forward, the ability of fintech companies to adapt their business models to the new interest rate environment will be crucial in determining the sector's evolution. Specifically, the tightening of financial conditions has reduced investor appetite for this sector (in Q123, global fintech funding fell at a global scale by 51% year-on-year)[1]. In consequence, these companies are being forced to transfer a portion of their increased funding costs to their customer base —which may pose a challenge for companies whose growth is based on the provision of low or zero-cost financial services—.

Furthermore, **access to data and the ability to generate value from data** has become an important source of competitive advantage. In particular, the use, processing and storage of data results in information that serves to create products that generate greater value for the customer and are more tailored to their risk profile. In addition, there is an increase in the **use cases and development of new technologies** (such as Cloud, blockchain or generative AI) in the sector, albeit at different levels of maturity. In any case, the use of new technologies in the sector generates the need to adapt business processes and strategies to the new environment.

The **digitalisation of the sector also brings with it numerous opportunities** to generate more revenue. In particular, through the use of digital technology, institutions can expand their customer base and provide services more efficiently and at a lower cost.

In that regard, digitalisation makes it possible to reach a larger number of potential customers, without having to expand the branch network in the territory.

At the same time, digitalisation also creates new business opportunities, for example by offering their digital platforms for third parties to market their products, or through new financial products that are better adapted to the needs of each customer.

In turn, **payment patterns are changing**. The trend of a reduction in the use of cash in favour of electronic payments has gained speed with COVID-19, becoming established thereafter. In addition, the digital payments arena is also evolving from a model dominated almost exclusively by card systems (linked to bank accounts) to a more mixed model that involves fintech and bigtech companies (which offer alternative payment solutions) and is starting to introduce alternative types of money and private payment methods, such as stablecoins.

[1] Data from CB Insights, State of Fintech Report

In this case, despite recent developments in the crypto-assets and stablecoins market, its rapid expansion in recent years has driven investment in technologies such as DLT or cryptography, which allow the development of new value-added features in payments (such as the ability to make almost instant payments anywhere in the world or to programme payments through Smart Contracts). Faced with such developments, **central banks**, particularly in advanced economies, **are considering issuing their own digital currencies** (CBDCs) as a way to ensure that citizens and businesses continue to have access to central bank money in the digital age.

In the eurozone, the **ECB launched the research phase of the digital euro** in October 2021. In this phase, which will conclude in October of this year, the ECB has analysed, among others, basic elements of its design, such as how they could be distributed to businesses and the general public and the possible impact on the financial sector. In this research phase, the ECB has also highlighted the development of a digital euro prototype and five selected partners (including CaixaBank).

The Governing Council of the ECB is expected to make a decision in October regarding whether to start developing a digital euro, with a view to a possible launch in 2025–26. The European Commission has recently published its legislative proposal, which establishes the legal framework for a possible digital euro and has been subject to public consultation until the end of the third quarter of 2023.

CaixaBank faces the challenge of digitalisation with a strategy focused on customer experience. In this regard, the digital transformation offers the Institution new opportunities to understand its customers and offer them a higher-value proposal, using a multi-channel assistance model. In particular, CaixaBank has a distribution platform that combines great physical capillarity with high digital capabilities — proof of this is that the Entity has more than 11 million digital customers in Spain.

Likewise, in response to the change in habits of customers, the Entity is placing special emphasis on initiatives to improve interaction with customers through non-face-to-face channels. Meanwhile, digital transformation is also driving CaixaBank to focus more on the development of skills, such as advanced analytics and the provision of native digital services. Regarding this last point, Imagin features a digital ecosystem and lifestyle platform focused on the younger segment, offering financial and non-financial products and services, it own and of third parties. In addition, the Entity is also promoting new ways of working (more cross-cutting and collaborative) and is actively seeking to collaborate with new entrants that offer services that can be incorporated into the Group's value proposition.

Cybersecurity

Although digital transformation is essential for the competitiveness and efficiency of banking, it also increases technological risks. In this regard, the increased digital operations of customers and employees make it necessary to **increase the focus on cybersecurity and information protection.**

Cyber risk poses a **serious threat to financial stability and the global economy.** Specifically, cyber incidents can have an impact on a range of financial activities (such as the provision of credit, payment and settlement services) by disrupting the information and communication technologies (ICT) that support them. Cyber incidents can also result in the misuse of the data that these technologies process or store. Inside the financial sector, banks have many points of contact with third parties, which increases their exposure to cyber-attacks and can be used as entry points for attacks in the financial sector.

Furthermore, the cyber threat landscape is **in constant evolution and is becoming increasingly complex** as a result of the growing digitalisation of the economy, increasing dependencies on third parties and geopolitical tensions. In addition, the cost of cyber incidents has been steadily and significantly increasing over the years.

[1] BIS surveys on central bank digital currencies

Sustainability

The **medium-term goal of decarbonisation of the European economy** is being accompanied by an increasingly strict regulation on how to address sustainability and growing pressure (from investors, authorities, and supervisors) for companies to adjust their strategies accordingly.

In that regard, the entry into force of the **EU's green taxonomy** is noteworthy. It establishes a classification system for sustainable activities and the approval of the information requirements on the degree of alignment with the taxonomy for companies subject to the Non-Financial Reporting Directive (NFRD). The credit institutions (which are also subject to this directive) must disclose the proportion of exposures that are within the scope of the taxonomy, and the proportion of exposures aligned with the taxonomy (Green Asset Ratio) from 2023.

In 2024, **the implementation of the new Non-Financial Reporting Directive (NFRD)** will involve a major step forward in terms of the current ESG reporting requirements of the Management Report, fostering transparency and comparability in reporting. Furthermore, due to its extension to the value chain, the Directive is expected to accelerate the sustainable transition of the business fabric.

In the area of banking supervision, it is worth noting the **ECB's action plan** (with deliverables in 2024) **to explicitly incorporate climate change and energy transition into its framework of operations**. In line with the plan, the ECB has started to include climate criteria into its Corporate Sector Purchase Programme and collateral framework. These measures seek to curb climate risk on the ECB's balance sheet, foster increased transparency and disclosure of climate risks by companies and financial institutions, enhance climate risk management and support the economy's green transition.

In addition, the setting of supervisory expectations within this scope and the assessment of banks' practices related to climate and environmental risk strategy, governance and management are particularly noteworthy.

Meanwhile, in 2021, **the EU approved the European climate law** (which sets the bloc's emissions reduction targets at 55% by 2030 and emission neutrality by 2050 as a legal commitment) and has started to roll out measures and reforms in various economic sectors (from housing to energy and transport) to reduce greenhouse gas (GHG) emissions in line with the targets set and move towards a decarbonised economy. In addition, with the Russian invasion of Ukraine, the European Commission has presented the REPowerEU plan to dramatically accelerate the energy transition and make Europe independent of Russia's fossil fuels. Spain, **thanks to the Next Generation EU (NGEU) Recovery Plan, around 4,600 million euros[1] have been earmarked in 2022 and an additional 7,800 million euros[2] in 2023 are expected** to be destined to investments in renewable energies, sustainable mobility and the energy rehabilitation of buildings, thus driving the economy's green transition.

In this environment, **CaixaBank prioritises making progress in the transition to a low-carbon economy as an essential action to foster sustainable and socially inclusive development and uphold excellence in corporate governance.**Thus, and to materialise the commitment, **Sustainability** (in its environmental, social and governance scope) **is one of the three pillars of the Group's 2022–24 Strategic Plan.**The actions in this strategic axis are outlined in the 2022–24 Sustainability Management Plan.

[1] IGAE Budget execution General State Administration and Bodies
[2] According to the General State Budget for 2023

2.2 2022–2024 Strategic Plan

CaixaBank Group's 2022–2024 Strategic Plan, presented in May 2022 under the slogan "Close to our customers", maintains CaixaBank's commitment to society with a unique banking model and with the aim of offering the best service for each and every customer profile as we provide solutions from end to end, promote financial inclusion and lead the way in generating positive social impacts.

The **2022-2024 Strategic Plan** is based on the **three strategic lines and two cross-cutting enablers:**

Business growth

Developing **the best value proposition** for our customers.

Operating with an efficient service model

Accurately tailored to customer preferences.

Sustainability

Leaders in Europe.

Cross-sectional enablers

- Technology.
- People.

The **Strategic Plan is making favourable progress** in terms of the defined strategic goals

01 Business growth

The first strategic line is geared towards **driving business growth, developing the best value proposition for our customers.**

With respect to the set business growth targets, notably the growth in the share of new home purchases, which has already exceeded the target set for 2024. In addition, positive growth of CIB lending, supported by a significant growth in the International Banking portfolio, which also exceeds the 2024 target.

	Starting point 2021	2022	March 2023	Obj. 2024
Long-term saving share	29.4	29.5	29.5	~30

	Starting point 2021	2022	May 2023	Obj. 2024
Non financial companies portfolio share[3]	23.8	23.8	23.9	~24

02 Operating with an efficient service model

The second strategic line seeks to **maintain an efficient service model, adapting it to suit the customer's preferences.**

The CaixaBank customer service model continues to be developed in order to make it more efficient and adapted to suit the needs of each customer. In this regard, the Imagin and Intouch communities are a cornerstone of the Group's strategy, and both are growing at a rapid pace. There are currently more than 11 million customers and almost half are customers that very frequently use the bank's digital channels.

	Starting point 2021	2022	June 2023	Tar. 2024
#Imagin customers (millions)	2.7	3.0	3.1	3.8
#Intouch customers (millions)	2.4	3.4	3.4	4.6

03 Sustainability

This new Plan's third and final strategic line seeks to **consolidate CaixaBank as a benchmark in sustainability in Europe.**

Sustainability is the linchpin of this Strategic Plan. To date, the cumulative mobilization of sustainable funds is showing a very positive evolution, already reaching 62% of the 2024 target. The rating average received from ESG rating agencies remains at A, as set in the 2024 target.

	Starting point 2021	2022	June 2023	Tar. 2024
Mobilisation of sustainable financing (cumulative 2022-24)[1]	18,531	23,583	39,687	64,000
No. of active volunteers[2]	4,997	5,263	4,527	10,000

[1] Mobilisation for the business in Spain
[2] Does not include volunteers of the social month or social week
[3] Spain business.

The Plan also includes **two cross-cutting enablers** that support the execution of these three strategic priorities:

The development of the necessary capacities outlined in the cross-cutting enablers **is progressing as identified in the Strategic Plan**.

People

CaixaBank pays special attention to people and seeks to be the best bank to work for, promoting an exciting, committed, collaborative and streamlined team culture that fosters closer and more motivating leadership.

	Starting point			
Women in managerial positions (%)[1]	39.9 2021	41.8 2022	42.7 June 2023	43.0 Tar. 2024[2]

Technology

CaixaBank has outstanding technological capabilities, in which it will continue to invest to continue to drive the business forward.

	Starting point			
Cloud absorption	21 2021	25 2022	26.4 June 2023	32 Tar. 2024

As a consequence of deploying and executing this new Strategic Plan, CaixaBank **seeks to achieve the financial targets set for 2024**.

In the first year and a half of the Strategic Plan (2022–2023), the core financial metrics performed very favourably, in line with the goals set for 2024.Of particular note was the improvement in the Group's profitability, driven by the growth in net interest income and the good performance of insurance activity, while the NPL ratio stayed at historically low levels. Lastly, the Bank continued to hold very solid levels of solvency and liquidity.

	Starting point			
ROTE	7.6 2021	9.8 2022	12.0 June 2023	12 Tar. 2024
NPL ratio	3.6 2021	2.7 2022	2.6 June 2023	<3 Tar. 2024

[1] Women in management positions (from sub-management of large office A and B) for CaixaBank S.A.
[2] In 2023, the target initially set for 2024 has been updated from 42% to 43% with the update of the Equality Plan

2023 Annual General Meeting (AGM2023)

The Annual General Meeting of CaixaBank is the ultimate representative and participatory body of the Company shareholders.

The Annual General Meeting (AGM2023) took place, in its second call, on 31 March 2023. Taking into account the importance of the General Meeting for the standard functioning of CaixaBank, for the sake of social interest and the protection of its shareholders, customers, employees and investors in general, and with the purpose of guaranteeing the rights and equal treatment of shareholders, the Board of Directors agreed make it possible to remotely attend AGM2023.

> **ALL THE POINTS ON THE AGENDA WERE APPROVED AT THE ANNUAL GENERAL MEETING OF MARCH 2023**

Quorum of the
76.6%
regarding share capital

92.0%
average approval

	Agreements of the Annual General Meeting of 31 March 2023	% of votes cast in favour out of quorum	% of votes in favour regarding share capital
1	Approval of the separate and consolidated annual accounts and the respective management reports for 2022	98.86%	76.45%
2	Approval of the consolidated non-financial information statement for 2022	99.90%	76.49%
3	Approval of the management of the company by the Board of Directors for financial year 2022	99.79%	76.40%
4	Approval of the proposed distribution of profit for 2022	99.85%	76.45%
5	Re-appointment of the auditors of the accounts of CaixaBank and the Group for 2024	99.79%	76.40%
6.1	Re-appointment of Gonzalo Gortázar	99.44%	76.13%
6.2	Re-appointment of Cristina Garmendia	99.51%	76.18%
6.3	Re-appointment of María Amparo Moraleda	99.17%	75.93%
6.4	Appointment of Peter Löscher	99.66%	76.30%
7	Approval of the change to the Board of Directors' remuneration policy	76.03%	58.21%
8	Establishment of the Board members' remuneration	76.91%	58.88%
9	Delivery of shares to executive directors as payment of the variable components of remuneration by the Company	77.05%	58.99%
10	Approval of the maximum level of variable remuneration that may be earned by employees whose work has a significant impact on the Company's risk profile	77.01%	58.93%
11	Authorisation and delegation of powers for the interpretation, rectification, supplementation, execution, development, placing on public record and registration of the resolutions	99.91%	76.49%
12	Consultative vote regarding the Annual Report on Directors' Remuneration for 2022	76.63%	58.67%

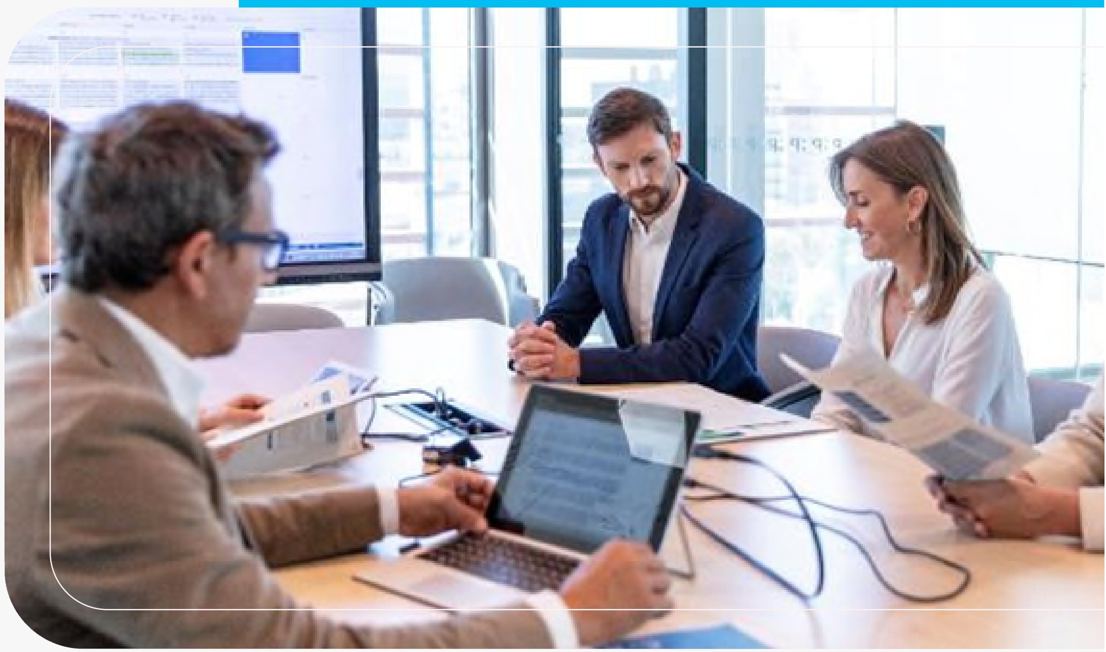
Data of AGM23 31 March 2023. For more information on the results of the votes, please see:
https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Accionistasinversores/Gobierno_Corporativo/JGA/2023/Quorum_CAST_2023.pdf

Changes in the composition of the Board and its committees

At the 2023 AGM, **the re-election** of **Gonzalo Gortázar** (executive director), **María Amparo Moraleda** (independent director) and **Cristina Garmendia** (independent director) **to the Board of Directors was approved.**

Additionally, **the appointment of Peter Löscher** (independent director) as a **new member of the Board of Directors** was approved, to fill the vacancy created by the resignation of director John S. Reed. In May 2023, he was granted his eligibility to serve as a director by the European Central Bank.

Lastly, Eduardo Javier Sanchiz was appointed as Lead Independent Director, following the resignation of John S. Reed.



> BOARD OF DIRECTORS AT 30.06.2023

2 Executive directors

9 Independent directors

3 Proprietary

1 Other external

60% Independent directors

40% women on the Board

8 meetings of the Board of Directors

4 years Average length of service

CaixaBank

Changes in the composition of the Board and its committees

As part of its function of self-organisation, the Board has various committees specialised by subject, with supervisory and advisory powers, and an Executive Committee.

> EXECUTIVE COMMITTEE

Member	Position	Category
José Ignacio Goirigolzarri	Chairman	Executive
Tomás Muniesa	Member	Proprietary
Gonzalo Gortázar	Member	Executive
Eduardo Javier Sanchiz	Member	Independent
Eva Castillo	Member	Independent
María Amparo Moraleda	Member	Independent
Koro Usarraga	Member	Independent

> REMUNERATION COMMITTEE

Member	Position	Category
Eva Castillo	Chairwoman	Independent
Joaquín Ayuso	Member	Independent
Cristina Garmendia	Member	Independent
José Serna	Member	Proprietary
Koro Usarraga	Member	Independent

> APPOINTMENTS AND SUSTAINABILITY COMMITTEE

Member	Position	Category
María Amparo Moraleda	Chairwoman	Independent
Eduardo Javier Sanchiz	Member	Independent
Francisco Javier Campo	Member	Independent
Fernando Maria Ulrich	Member	Other external
Peter Löscher	Member	Independent

In that regard, following the conclusion of AGM23, **the Board of Directors, at the proposal of the Appointments and Sustainability Committee, has agreed to reorganise the composition of the Board Committees** as follows:

> INNOVATION, TECHNOLOGY AND DIGITAL TRANSFORMATION COMMITTEE

Member	Position	Category
José Ignacio Goirigolzarri	Chairman	Executive
Gonzalo Gortázar	Member	Executive
Francisco Javier Campo	Member	Independent
Eva Castillo	Member	Independent
Cristina Garmendia	Member	Independent
Peter Löscher	Member	Independent
María Amparo Moraleda	Member	Independent

> RISKS COMMITTEE

Member	Position	Category
Koro Usarraga	Chairwoman	Independent
Joaquín Ayuso	Member	Independent
Fernando Maria Ulrich	Member	Other external
María Verónica Fisas	Member	Independent
Tomás Muniesa	Member	Proprietary

> AUDIT AND CONTROL COMMITTEE

Member	Position	Category
Eduardo Javier Sanchiz	Chairman	Independent
Francisco Javier Campo	Member	Independent
Cristina Garmendia	Member	Independent
Teresa Santero	Member	Proprietary
José Serna	Member	Proprietary

Changes in Senior Management

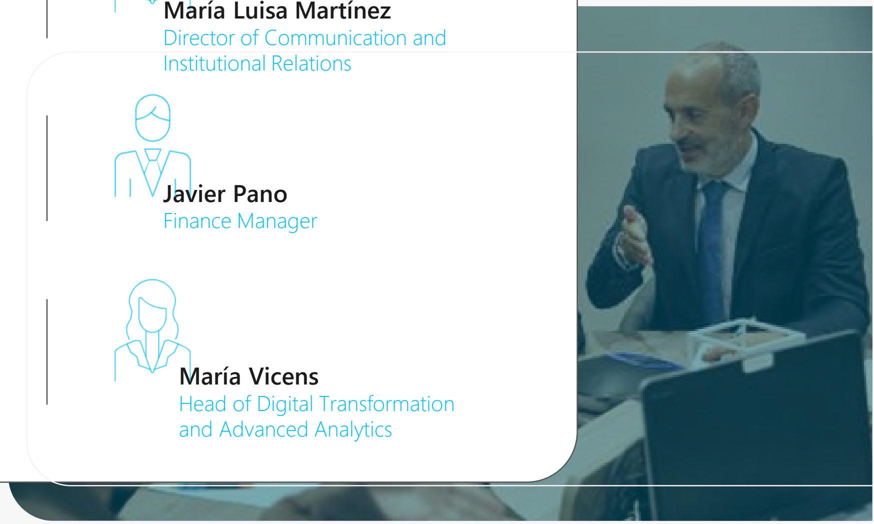
The CEO, the Management Board, and the main committees of the Company are responsible for **the daily management, implementation and development of the decisions made by the Corporate Governance Bodies.**

In January 2023, the Board of Directors agreed to **three new appointments in the area of Business,** which have joined the Management Committee after becoming eligible for the position, in replacement of the former Chief Business Officer.

In this sense, Jaume Masana joined the Management Committee as Business Director; María Vicens as Director of Digital Transformation and Advanced Analytics, and Jordi Nicolau as Director of Payments and Consumption.

The composition of the Management Committee, following the new appointments, is as follows:

- **Gonzalo Gortázar** – CEO
- **Iñaki Badiola** – Head of CIB & *International Banking*
- **Luis Javier Blas** – Director of Communications
- **Matthias Bulach** – Accounting Director Control of Management and Capital
- **Óscar Calderón** – General Secretary and Secretary to the Board of Directors
- **Manuel Galarza** – Director of Compliance and Control
- **David López** – Director of Human Resources
- **María Luisa Martínez** – Director of Communication and Institutional Relations
- **Jaume Masana** – Business Director[1]
- **Jordi Mondéjar** – Chief Risk Officer
- **Jordi Nicolau** – Director of Payments *and Consumer*
- **Javier Pano** – Finance Manager
- **Marisa Retamosa** – Audit Director
- **Eugenio Solla** – Director of Sustainability
- **Javier Valle** – Director of Insurance
- **María Vicens** – Head of Digital Transformation and Advanced Analytics



[1] Assigned responsibility for financial inclusion

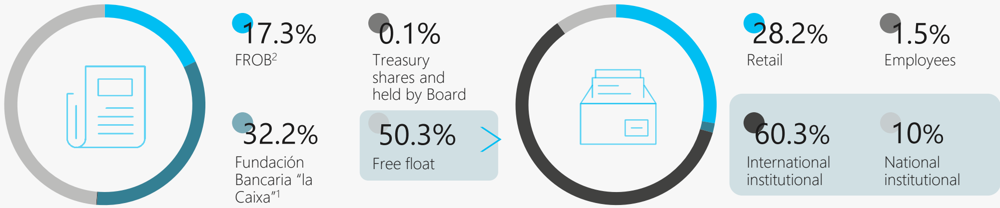
3.1 Share structure

Share capital

At 30 June 2023, CaixaBank's share capital amounted to 7,502,131,619 euros, represented by 7,502,131,619 shares, each with a face value of 1 euro, all belonging to a single class and series and all with identical voting and dividend rights. The shares are represented through book entries. The Company's Bylaws do not contain the provision for double voting shares through loyalty.

Management free float

In order to specify the number of shares available to the public, a definition of free float is used which takes into account issued shares minus treasury shares, shares held by members of the Board of Directors and shares held by the "la Caixa" Banking Foundation and the FROB, which differs from the regulatory calculation.



[1] Fundación "la Caixa". In accordance with the last notification submitted to the Spanish securities market regulator (CNMV) on 29 March 2021, via Criteria Caixa, S.A.U.
[2] In accordance with the last notification submitted to the CNMV on 30 March 2021, via BFA Tenedora de Acciones, S.A.

Shareholder structure

Share tranches	Shareholders[1]	Actions	%Share Capital
From 1 to 499	283,409	53,235,383	0.71
From 500 to 999	110,439	79,507,839	1.06
From 1,000 to 4,999	168,470	366,588,102	4.89
From 5,000 to 49,999	43,109	485,068,126	6.47
From 50,000 to 100,000	891	60,537,967	0.81
More than 100,000[2]	646	6,457,194,202	86.07
Total	606,964	7,502,131,619	100

[1] For those investors' shares which operate through a custody entity located outside of Spain, only the custody entity is considered to be the shareholder, and shall be that which is registered in the corresponding book-entry ledger.
[2] Includes treasury shares.

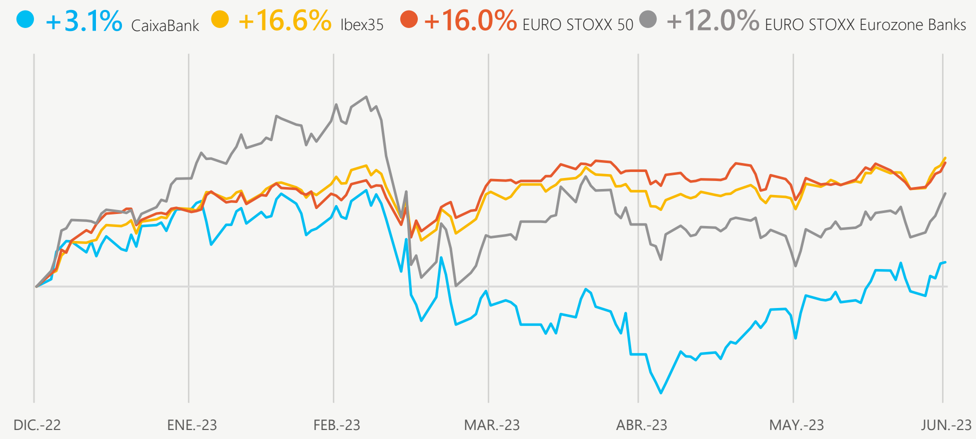
Securities held in treasury

The purchase and sale of own shares, by the Company or by its subsidiary companies, will be adapted to the provisions of regulations in force and the agreements of the Annual General Meeting.

Information on the acquisition and disposal of shares held in treasury during the first six months of 2023 is included in Note 18 "Equity" to the accompanying Consolidated Interim Financial Statements.

The Board stated in July CaixaBank's intention, subject to regulatory approval, to undertake an open-market **share buy-back programme for €500 million**, which is expected to begin before the close of 2023, with the aim distributing the CET1 surplus above 12%. This extraordinary payout is aligned with the objectives established in the 2022–2024 Strategic Plan.

> **PERFORMANCE OF THE MAIN STOCK EXCHANGES IN THE FIRST HALF OF 2023**
> (CLOSING 2022 BASE 100 AND CHANGES)



Evolution of the share in the first half of 2023

The **CaixaBank share closed on 30 June 2023 at 3.787 euros per share,** with a cumulative annual rise of +3.1% thus far this year.Both the general aggregates and the benchmark banking indices also closed the half-year in positive territory: +16.6% in the case of the Ibex35, +16.0% for the EURO STOXX 50, +16.0% for the Ibex35 Banks and +12.0% for the EURO STOXX Banks.

In general, **world stock markets have posted a very good half year** —in the case of the Ibex 35, the best in 25 years— in spite of persistent volatility and an accumulation of negative factors that included economic uncertainty, interest rate rises and the banking crisis triggered by the collapse of Silicon Valley Bank and the subsequent bailout of Credit Suisse. While the turmoil took its toll on banking stocks, the prompt response of central banks defused the financial markets and, by the second quarter, investor attention shifted back to the health of the economic cycle, inflation developments and the outlook for monetary policy.

Faced with persistent inflationary pressures, **the main central banks continued to tighten policy**, with the ECB taking the main rate to 3.5% in June (+150 bps); the BoE ended the half year with the benchmark rate at 5%; while the Fed ended the year in the 5%–5.25% range (+75 bps for the year). In the closing stages of the first half of the year, the message from the ECB and the FED was loud and clear at the Forum on Central Banking held in the Portuguese town of Sintra: the fight against inflation has not ended, with Lagarde anticipating additional rate hikes in July.

Stock market ratios	June 2023	December 2022	Change 2023-2022
Share price (€/share)	3.787	3.672	0.115
Market capitalisation	28,384	27,520	864
Book value per share (€/share)[1]	4.54	4.49	0.05
Tangible book value (€/share)	3.82	3.77	0.05
Net income (ex M&A impacts) Per share (€/share) (12 months)	0.49	0.40	0.09
P/E (price / earnings)	7.76	918	(1.42)
P/tangible BV (Market value / tangible book value)	0.99	0.97	0.02

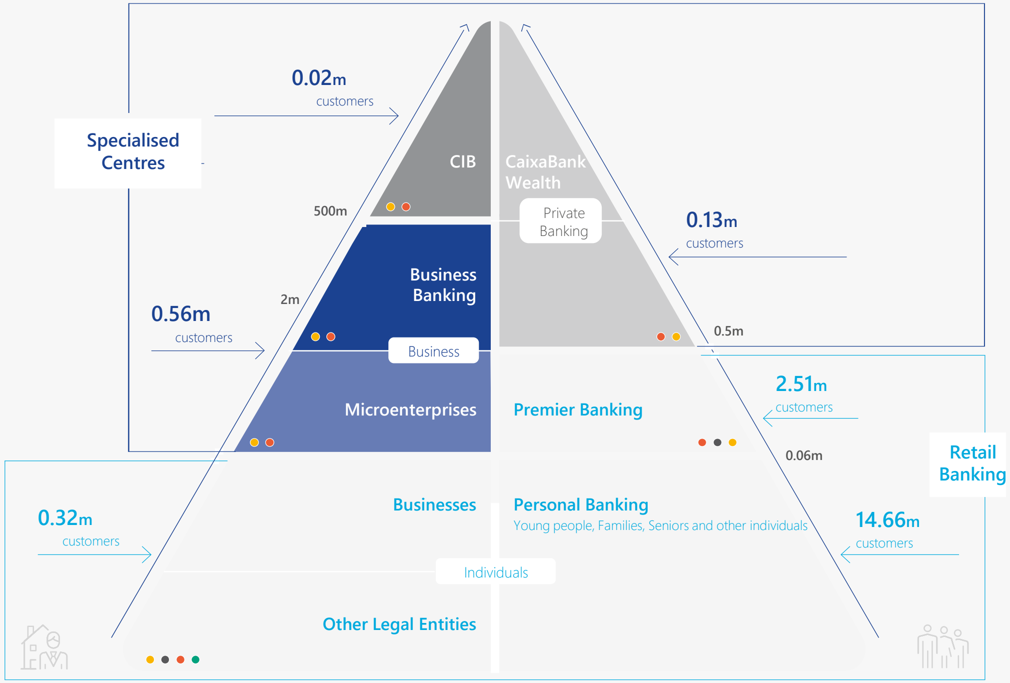
Business model

Customers Spain

0.9m
Number of customers
Legal Entities

17.3m
Number of customers
Natural Persons

> SPECIALISED MANAGEMENT MODEL



Legal Entities
(range of invoicing, million euros)

Natural Persons
(managed assets, million euros)

distribution channels to which the customers in the segment have access

> DISTRIBUTION MODEL[1]

Branches
6.7m
Customers seeking in-person service and omnichannel customers. Specialist branches according to the customer's profile.

inTouch
3.4m
Customers who are looking for a reference adviser, but who want to be attended remotely.

CaixaBank Now
11.4m
Digital customers (100% digital and omnichannel).

imagin
3.1m
Fully digital customers who prefer the digital relationship, and are looking for the neobank experience.

[1] A customer can use more than one distribution platform

04 Our customers

Specialised management model - Milestones in the 1st half of 2023

INDIVIDUAL BANKING

Individual customers with recurring income with a position of up to **60,000 euros.**

- CaixaBank consolidates the MyBox proposal, notably including MyBox Auto with more than 160,000 policies marketed and MyBox Retirement with more than 100,000.
- Launch of the new online account, with fully online banking and no fees.
- Commitment to the senior group
- Boosting the mobility business through leasing and used vehicles, up 31% and 100% compared to 2022, respectively.

BANKING BUSINESS

Self-employed customers, professionals, businesses and microenterprises with a turnover of up to 2 million euros.

- Consolidation of the specialist model, via the Business Store branches, reaching the figure of 68 exclusive centres for self-employed and business customers.
- Launch of the POS smartphone application, which allows contactless payments to be accepted on mobile phones.
- Attraction of 29,000 new retail customers with the MyCommerce flat rate promotion.
- Incorporation of new features on Android POS with two unique apps: bill splitting and tipping, focused on the food and drinks community.

COMPANY BANKING

Business customers with invoicing up to 500 million euros.

- New SME Banking business line with 73 exclusive service centres and dedicated products and services.
- Collaboration agreement with CEOE to make a 35 billion euro financing facility available to member companies over the 2023–2024 period.
- Renewal of AENOR certifications for Corporate Banking and Foreign Trade and Treasury.
- Opening of the pilot business centre with a new layout in Madrid. This new model provides more space for customer service.

PREMIER BANKING

Individual customers with recurring income over 4,000 euros with a position from 60,000 to 500,000 euros.

- Consolidation of the specialist model, via the Premier Store branches, reaching the figure of 77 exclusive centres for Premier customers.
- Consolidation of customer advice and promotion of sustainable solutions.

PRIVATE BANKING

Individual customers with a position of more than 500,000 euros.

- CaixaBank Wealth and CaixaBank Banca Privada Independent Advisory reached 32,180 million euros in assets under management in independent advisory services in the first half of the year.
- Boosting the Discretionary Portfolio Management model by rolling out Smart Rentas (delegated management of very long-term funds, based on the target payment of annual dividends) and Dividend Securities Unique Selection (active management of equities, with access to international markets, selecting companies with growing and sustainable dividends).
- Award for the "Best Private Bank in Spain" by Euromoney.

CIB & INTERNATIONAL BANKING

Corporate customers with a turnover of over 500 million euros, financial sponsors, institutions and international customers.

- Launch of a new operational service model to enhance the sales service and customer experience.
- Signing of a risk sharing agreement with the EIB to enhance CaixaBank's responsiveness to customers' needs.
- Opening and launch of the branch in Italy, following completion of the transformation from a representative office.
- Strong growth in lending at CaixaBank's branches abroad.

04 Our customers

Distribution Model

CaixaBank has a benchmark distribution platform: omnichannel and with multi-product capabilities

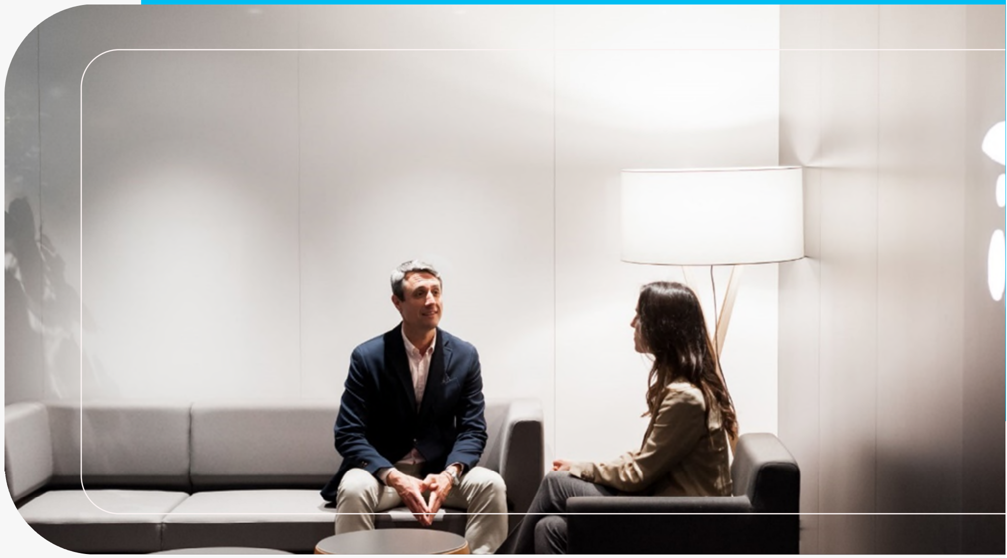
> BRANCH NETWORK

3,911
Branches Spain

317
Portugal branches

11,412
ATMs Spain

1,279
ATMs Portugal



CaixaBank**Now**

> DIGITAL CHANNELS

11.4m
Digital Customers Spain

0.9m
Digital Customers Portugal

Details digital customers in Spain

100% Digital Customers
34%
Omnichannel Customer
66%

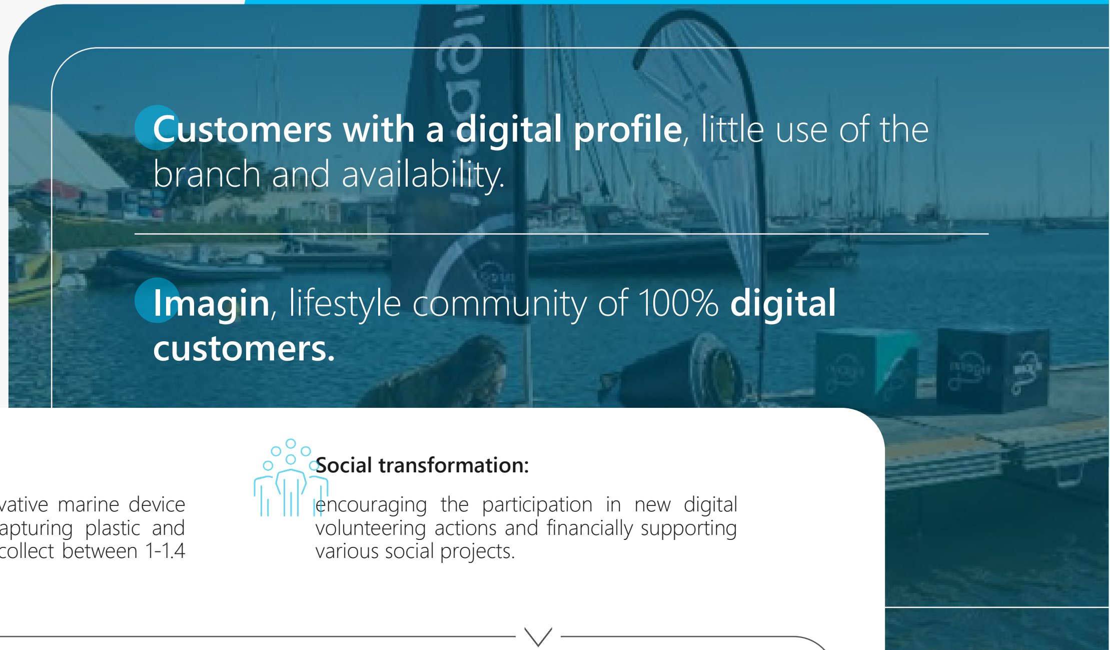
Web Customers
3%
Mobile + Web Customers
30%
Mobile
67%

CaixaBank

In recent years, CaixaBank has launched new digital and remote relationship models

inTouch: Due to its characteristics, this service is especially indicated for customers that mainly operate with the Entity through digital channels. Customers are provided the support of an expert adviser to resolve any queries through their preferred communications channel.

imagin: Imagin, is the digital services and lifestyle platform promoted by CaixaBank



Customers with a digital profile, little use of the branch and availability.

Imagin, lifestyle community of 100% **digital customers.**

ImaginPlanet includes the social and environmental initiatives with a positive impact carried out by Imagin and its community, fostering actions that take care of the planet and people, always related to the community's actions. The commitment to sustainability is based on 3 pillars:

Protection of forests:
It focuses on the reforestation of devastated areas, with 380,000 trees planted and 578 tonnes of CO_2 offset.

Sea and ocean preservation:
Installation in nine harbours in Spain of an innovative marine device that helps clean up the seas and oceans by capturing plastic and floating debris. Every Seabin has the capacity to collect between 1-1.4 tonnes of plastic each year.

Social transformation:
encouraging the participation in new digital volunteering actions and financially supporting various social projects.

> 2023 PROJECTS

Launches of a collection of NFTs dealing with the challenge of collecting plastic from the ocean, for customers who direct deposit their paychecks

For every customer who direct deposits their paycheck, imagin will collect 1 kg of plastic from the ocean and issue a unique NFT with digital images inspired by marine animals and specific information on how cleaning up 100 tonnes of plastic from the ocean contributes to the sustainability challenge.

Launch of imaginAcademy

A new digital content programme aimed at promoting knowledge about finances and economic management among young people.

380,000
Trees planted
at 30/06/2023 (cumulative data)

77
tonnes of collected from the sea with seabins
at 30.06.2023 (cumulative data)

10,095
Digital volunteers
at 30.06.2023

04

Our **customers**

CaixaBank is the leading financial supermarket for financial and insurance needs.

20.1m customers

18.2m in Spain

1.9m in Portugal

€627,824m customer funds

€363,952m loans and advances to customers, gross

> CUSTOMER EXPERIENCE

The implementation of a system for gathering and managing customer feedback on an ongoing, omnichannel and real time basis has made it possible to continuously improve the perceived customer experience.

Spain at 30.06.2023

71.0% # contract customers out of the total

92.8 IEX Corporations (scale 0-100)

77.6 NPS branch

6.0 MPS improvement CTL[1,2]

> MARKET SHARES

Spain at 30.05.2023

23.9% Loans to individuals and business

25.3% Mortgages

29.5% Long-term saving[3,4]

25.0% Deposits by individuals and business

24.3% Investment funds

33.8% Pension plans

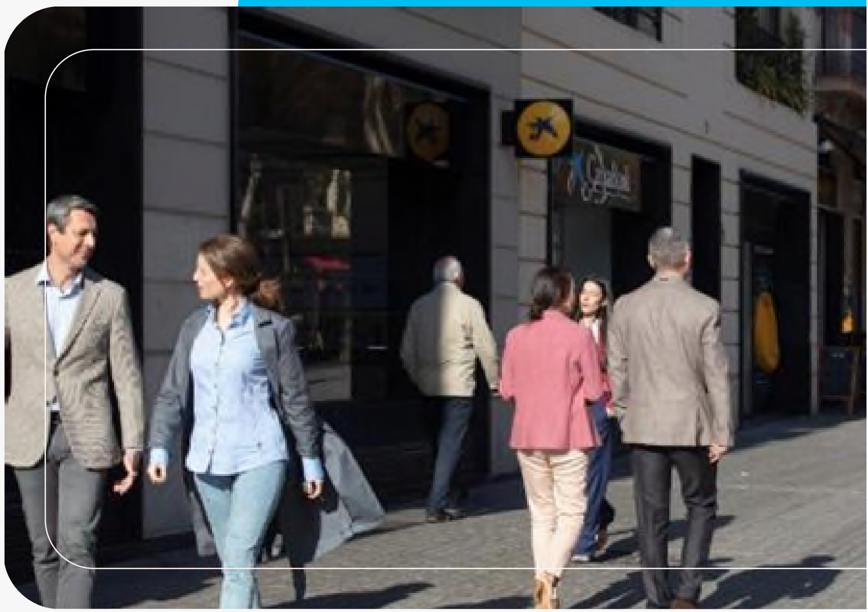
Portugal at 31.05.2023

11.6% Loans to individuals and business

14.2% Mortgages

10.7% Deposits by individuals and business

11.5% Investment funds



[1] Data with regard to the NPS of Retail Banking
[2] Percentage points of NPS improvement by Close the Loop alert management
[3] Market share aggregating investment funds, pension plans and savings insurance. The latter corresponding to sector data, estimated based on the change in total life insurance.
[4] Data of march 2023.

Cybersecurity

Security is one of CaixaBank's priorities. In 2023, the new **Strategic Information Security Plan** for the upcoming three years has been launched.

The **Strategic Information Security Plan**, which was drawn up for the period 2020–2022, has been implemented fulfilling all the planned targets and without any cyber-incidents materialising despite the complex context in which it has been developed (COVID-19 pandemic, technological integration with Bankia, cyber-attacks on third parties and the Russia-Ukraine conflict, as well as others).

All the capabilities of this plan are now part of the Group's day-to-day capabilities.

In 2023, the new **Strategic Information Security Plan** for the forthcoming three years (2023–2025) was drawn up and began to be rolled out, based on the results of the ongoing review of risks, as well as the exhaustive monitoring of global threats. Furthermore, we also collaborate with an international group of experts in this field, ISAB (Information Security Advisory Board), created in 2020, which is helping to validate the strategic goals set and contribute ideas in relation to the challenges and opportunities in such a complex context.

As a result, the main initiatives include

- strengthening the culture of cybersecurity (for customers, employees and senior management),
- reinforcing controls to prevent cyber fraud,
- strengthening capacities to ensure resilience against possible cyber-attacks, in line with the Digital Operational Resilience Act (DORA),

All these plans are reviewed and reported to the established control bodies, in order to report on their progress and effectiveness in mitigating the risk.

Governance framework

CaixaBank has a corporate information security model based on robust governance:

The Security strategy reports to the Innovation, Technology and Digital Transformation Committee, which is a delegated committee of the Board of Directors.

The strategy is determined by the Information Technology and Security area (led by the CISO). Operational developments are overseen through various regular first-level committees such as the Information Security Committee.

Information Security Committee

This is the highest executive and decision-making body for all matters relating to Information Security at corporate level, chaired by a member of the Management Committee and chaired by CaixaBank Group's corporate CISO.

Its goal is to ensure information security in CaixaBank Group by applying the Corporate Information Security Policy and mitigating any risks or weaknesses identified.

Furthermore, information will be regularly provided to the Governing Bodies through the Global Risk Committee.

Information Security Policy

The aim of this policy is to have corporate policies forming the foundations of the actions to be carried out within the scope of information security.

The Policy is reviewed annually by the Board of Directors.

The Policy was updated in December 2022. Additionally, in May 2023, the principles of this Policy[2] have been approved.

Corporate model

In recent months, CaixaBank Group has consolidated its corporate information security model with a qualified team distributed in different locations.

The number of people dedicated internally to cybersecurity has risen, reducing the outsourcing ratio.

86 employees
dedicated to the Group's security

98 certifications
(of these employees)

24 hours/7days
External SOC[1]

Control environment

The control environment at CaixaBank is structured around the 3 lines of defence model, comprising Information Security, Non-Financial Risk Control and Internal Audit.

At the close of 2022, CaixaBank had an On-Site Inspection of the ECB on cybersecurity which was concluded in 2023.

Certifications

CaixaBank maintains annual certifications in cybersecurity processes. We maintain annually recognised and prestigious certifications, such as ISO 27001 certification for all our cybersecurity processes, and CERT, which accredits our CyberSOC 24x7 team and enables us to work actively with other national and international CERTs.

[1] Security Operations Center.
[2] https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Sostenibilidad/Principios_actuacion_politica_seguridad_informacion_ESP.pdf

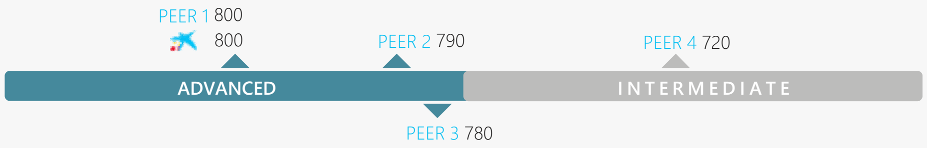
Capacity measurement

CaixaBank also takes part in various exercises in which different tests are conducted to **measure certain cybersecurity capabilities**, and is **ranked** at the **top of the national banking sector**.

> BENCHMARKS

€ million	BITSIGHT[1]	CNPIC[2]	INCIBE[3]	DJSJ[4]
CABK	800/900	9/10	4.6/5	97/100
PEERS	785/900	8.4/10	4.05/5	89/100

BITSIGHT[3]



Review of cybersecurity by external third parties

CaixaBank remains proactive and actively defends itself, by adhering to the main information security frameworks and having its systems tested by third parties. Highlights:

- **RED TEAM exercises** conducted based on TIBER-EU guidelines (6 per year)

Framework TIBER-E

6 exercises

by Red Team each year. The robustness of the systems is tested with real attacks controlled by independent third parties.

CaixaBank was the first Spanish financial institution (in 2020) to deploy a Bug Bounty Programme in partnership with the bug bounty platform (*Yogosha*) and a Premier Security Testing platform based on Crowdsourcing (SynAck).

This programme has
520
participants reporting on a yearly (half-yearly) basis

[1] Bitsight. Average of Spanish financial institutions
[2] CNPIC Cyber Resilience Report 2022
[3] INCIBE CyberEX Spain 2022
[4] DJSI 2022. Information Security.

Security culture - Awareness of customers and employees

CaixaBank Group continues to foster a culture of security among both **employees and customers**.

With this goal in mind, **in these months of 2023, the following have been carried out for employees:**

- Phishing simulation campaigns
- Fortnightly newsletters and intranet postings
- An information security course for all employees
- Infoprotect sessions
- Continued use of the gamification game released in October 2022

In particular for **customers**, the following is of note:

- CaixaBank Protect News, a newsletter with tips and advice
- Security notices on various media as well as social media
- Podcast on cybersecurity with Gemma Nierga, winner of the DirCom award for the best Spanish podcast in 2023

INFOPROTECT. Think safely

This brand has been integrating all **security awareness initiatives designed for employees and customers since 2015.**

75%
0-Clickers in phishing campaign
59% in 2022

6
Phishing simulations by employee (in the half-year)
12 in 2022 (annual)

99%
Professionals who have taken the security course in the first half of 2023
99% in 2022 (annual)

CaixaBank's participation in European projects

CaixaBank is one of the leading banks in innovation and cybersecurity, and stands out for its contributions to various European projects where it works with major companies and institutions and European Union funding.

TRAPEZE

Evaluation of the customer's digital identity for authentication and data privacy management.

CONCORDIA

X-sector Pan-European Cybersecurity Centre.

ENSURESEC

Improving securitisation of e-commerce services.

INFINITECH

Data analytics-based controls for the assessment of security and fraud risk in the financial environment.

REWIRE

Skill certification for professionals working in cybersecurity in the European financial sector

It will continue to take part in a number of initiatives in 2023 (some of which date back to the end of 2022), such as:

AI4CYBER (September 2022 - August 2025)

It aims to provide an ecosystem of next-generation cyber security services that leverage AI and Big Data technologies to aid system developers and operators in effectively managing security, resilience and dynamic response against advanced and AI-based cyber-attacks. CaixaBank's primary role in the project will be to lead a pilot of protection against internal or supplier attacks, and to test the solutions developed in the project in a realistic environment of a financial institution. The purpose of this pilot is:

Improving models and reducing false positives in detecting anomalies in the behaviour of corporate users (suppliers and internal).

Reducing incident response time.

GREEN.DAT.AI (January 2023 - Dec 2025)

It aims to develop new energy-efficient, IA-based big data analytics services ready for use in industrial systems. Some services foreseen by the platform include AI-enabled data enrichment, incentive mechanisms for data sharing, synthetic data generation, explainable AI (XAI), privacy-preserving feature learning, federated learning (FL) and automated learning transfer (Auto-TL). CaixaBank is leading a pilot project to explore the use of explainable AI to enhance the efficiency of Fraud Detection systems while avoiding potential biases and unwanted discrimination in the use of Big Data.

ATLANTIS (October 2022 – September 2025)

It aims to enhance the resilience and cyber-physical security of European critical infrastructures, going beyond the scope of individual critical infrastructure assets and systems and tackling resilience at the systemic level to combat major natural hazards and complex attacks that could potentially disrupt vital societal functions. CaixaBank's primary role is to lead the pilot of the financial environment, paving the way for an environment of international cooperation and cyber-intelligence between financial institutions and fintechs, in order to improve resilience against large-scale attacks that transcend the institution.

EMERALD (Third Quarter 2023-Second Quarter 2026)

It aims to transform the concept of ongoing assessment and certification of cloud services into the full realisation of a Certification as a Service (CaaS), enhancing the technology-level interoperability of current monitoring solutions and allowing the incorporation of domain- or topic-specific regulations, such as AI. CaixaBank will lead a use case for the ongoing certification of multi-cloud services, automating the process of collecting and reporting security controls.

05 The people that make up **CaixaBank**

CaixaBank is specifically geared towards people and aims to **"be the preferred financial Group to work for and to have the best talent available to meet the Group's strategic challenges",** in an environment of exponential change and transformation**.**

In order to achieve this, a reflection has been conducted on the levers to be implemented as an enabler of the Strategic Plan, and with this goal in mind, a Master Plan has been drawn up, the main lines of action of which are as follows:

- Fostering an exciting, committed, collaborative, agile and empowering **team culture**. Simultaneously promoting a close, motivating, non-hierarchical leadership with transformational capabilities.
- Promoting new ways of working, diversity, inclusion and sustainability.
- Transforming how the people development model is managed: more proactive in team training and focused on critical skills.
- Developing a differential value proposition for employees.

In addition to the four levers discussed above, there is a fifth lever that impacts cross-sectionally:

- Evolving towards a **data driven culture**.

> AT 30 JUNE 2023

Employees 44,683

56.5% Female

43.5% Male

1,200 < 30 years

5,326 30-39 years

24,975 40-49 years

13,182 > 49 years

5,486 Directors

8,201 Middle management

30,996 Other employees

99.6% Permanent contracts

46.1 years Average age

18.3 years Average length of service

> AT 31 DECEMBER 2022

Employees 44,625

56.5% Female

43.5% Male

1,190 < 30 years

5,713 30-39 years

25,818 40-49 years

11,904 > 49 years

5,628 Directors

7,996 Middle management

31,001 Other employees

99.5% Permanent contracts

45.8 years Average age

17.9 years Average length of service

Culture and Leadership model

CaixaBank has rolled out the **Culture Model and the Leadership Model** to accompany the Strategic Plan and boost people's commitment in a changing environment.

Goals of the Model

01 Driving a team culture of people committed to our purpose and proud of working in CaixaBank Group.

02 Strengthening knowledge of the attributes and behaviours of the corporate culture to facilitate cultural integration and bring acknowledgement.

03 Promoting a close, motivating, non-hierarchical leadership with transformational capabilities.

04 Disseminating a differential value proposition for employees.

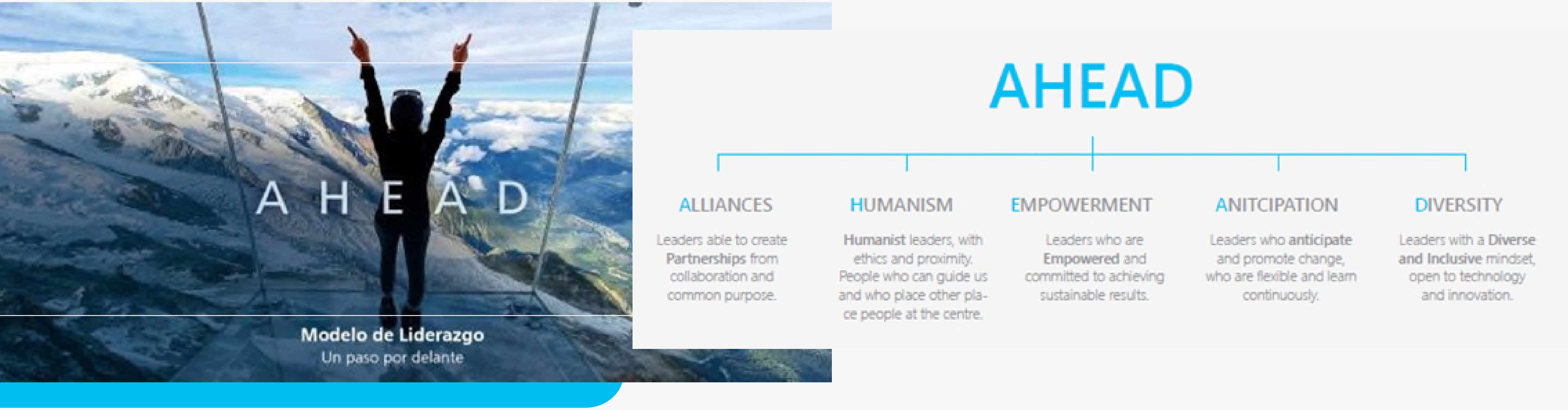
Actions of the Model

In order to achieve the goals of the Culture and Leadership Model, the Entity has launched a series of actions for the following groups:

- **Culture Trainers**, is the evolution of the Change Makers and Internal Trainers collectives. They are spread across four areas of knowledge: Business, Risks, Digital and Culture. For this group, actions are conducted to empower them and provide them with tools in order to be agents of transformation that help spread the We Are CaixaBank Culture to all professionals and collect feedback.
- **For the entire workforce**, actions are conducted to raise awareness of the We Are CaixaBank culture and the behaviours associated with it, thus fostering cultural integration and pride of belonging. A special focus is placed on managers, who the bank seeks to make transformational leaders, benchmarks and promoters of the We Are CaixaBank Culture and the AHEAD Leadership Model.

Leadership model (AHEAD)

A Leadership Model where all employees are leaders in their sphere of influence.



The people that make up **CaixaBank**

New ways of working

CaixaBank continues to consolidate new, more agile and cross-cutting ways of working. These include hybrid working (combining in-office and remote work), digital transformation and the application of agile methodologies in order to boost flexibility and efficiency in providing solutions.

In 2022 CaixaBank introduced a remote work model, comprising six days of remote work per month in Central Services (30%) and four days in Regional Services (20%).

Remote working is an element of added value for the Group's employees, given that it cuts down on the stress of commuting and facilitates work-life balance, leading to improved commitment and results.

73.3%
Of employees adhering to remote working from among the potential collective

Diversity and equality

The Diversity Plan for 2022-2024 has 4 major challenges:

01 **Consolidating gender diversity in management and pre-management positions** and continuing to **foster female leadership** in the organisation, accompanying their professional development, ensuring equal opportunities and giving visibility to leading women.

Plan 43, creating a cross-cutting working group to develop new initiatives to promote the indicator of women managers and contribute to the identification and emergence of talent.

Diversity Advisory Committee, a forum for analysing, reflecting and exchanging opinions to advise the Management Committee and the Diversity Committee in the areas of diversity and inclusion, providing new perspectives based on its members' experience and knowledge.

02 **Strengthening an inclusive and diverse culture** and ensuring equal pay.

1st meeting of Equality and Diversity Agents from the entire network, whose mission is to continue to evolve their role and functions, and to co-create new challenges and ways of tackling diversity in all its dimensions. There are currently a total of 24 D&I Agents in CaixaBank Group (16 in the Bank and 8 in Group subsidiaries).

Family Plan with Fundación Adecco: a programme of care, guidance and intervention for children of employees with a disability equal to or greater than 33% and intended to foster competencies and skills to improve personal autonomy, as well as to provide greater possibilities for future employment.

03 Being the leading financial institution in terms of diversity and inclusion for our customers. We will do this by developing pioneering and high-impact initiatives, accompanying them and adapting value proposals with a diverse and inclusive approach.

3rd Edition of the Self-Employed Professional Woman Award, seeking to highlight the excellence of self-employed women in all professional sectors.

7th edition of the CaixaBank Women in Business Awards, that each year recognise the talent and the professional excellence of 14 leading female entrepreneurs in Spain with standout careers, strategic vision, and transformative innovation and leadership skills.

04 Continuing to foster diversity and equal opportunities in society through awareness-raising actions and strategic partnerships, driving the role of women in areas where they are less represented.

Partnership with Specialisterne, dedicated to the labour inclusion of people with autism and other diagnoses within neurodiversity. People are offered training and job opportunities. And companies are provided with talent and knowledge. The current projects are: software testing service with professionals with ASD and an evaluation and socio-occupational guidance project.

[1] Women in managerial positions (from assistant manager of large A and B branches and above) for CaixaBank S.A.

Transforming the people development model

Professional development

CaixaBank seeks to enhance the critical professional skills of its employees and their development. For that purpose, all CaixaBank employees undergo evaluations in order to obtain a global perspective (performance and responsibility assessment).

Furthermore, the Entity fosters professional development programmes at both the managerial and pre-managerial levels and it has programmes to attract external talent to identify and develop talent early and thus anticipate future needs, through Talent Programs (WonNow and New Graduates). Due to a highly changing environment and in order to lead the sector's transformation, CaixaBank has launched the Development by Skills project, to evolve to a skills-based development management model to put each employee at the centre of their own professional development and growth. In that regard, the knowledge and skills of the workforce will be analysed and, in order to anticipate future needs, an agile and personalised training and development model (upskilling and reskilling) will be created.

Ongoing training

CaixaBank structures its training offer through the CaixaBank Campus learning model.CaixaBank Campus's learning plan is a teaching model that encompasses all the tools that the Entity makes available to its professionals, the strategy of which is based on three core elements:

- **Connected and shared knowledge**
- **Driving the transformation of the business**
- **Ongoing learning**

34,941
People that have **carried out training**

1,191,771
Training hours

97.6%
Online training

2.4%
Attendance-based training[1]

1Q23 data

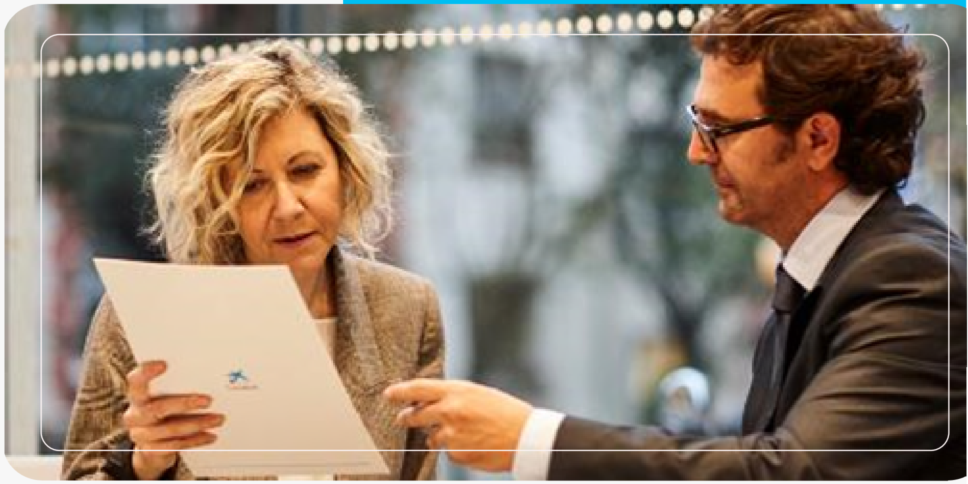
[1] Includes 1.1% in synchronous webinar

CaixaBank Group has training **drivers** for employees, which enable it to implement the strategy and the learning plan:

Virtaula + external platforms. An accessible, user-friendly, intuitive and simple virtual platform, capable of adapting to the potential learning developments of the future. Able to act as a training centraliser with other external platforms.

Trainers. Knowledge leaders who act as internal trainers. By ensuring their knowledge we maintain shared and connected knowledge throughout the company.

External schools. Leading schools in the country offer our workforce regulated knowledge through certifications or postgraduate courses.



CaixaBankCampus
Nunca dejes de aprender

01 **Regulations**
What the regulator requires of me

Training courses in order to meet the requirements of the regulator, such as certifications in LCCI (Property Credit Agreement Law), IDD (Insurance Distributions Directive) and MiFID II. In the first half of 2023:

- LCCI 29,080 people
- IDD 30,457 people
- MiFID II 29,413 people

02 **Recommended**
What CaixaBank suggests

Recommended company training for employees in accordance with their duties and the segment to which they belong. Responding to the challenges and needs of the business.

03 **Self-training**
What I decide

Training courses to meet employees' individual training needs: Virtual English academy (Education First), Postgraduate Degree in Risks, training in Agile Methodologies, etc.

Specific training

CaixaBank has specific training and itineraries for each of the business segments, notably including:

Training for Senior Managers, aimed at improving customer service for seniors, especially in everyday banking. The training provides managers with greater knowledge of the senior segment in order to create a package of solutions and services increasingly adapted to suit their needs.

ESG training. As part of the 360° ESG Training Plan, in the first six months of the year, the following activities were undertaken:

The following ESG training courses were held in the first half of the year:

- Climate change, decarbonisation and reporting course
- Certification in sustainable financing and investment
- Management development programme in sustainability

30,395
Employees who have received ESG training

Adequate and merit-based remuneration

The principles of the General Remuneration Policy, approved by the Board of Directors, are applicable to all CaixaBank Group employees and among other objectives, chiefly seek to foster patterns of behaviour to ensure that value is generated in the long term and that results are sustained over time.

The Policy is consistent with sustainability risk management, by integrating metrics linked to this aspect into the variable remuneration component, taking into consideration the responsibilities and functions assigned. Its strategy for attracting and retaining talent is based on providing employees with the opportunity to take part in a distinctive social and business project, the possibility of professional development and full compensation under competitive conditions, without distinguishing between genders or other issues not intrinsic to the position.

Remuneration at CaixaBank essentially features the following pay items:

- Fixed remuneration based on the employee's level of responsibility and career path. This accounts for a significant part of total remuneration, which also includes the various social benefits, and is governed by the collective bargaining agreement and the various internal labour agreements.

  In 2023, the Spanish Confederation of Savings Banks (CECA) and the sector's trade union representatives signed an agreement that includes in the current collective bargaining agreement an additional salary supplement, called "Plus Mejora Convenio", as a measure to mitigate inflation. This agreement involves introducing the "Plus Mejora Convenio" in an amount equivalent to 4.25% of the salary at each level, according to the Collective Bargaining Agreement tables, with a minimum of 1,000 euros.
- A variable remuneration system in the form of bonuses and incentives for achieving previously established targets and set up to prevent possible conflicts of interest, and, where applicable, to include qualitative assessment principles in line with customer interests, codes of conduct, and prudent risk management.

> ESG METRICS IN REMUNERATION SCHEMES

Consistent with the CaixaBank Group's responsible management model, the variable remuneration schemes (annual and long-term) for Executive Directors, Senior Management, Identified Staff, Corporate Services, Private Banking, Business Banking and Corporate & International Banking are tied to ESG factors, such as Quality, the challenges of Conduct and Compliance and the goal of mobilising sustainable finances.

Furthermore, CaixaBank employees have access to various social and financial benefits, most notably including the retirement savings contribution offered by the Pension Plan, the risk premium for death and disability cover, the health insurance policy and benefits childbirth and the death of a family member, besides others.

Complementary to the items of remuneration, CaixaBank offers the Flexible Remuneration Plan (Compensa+), offering tax savings and the personalisation of remuneration according to each person's needs.

- Health Insurance
- Nursery
- Transport card
- Savings Insurance
- Languages
- Actions
- Training
- New in 2023: Car rental

Employee experience

CaixaBank's aim is to be the preferred financial group to work for. Thus, it is conducting a series of actions to attract and retain the best talent:

01 The differential employee value proposition has been reviewed in order to generate an emotional bond with people and turn them into prescribers.

02 Work is being conducted to foster attractive employer branding to make CaixaBank Spain's favourite financial group to work for.

03 Initiatives are being implemented to improve the employee experience, such as:

- **Employee Office Project (Now In Employees)**, a change in the relationship and service model, becoming closer and more proactive, to ensure that employees have a better experience and become prescribers through their own experience. This new service model is geared towards having a manager trained and specialised in social benefits to provide a 360° service, a remote service, together with extended opening hours to be able to resolve queries and carry out procedures, regardless of the employee's own working hours.
- New web portal People Xperience, in PeopleNow: is a new space that connects people with all the services, benefits, advantages and perks they enjoy as CaixaBank professionals.

New healthy organisation strategy

CaixaBank has a corporate **Health and Well-being Culture** that puts people at the centre: it develops a preventive culture and undertakes actions to foster health and well-being in safe and sustainable working environments.

CaixaBank has a **Healthy Organisation Management System**, as well as an **Occupational Risk Prevention Management System based on the new ISO 45001 standard**, which means it is at a higher level in terms of integrating prevention and the perspective of Health and Well-being in all the Entity's processes.

By developing and rolling out the New Strategy as a Healthy Organisation, new, the Bank has set new, more ambitious goals with the aim of establishing itself as a leading and benchmark organisation in the field of Health and Well-being:

- Strengthening communication and awareness of the culture of Well-being and Health, both internally and externally: customers, society, potential employees.
- Offering more training and information to enhance health and well-being.
- Improving active listening on Health and Well-being issues to all stakeholders.
- Approaching health and well-being from a diversity perspective, addressing the specific needs of diverse profiles and stakeholders.
- Improving the assessment, monitoring and control systems of the initiatives that are developed.

Somos Saludables (We are Healthy) platform

The Somos Saludables (We are Healthy) programme shows our commitment to fostering well-being in healthy and sustainable environments, enhancing employees' quality of life, and the goal of achieving the maturity of a healthy organisation and a benchmark in the sector. The activities and campaigns of its virtual platform serve to raise awareness and offer benefits for the general health and well-being of employees and their families.

The **"Adeslas Health and Well-being" platform** complements the We are Healthy channel, which offers customised services to care for and manage employee health.

> CORE PILLARS OF THE "SOMOS SALUDABLES" (WE ARE HEALTHY) PLATFORM

The Physical Activity pillar, "Muévete" (Move) gives access to exercises and routines that can be undertaken at home and at any time.

The Personal Well-being Area, "Cuídate" (Take Care of Yourself) provides meditation techniques and guidelines to enhance concentration and relaxation.

The Nutrition and Hydration section, "Quiérete" (Love Yourself) provides healthy and easy-to-make recipes

The pillar, "Vuélcate" (Get Involved), includes activities related to sustainability, the environment and charity.

Data Driven

The People Analytics project seeks to implement a culture of using technology for data management and analysis. The optimised data structure and the application of new technologies will facilitate decision-making.

Human Resources is joining the Bank's digital transformation. People Analytics is not only a technology project, it is also geared towards promoting the data culture.

The People Analytics Plan is based on three pillars:

Data quality audit and roadmap.	Identifying information needs and analysing the quality of the main Human Resources indicators.
Human Resources operating model — Data Driven	3 initiatives have been carried out: › Training and creation of the Data Champions community › Human Resources data model › Dashboarding for decision-making
Implementation of use cases	Adopting artificial intelligence and machine learning in data processing.

Dialogue with employees

Active listening to employees is conducted based on an ongoing improvement model where recurring questions are asked and action plans are put in place to improve the employee experience.

In 2023, a representative sample (approximately 20% of the workforce) will be surveyed to measure the evolution of the main KPIs (eNPS, etc.), identify trends in the various organisational areas and review the effectiveness of the implementation of the Action Plan.

This survey will be adapted to the engagement 360 Model, which includes "everything that matters to the employee" and is in line with the Entity's purpose "To be close to people for everything that matters".

06 Our commitment **to Sustainability**

One of the three strategic priorities of CaixaBank under the 2022–2024 Strategic Plan is to **be a European benchmark in sustainability**.

In this context, CaixaBank takes on the responsibility of driving the well-being of people and economic and social development, through three major ambitions:

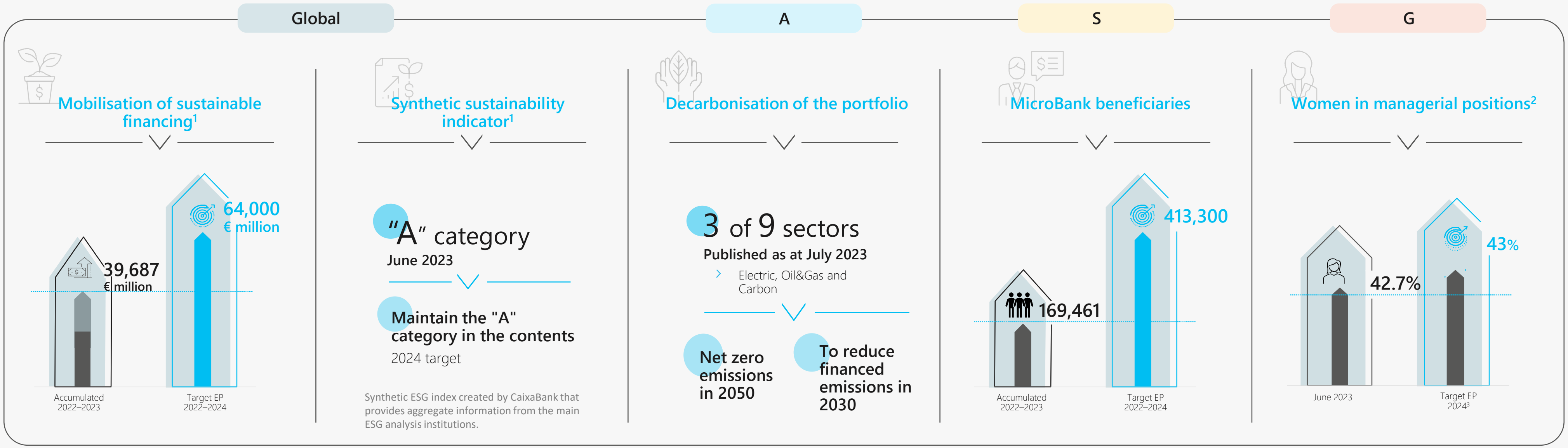
01 **Drive the energy transition of businesses and society as a whole**, by undertaking different actions such as developing solutions for companies and individuals that focus on energy efficiency, mobility and sustainable housing, while also promoting investments with ESG criteria.

02 **Lead the positive social impact and foster financial inclusion** by promoting microfinance solutions and remaining committed to rural communities and adapting customer service channels to the needs of the various customer segments.

03 **Promote a responsible culture to set a benchmark in governance** by adopting best practices in sustainability, *reporting* and responsible marketing.

In line with these ambitions, CaixaBank developed a set of initiatives and action plans that are included in the **Sustainability Master Plan**:

> INITIATIVES AND ACTION PLANS



[1] See definition in the section *Glossary*.
[2] Women in managerial positions (from assistant manager of large A and B branches and above) for CaixaBank S.A.
[3] In 2023, the target initially set for 2024 has been updated from 42% to 43% with the update of the Equality Plan.

Sustainable business in Spain

CaixaBank **is committed to sustainability by designing and marketing products that integrate environmental, social and governance criteria,** and it fosters activities that contribute to the transition towards a low-carbon and environmentally sustainable economy**.**

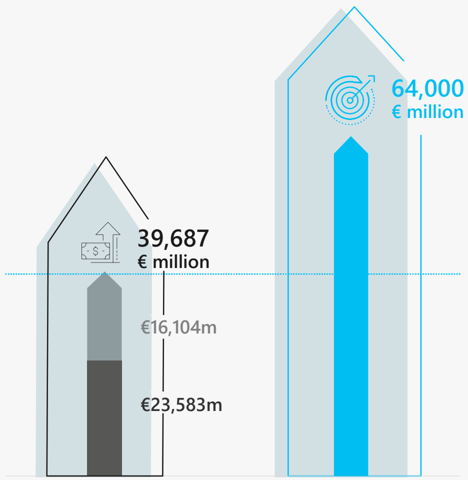
The goal of the **third strategic line of the 2022–2024 Strategic Plan** is to consolidate CaixaBank as a benchmark in sustainability in Europe, and to achieve this one of the initiatives is to drive and offer sustainable solutions in financing and investments. With this aim in mind, CaixaBank has set itself the target of mobilising 64,000 million euros[1] of sustainable production over the period 2022–2024 for its business in Spain.

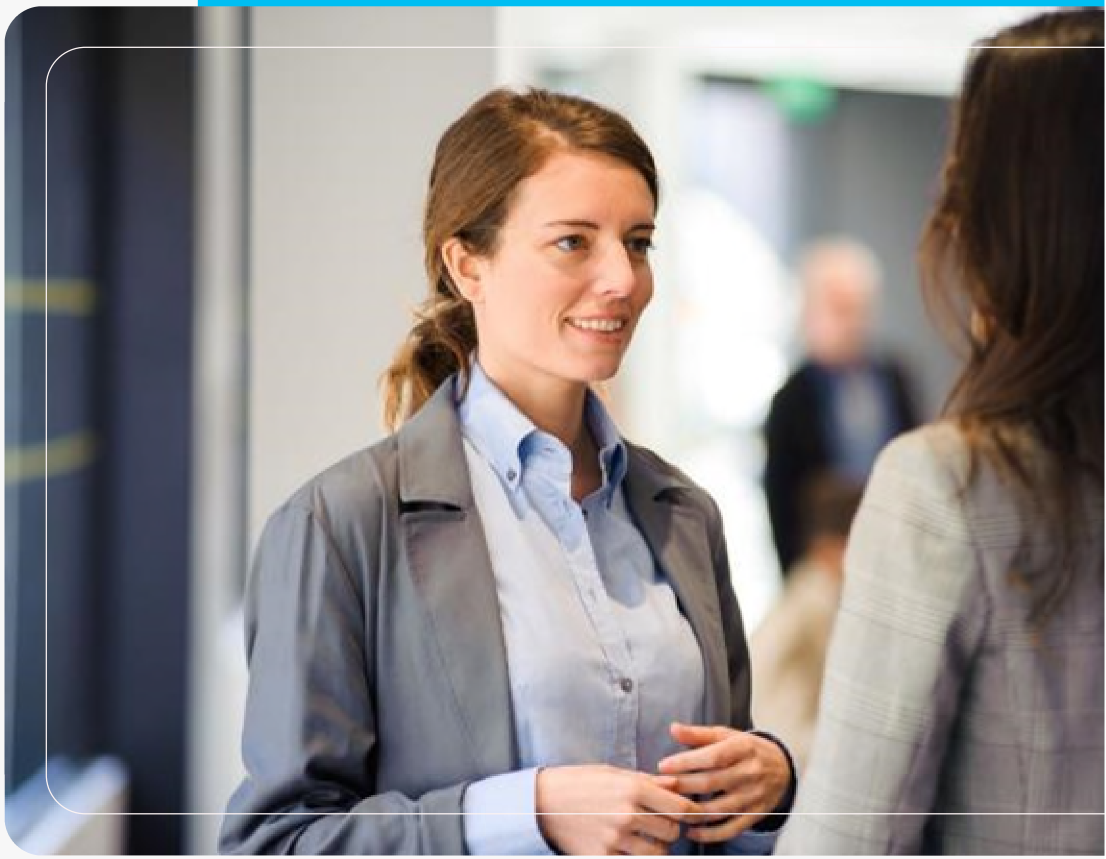
€64,000m
Target EP 2022–2024

€39,687m
Mobilised since January 2022

€35,343m
Sustainable financing

€4,344m
Sustainable brokering





[1] The mobilisation of sustainable financing is the sum of the following items: i) Sustainable mortgage financing (with energy performance certificate "A" or "B"), financing for home energy refurbishment, financing for hybrid/electric vehicles, financing for photovoltaic panels, agricultural ecofinancing and microloans granted by MicroBank; Sustainable financing to Business, Developer and CIB & IB; The sum considered for the mobilisation of sustainable financing is the limit of risk arranged in sustainable financing operations with customers, including long-term financing, working capital and off-balance sheet exposure. Tacit or explicit novations and renewals of sustainable financing are also taken into account; ii) CaixaBank's share in the issuance and placement of sustainable bonds (green, social or mixed) by customers; iii) Net increase of Assets under management in CaixaBank Asset Management, in products classified under Article 8 and Article 9 of SFDR (includes new funds/fund mergers registered as per Article 8 and Article 9, plus net contributions and market effect); Gross increase of Assets under management in VidaCaixa, in products classified under Article 8 and Article 9 of SFDR (includes gross contributions — without considering withdrawals or the market effect— to Pension Funds, Voluntary Social Security Entities (EPSV) and Unit Linked classified under Article 8 and Article 9 of SFDR).

Sustainable financing

During the **first half of 2023** CaixaBank has boosted the financing of sustainable activities, **granting €14,710m.**

€5,360m Green	€858m Retail
€1,586m Social	€1,996[1]m Business
€7,764m Linked to sustainability	€11,856m CIB&IB

CaixaBank has teams specialising in corporate, institutional and international banking for infrastructure, energy and sustainable financing projects, and in real estate, agriculture, corporate banking and private banking.

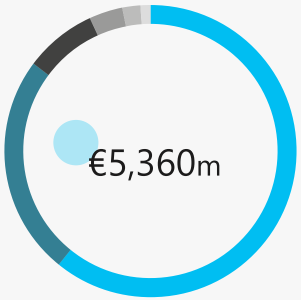
[1] Promotional activity contributes €502m.
[2] https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Sostenibilidad/21.02.23_Guia_Identificacion_Financiacion_Sostenible_PUBLIC.pdf

Green financing

Green financing is funding that has a positive environmental impact and is backed by eligible projects or assets, including, but not limited to, the following: renewable energy, energy efficiency, sustainable transport, waste treatment and sustainable building. The forms of green financing include loans that comply with the Green Loan Principles (GLP) issued by the Loan Market Association (LMA), the so-called Green Loans. In this type of financing, in the first half of 2023, transactional banking operations such as factorings, confirmings, trade finance lines and guarantees from companies such as Siemens, Gamesa, Greenergy o Ecoembes, among others, stand out, totaling a volume of €2,284 million in this semester.

On the other hand, it is also worth noting the long-term green financing, such as the granting of its largest green loan of the year in the real estate sector, with the loans to Greystar and Via Célere, for a value of €200m, destined for the acquisition and management of residential developments.

> **FINANCING BY CATEGORY** - 1st semester 2023



60.8% (€3,259m)
Renewable energy[1]

24.4% (€1,310m)
Real estate business

1.1% (€60m)
Other

8.0% (€430m)
Infrastructure

3.7% (€200m)
Transport

2.0% (€101m)
Transport

Loans indexed to sustainability variables

These are loans linked to ESG indicators in which the terms of funding will vary depending on the achievement of sustainability goals. In most transactions, an external advisor assesses the target set, following the recommendation of the Sustainability Linked Loan Principles. In this area, CaixaBank has led notable transactions in transactional banking, such as the Valls Group's working capital positions for more than €200m, which incorporate 3 ESG indicators: sustainable soy, $C0_2$ emissions and employee training. In this regard, the factoring and guarantee limits of more than €3,700m from the Endesa group also stand out.

Additionally, in relation to long-term financing, it is worth noting CaixaBank's participation in the largest syndicated transaction of the semester linked to sustainability criteria, a line of credit to Enagas for €1,500m.

78 transactions
In 1st half 2023

€7,764m
In 1st half 2023

Social financing

It mainly corresponds to social financing granted to the public sector and microcredits and other impact financing granted by MicroBank.

In the first half of 2023, the promotion of social financing to the public sector stands out, highlighting the confirming operations with the *Generalitat Valenciana* with an impact on health, public education and social inclusion, as well as the factoring of the *Hospital Clínic.*

Additionally, in relation to long-term financing, a significant operation has been signed with the Community of Madrid for a total of €400 million, the positive impact of which will be reflected in issues related to health and public education.

€1,586m

In 1st half 2023

See the "MicroBank" section for more information on the amount of microcredits granted.

Incentive mechanism for the issuance of sustainable loans (green and social)

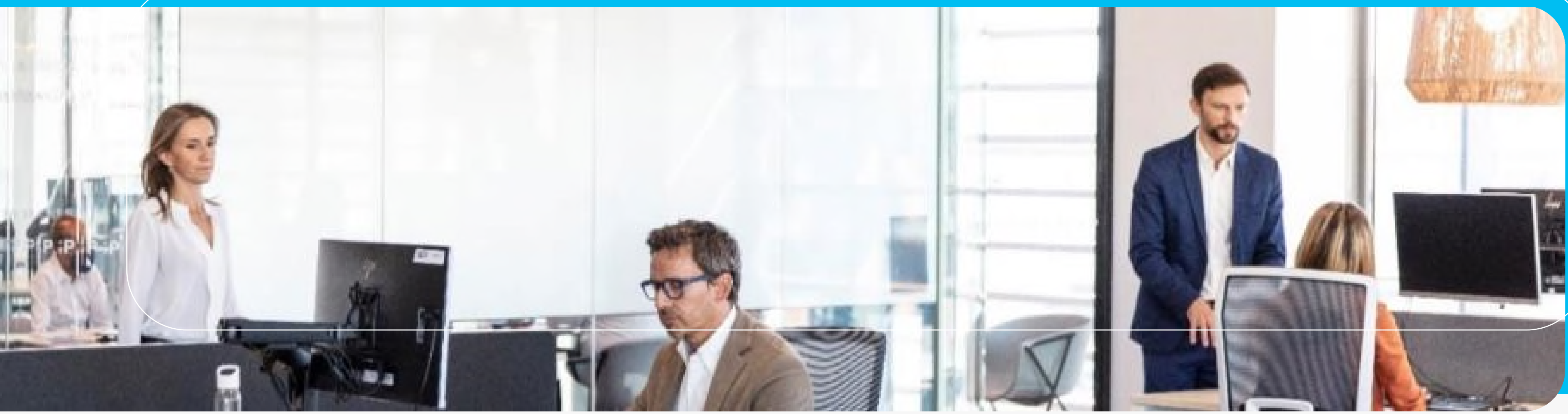
CaixaBank has a financing framework linked to the SDGs[1], whereby it issues financial instruments, such as bonds, to finance the Bank's green, social and/or sustainable financing activity. To encourage the issuance of green/social/sustainable loans by the Bank's business teams, the Bank has an internal incentive mechanism that fosters sustainable financing. The application of this incentive for green assets came into effect in FY 2022 and its extension to social assets comes into effect in FY 2023.

Sustainable brokering

€1,394m

€1,333m
Participation in the placement of sustainable bonds (excluding own issues)

€61m
Increase sustainable assets under management



[1] *Sustainable Development Goals (SDGs) Funding Framework (caixabank.com)*

Participation in the placement of sustainable bonds

CaixaBank has been a signatory to the Green Bond Principles since 2015, established by the International Capital Markets Associations (ICMA). Since then, the Company has participated in the placement of green bonds for projects with a positive climate impact.

Of a total of 15 for €1,333m

7 for €683m
Green bonds (share amount)[1]

5 for €533m
Sustainable bonds (share amount)[1]

3 for €117m
Sustainability Linked Bonds (SLB) (share amount)[1]

> GREEN BONDS[2]

edp — **€1,000m**
Green Hybrid
5.943% 60.25NC5.2
PTEDP4OM0025
Joint Bookrunner
Jan 2023

redeia — **€500m**
Green Hybrid
4.625% PNC5.5
XS2552369469
Joint Bookrunner
Jan 2023

Bank Austria — **€750m**
Green Covered Bond
3.125% 6yr
AT000B049945
Joint Bookrunner
Feb 2023

Prologis — **€600m**
Green Bond
4.625% 12yr
XS2589820294
Joint Bookrunner
Feb 2023

acciona — **€91.4m**
Green Bond
4.900% 2.6yr
XS2596338348
Sole Bookrunner
Mar 2023

adif Alta Velocidad — **€500m**
Green Bond
3.900% 10yr
ES0200002089
Joint Bookrunner
Apr 2023

Comunidad de Madrid — **€600m**
Green Bond
3.362% Long 5yr
ES00001010L6
Joint Bookrunner
Jun 2023

[1] Corresponds to CaixaBank's share in the issuance and placement of sustainable bonds (green, social or mixed) by customers. It does not include own issues, such as the social bond issued by CaixaBank.
[2] Total amount of the issue is indicated, not only the participation of CaixaBank.

> SUSTAINABLE BONDS[1]

€1,000m
Sustainable Bond
3.596% 10yr
ES00001010K8
Joint Bookrunner
Feb 2023

€500m
Sustainable Bond
3.711% Long 6yr
ES0001352626
Joint Bookrunner
Feb 2023

€600m
Sustainable Bond
3.95% 10yr
ES0000090904
Joint Bookrunner
Mar 2023

€700m
Sustainability Bond
3.5% 2033 10yr
ES0000106742
Joint Bookrunner
Feb 2023

€500m
Sustainable Bond
3.500% Short 10yr
ES0001351602
Joint Bookrunner
Jun 2023

> SLB BONDS[1]

€600m
Inaugural SLB
4.125% 2029 6.5yr
XS2582860909
Joint Bookrunner
Jan 2023

€1,500m
SLB
4.00% 8yr, €750m
4.50% 20yr, €750m
Joint Bookrunner
Feb 2023

[1] Total amount of the issue is indicated, not only the participation of CaixaBank.

Increase sustainable assets under management

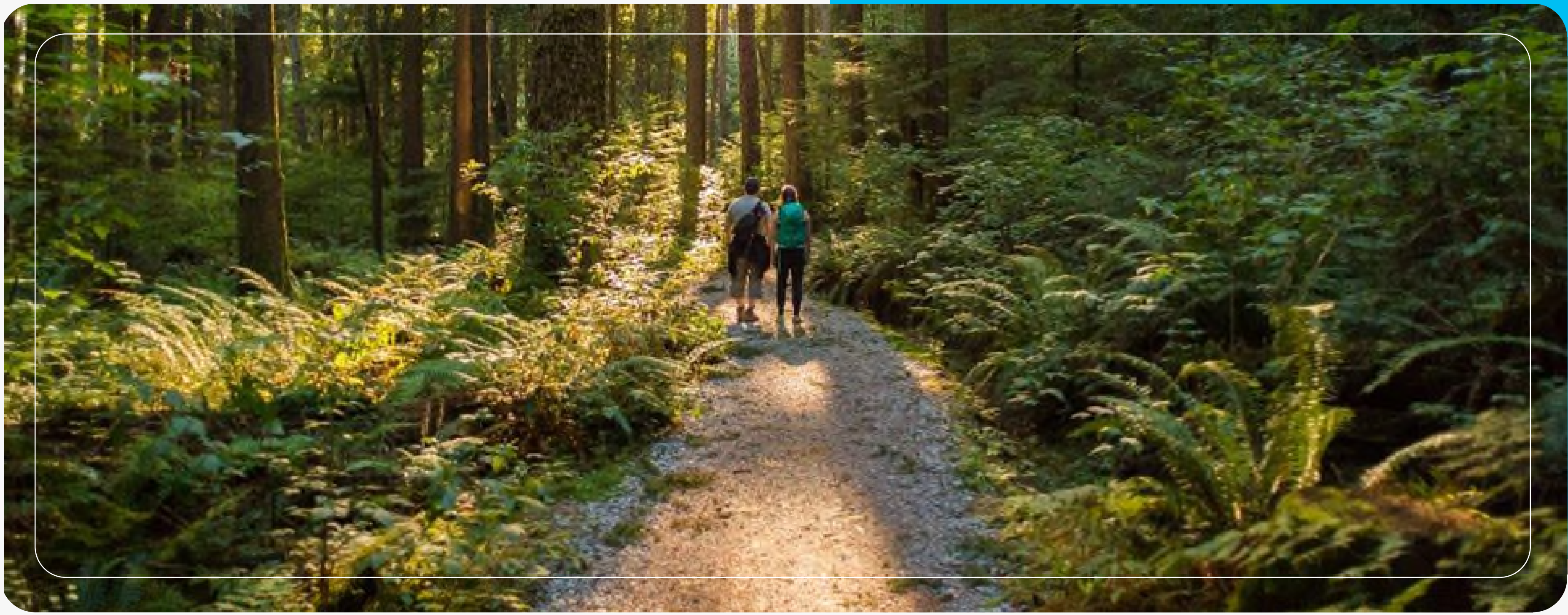
In the first half of 2023, assets under management classified as items 8 and 9 have increased by 61 million euros.

The increase in assets under management classified as items 8 and 9 under CaixaBank Asset Management's SFDR includes the market effect, which was negative these six months due to market trends.

€61m
increase in assets under management classified as article 8 and 9 under SFDR

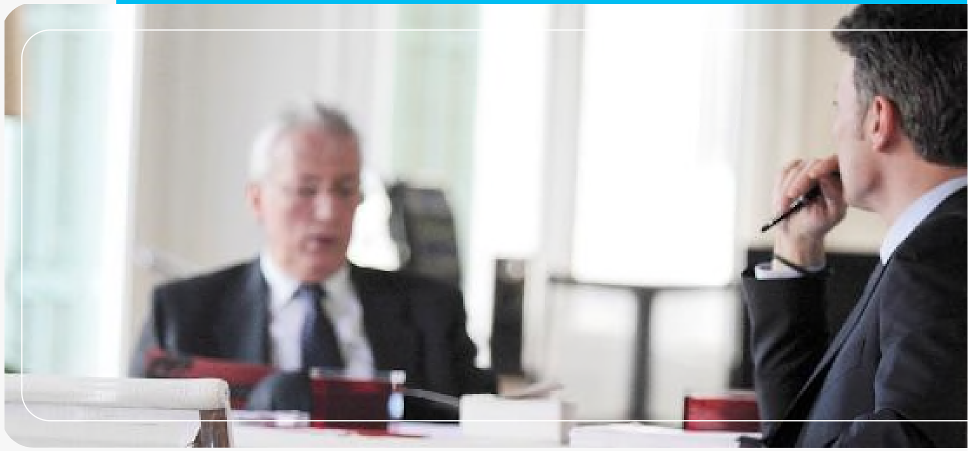
€61m
increase in assets under management classified as article 8 and 9 under SFDR, of VidaCaixa and CaixaBank Asset Management

See the section "Sustainable investment" for further information on the assets under management classified under SFDR.



Mobilisation of sustainable financing – Business in Portugal[1]

CaixaBank Group is also committed to **mobilising sustainable finance** in its Portuguese business, through Banco BPI.

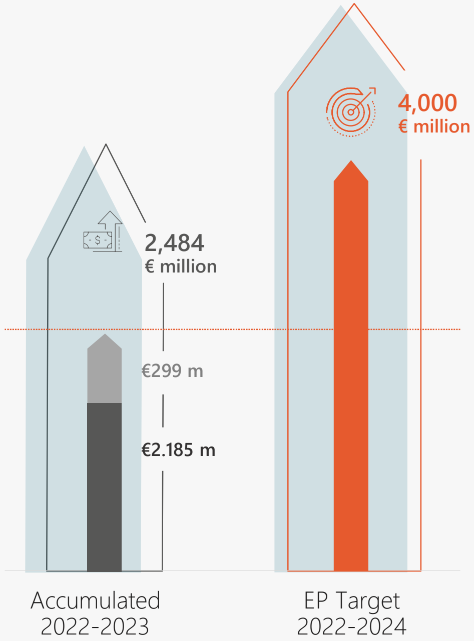


€4,000m
Target EP 2022–2024

€2,484m
Mobilised since january 2022

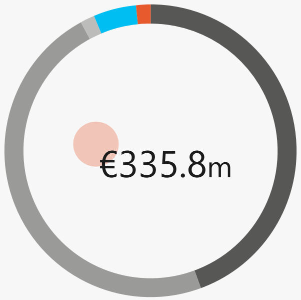
€1,121m
Sustainable financing

€1,363m
Sustainable brokering



> SUSTAINABLE FINANCING

Banco BPI is aware of the importance of adopting measures to ensure environmental sustainability in its product offerings, and has several credit facilities available that foster energy efficiency and support a number of renewable energy and social investment projects.



Financing by category_

- 44.3% (€148.9m) Developments with energy rating A or B
- 4.7% (€15.9m) ESG Companies facility
- 47.6% (€285m) Bond transactions
- 1.6% (€5.5m) Other
- 1.6% (€5.5m) IFFRU facility

> SUSTAINABLE BROKERING

€-37m
Sustaible brokering

[1] Mobilisation of sustainable financing - Businesses in Portugal: It includes loans to companies (companies + CIBs + institutions) and individuals. With regard to sustainable brokerage, this includes article 8 and 9 Funds and Insurance, under SFDR, for both liquid fundraising and transformation, together with third-party adviser funds. It also includes participation in the placement of sustainable bonds.

Responsible Investment

In line with its responsible banking model, CaixaBank is committed to sustainable investment, understood as investment that not only offers financial returns for investors, but also promotes management that is coherent with the creation of value for the whole of society, integrating ASG criteria (environmental, social and good governance).

VidaCaixa and CaixaBank Asset Management's efforts have been focused on the implementation of the regulatory requirements arising from the European Commission's Sustainable Finance Plan.

> MILESTONES 1ST HALF 2023

- On 30 June 2023, CaixaBank, CaixaBank Asset Management and VidaCaixa published the **Statement of Principal Adverse Impact on the Sustainability** of investment decisions on sustainability factors (PAI).
- VidaCaixa and CaixaBank Asset Management have successfully undergone the follow-up audit for **AENOR's Sustainable Finance Certification**.
- In January 2023, VidaCaixa published its **decarbonization objectives of the insurer's corporate portfolio** by 2030 under the framework of the **Net Zero Asset Owner Alliance.**
- VidaCaixa and CaixaBank Asset Management **have published the 2023 Involvement Plans with issuers**.

VidaCaixa have the highest rating (5 stars) in the Investment Policy and Active Ownership category by PRI.

CaixaBank Asset Management achieves 5 stars in direct investment equities due to the integration of ESG factors in investment processes

VidaCaixa

> CUSTOMER FUNDS MANAGED

€112,429m in Spain[1]

€107,478m in December 2022

€7,515m in Portugal[2]

€7,319m in December 2022

100% of assets under management take into account ESG aspects as of 30 June 2023 (according to UNPRI criteria)

> DISTRIBUTION OF ASSETS OF PRODUCTS UNDER SFDR[3] (PENSION PLANS)

June 2023_

47.4%[4] Of the assets have a rating under articles 8 and 9 as per SFDR €20,687m

45.6% Of the assets have a rating under articles 8 and 9 as per SFDR €3,300m

	Spain	Portugal
Assets of products under article 6	52.6% (€22,974m)	54.4% (€3,932m)
Assets of products under article 8	44.3% (€19,356m)	45.6% (€3,300m)
Assets of products under article 9	3.0% (€1,331m)	0% (€0m)

December 2022_

48.6%[4] Of the assets have a rating under articles 8 and 9 as per SFDR €20,615m

43.9% Of the assets have a rating under articles 8 and 9 as per SFDR €2,777m

	Spain	Portugal
Assets of products under article 6	51.4% (€21,843m)	56.1% (€3,549m)
Assets of products under article 8	45.0% (€19,108m)	43.9% (€2,777m)
Assets of products under article 9	3.5% (€1,507m)	0% (€0m)

[1] Includes the life insurance and pension plans business of VidaCaixa, S.A. and Sa Nostra Vida, S.A.
[2] Includes the life insurance and pension plans business of BPI Vida e Pensões, wholly owned by VidaCaixa, S.A.
[3] Does not include Sa Nostra Vida information.
[4] Percentage and amount calculated on plans affected by SFDR, including EPSV and Unit Linked.

> ASSETS UNDER MANAGEMENT

€87,205m
in Spain[1]

€81,530m
in December 2022

€6,891m
in Portugal[2]

€6,942m
in December 2022

€841m
in Luxembourg[3]

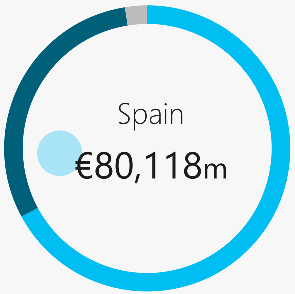
€837m
in December 2022

CaixaBank ASSET MANAGEMENT

100%
of assets under management take into account ESG aspects as of 30 June 2023
(according to UNPRI criteria)

> DISTRIBUTION OF ASSETS OF PRODUCTS ACTIVELY MARKETED UNDER SFDR

June 2023_



32.9%
Of the assets have a rating under articles 8 and 9 as per SFDR
€26.376m

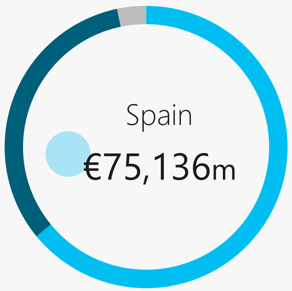
57.6%
Of the assets have a rating under articles 8 and 9 as per SFDR
€2,057m

Assets of products under article 6
67.1% (€53,742m) | 42.4% (€1,513m)

Assets of products under article 8
30.4% (€24,347m) | 54.8% (€1,957m)

Assets of products under article 9
2.5% (€2,029m) | 2.8% (€100m)

2022_



35.9%
Of the assets have a rating under articles 8 and 9 as per SFDR
€26,990m

58.5%
Of the assets have a rating under articles 8 and 9 as per SFDR
€2,070m

Assets of products under article 6
64.1% (€48,146m) | 41.5% (€1,467m)

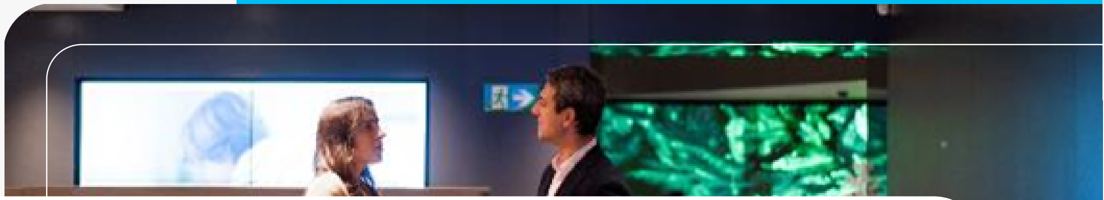
Assets of products under article 8
32.6% (€24,495m) | 56.4% €1,994m)

Assets of products under article 9
3.3% (€2,495m) | 2.1% (€76m)

[1] Includes CaixaBank Asset Management SGIIC's fund business, discretionary management portfolio and SICAVs.
[2] Includes the mutual and real estate fund business and discretionary management portfolios of BPI Gestão de Activos SGFIM, wholly owned by CaixaBank Asset Management.
[3] Includes the business of funds and SICAVs of CaixaBank Asset Management Luxembourg, S.A.

Indices and ratings

Extensive awareness on the part of the **main sustainability indices and ratings agencies.**

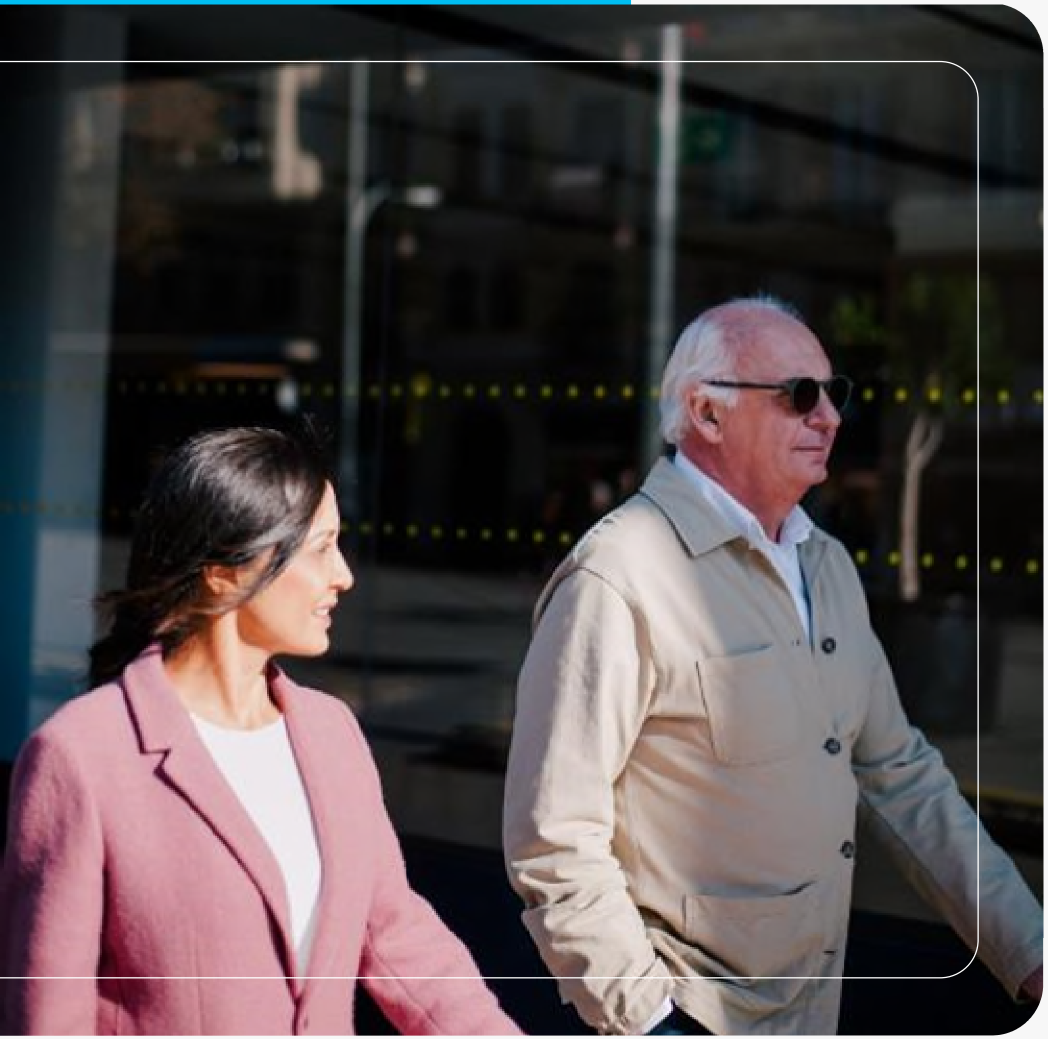


	CaixaBank	Worse <<Scale>> Better	Featured
Member of Dow Jones Sustainability Indices Powered by the S&P Global CSA	80	Sustainability score: 0 – 100; CaixaBank: 80	› DJSI World, DJSI Europe. › Included without interruption from 2012. Latest update December 2022. › CaixaBank obtained top or above average scores in categories such as financial inclusion, risk management, human rights, cybersecurity and social and environmental reporting. › S&P Global analyst.
MSCI ESG RATINGS	A	ESG rating: CCC, B (Laggard); BB, BBB, A (Average); AA, AAA (Leader); CaixaBank: A	› CaixaBank has been part of the MSCI ESG Leader Index since 2015. › First inclusion in 2015. Latest update December 2022. › A leader in consumer finance protection and above average ratings in environmental impact finance, access to finance and corporate governance. › MSCI ESG analyst.
FTSE4Good	4.2	ESG rating: 0, 1, 2, 3, 4, 5	› FTSE4Good Index Series. › First inclusion in 2011. Latest update in June 2023. › Overall rating above sector average (4.1 vs. 2.6 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.
STOXX / SUSTAINALYTICS	17.5	ESG risk rating: Severe 40+; High 30-40; Medium 20-30; Low Risk 10-20; Negligible 0-10; CaixaBank: Low Risk	› STOXX Global ESG. › First inclusion in 2013. Latest update in September 2022. › ESG LOW RISK exposure below the sector average and below comparables in Spain. Strong risk management. › Sustainalytics analyst.
CDP A LIST 2022 CLIMATE	A	Climate change rating: D-, D (Reporting); C-, C (Awareness-raising); B-, B (Management); A-, A (Leadership); CaixaBank: A	› First inclusion 2012. Latest update December 2022. › On the *A list*. › 9th consecutive year in the "Leadership" category for corporate transparency and action on climate risk. › CDP analyst.

	CaixaBank	Worse <<Scale>> Better	Featured
Corporate ESG Performance Prime RATED BY ISS ESG	C (Category: Prime Transparency: Very high Decile rank: #1)	Corporate ESG rating: D- D D+ C- **C** C+ B- B B+ A- A- A+ Transparency level: Very low Low Medium High **Very high**	› Corporate ESG, ISS ESG Europe Governance QualityScore Index, Solactive ISS ESG Index Series. › First inclusion 2013. Latest update November 2022. › CaixaBank is situated within top 10% of the sector (Public & Regional Banks, that includes 266. companies), PRIME category with a decile of: 1. › ISS ESG analyst.
QUALITYSCORE 1	1	ESG score: 10 9 8 7 6 5 4 3 2 **1**	› Monthly update, latest update June 2023. › Top score (1) in the three dimensions of ISS ESG Quality Score: Environmental, Social and Governance. › ISS analyst.
V.E Moody's ESG Solutions	60	Sustainability index: 0 < 30 Weak; 30-49 Limited; 50-59 Robust; **60** Advanced 100	› Solactive *Europe Corporate Social Responsibility Index* PR. › First inclusion 2013. Latest update December 2021. › Advanced "category" and above sector average in "Diversified banks"; "Advanced" category in 10 areas, including Environmental Strategy, 3 areas of Human Resources, Green Products and SRI, Responsible Customer Relationship, Non-discrimination and Financial Inclusion. › Vigeo Eiris analyst.

Included in the S&P Global Sustainability Yearbook 2023 for the eleventh consecutive year and recognised with **Top 10%, S&P Global ESG Score 2022**, for excellent performance in sustainability.

Included on the 2022 ***CDP Supplier Engagement Rating Leaderboard*** in recognition of CaixaBank's efforts to curb climate risk within its supply chain.



CaixaBank works with and actively engages in dialogue with another of the **bank's main stakeholders in ESG matters**, namely the main NGOs or other organisations, with a view to ascertaining what issues they value most and their perception of the Entity's management in this regard.

The international entity, created in 2018 with the goal of helping companies achieve the Sustainable Development Goals (SDGs), assesses the top 400 financial institutions worldwide.

7th place
Among the European companies

9th place
Worldwide position

World Benchmarking Alliance

The World Benchmarking Alliance ranks CaixaBank as the **top Spanish bank in terms of contribution to a fair and sustainable economy.**

6.1 Society

Financial inclusion

Financial inclusion is a key factor in reducing poverty and promoting shared prosperity. Promoting financial inclusion is in the CaixaBank DNA and is a strategic priority.

CaixaBank views and favours inclusion from a three-pronged perspective:

01 Fund raising via the issuance of social bonds and employed in projects promoting social cohesion.

02 Products and services for vulnerable groups.

03 Social housing programme and Impulsa programme.

04 Access to financial services through microfinances and other financing with an impact from the social bank MicroBank.

05 A presence in most municipalities across the country through our extensive branch network.

06 Implementing physical accessibility measures and cutting-edge technology for groups with physical and cognitive difficulties.

07 Contribution to the improvement of financial culture.

MicroBank, the Group's social bank, is a benchmark in **financial inclusion** by providing microcredits and other financing with a social impact.

MicroBank combines the contribution of value in a social sense, satisfying needs that are not sufficiently covered by the traditional credit system, with the generation of the necessary resources to enable the project to continue growing at the pace required by the existing demand, in line with the parameters of rigour and sustainability of a banking institution.

Thus, it materialises a social banking model that facilitates access to credit through quality financial services.

> JUNE 2023

€634m
Microloans and other financing with a social impact
€570m in 1st semester 2022

€503m
Microloans granted
€448m in 1st semester 2022

€131m
Other financing with impact
€122m in 1st semester 2022

169,461
MicroBank beneficiaries
(accumulated 2022-2023)
Of which: **66,280** in the 1st semester of 2023

€2,497m
Outstanding balance in portfolio at 30.06.2023

4,060
New businesses started up with support to entrepreneurs

Institutional support

The support of some of the leading European institutions involved in developing entrepreneurship and microcompanies is key to the achievement of MicroBank's goals.

European Investment Fund (EIF)

Since 2008, MicroBank has been closely involved in fostering financing for the creation, consolidation or expansion of entrepreneurial and business projects.

European Investment Bank (EIB)

In 2013, MicroBank was the first European bank to receive funding to grant microloans. Since then, it has taken out loans with the European Union bank in order to foster access to long-term finance and job creation, in particular among young people.

Council of Europe Development Bank (CEB)

The CEB has supported MicroBank's activity since its incorporation. CEB funds have enabled MicroBank to foster financial inclusion, facilitating access to finance for microcompanies and individuals in difficulty.

The key agreements under development in the first half of 2023

InvestEU

A new agreement was signed in November 2022 with the EIF, which seeks to boost sustainable investment, innovation and job creation in Europe by facilitating access to finance for small and medium-sized enterprises. This agreement will mobilise up to 800 million euros through the following programmes:

Microfinance and social entrepreneurship:
MicroBank will use this guarantee to continue to offer better access to finance to microcompanies, including the self-employed, and social enterprises with difficulties in accessing credit. The InvestEU Microfinance and Social Entrepreneurship Guarantee can be up to a total of 200 million euros.

Competitiveness of SMEs:
MicroBank will be able to improve the competitiveness of small businesses by helping them to access finance. The InvestEU SME Competitiveness Guarantee can be up to 250 million euros.

Sustainability:
This guarantee will enable MicroBank to continue to assist small businesses in the green transition and in other related areas such as the materialisation of green, inclusive and environmentally friendly investments. The InvestEU Sustainability Guarantee can be up to 37.5 million euros.

Rolled out in 2023:

Social Company loan

€23.4m
Granted at June 2023

Characteristics:

- **Amount:** up to €500 thousand.
- **Purpose:** project finance designed to generate a positive and measurable social impact through economically and environmentally sustainable business activity.
- **Term:** repayment up to 10 years.

Microloans - Institutions Agreement Business

€2.8m
Granted at June 2023

Characteristics:

- **Amount:** up to €30 thousand.
- **Purpose:** financing to start up a self-employment project or a microcompany.
- **Term:** repayment up to 6 years.

Commitment to the development of the business fabric

One of MicroBank's goals is to contribute to job creation through financing for business projects. In that sense, MicroBank supports the start-up or expansion of businesses to develop the business and socio-economic fabric of the territory through the granting of microloans.

All of this is aligned with the **goals of the Collective Commitment to financial inclusion and health** fostered within the framework of the United Nations Principles for Responsible Banking, to which CaixaBank adhered in 2021.

How do we do it?

- **By partnering with entities** that provide complementary services, such as advice and technical support to entrepreneurs.
- Through the capillarity offered by **CaixaBank's branches and channels**
- With the **support of three European institutions**: the European Investment Bank (EIB), the European Investment Fund (EIF), the Council of Europe Development Bank (CEB)

290
Agreements with entities

What have we done?

Data at June 2023

12,075
Holders of business microloans and business loans

36%
Transactions geared towards opening new businesses out of the total number of business transactions

65%
Transactions for self-employed out of the total number of business transactions

35%
Transactions for microcompanies out of the total number of business transactions

What have we achieved?

Data at December 2022

17%
People who were unemployed before starting a business out of the total number of business transactions

69%
People who, without the help of a microloan, could not have started or consolidated their business out of the total number of business transactions

UNEP FINANCE INITIATIVE | PRINCIPLES FOR RESPONSIBLE BANKING

Our Goal

64,000
New jobs created thanks to the microloans granted to entrepreneurs (2022–2025)

12,097
New jobs created thanks to the microloans granted to entrepreneurs at 30 June 2023
29,552 since 1 January 2022

Social bonds

CaixaBank is one of the **leading banks in issuing sustainable debt**, an activity it began in 2019, being the **first Spanish bank to issue a social bond** in support of the United Nations Sustainable Development Goals (SDGs).

CaixaBank has launched the issuance of its own social bonds through which it undertakes to foster investments that generate a positive social impact, in line with the United Nations Sustainable Development Goals (SDGs). In this regard, with the funds raised, CaixaBank drives projects that contribute to fighting poverty, promoting education and welfare, fostering economic and social development in the most disadvantaged areas of Spain, generating a positive impact on employment and boosting the construction of basic infrastructures.

The fifth social bond issued by CaixaBank, and taking into account **the six green bonds,** it is the **eleventh bond linked to the Sustainable Development Goals** published by the bank in 2019.

In May, CaixaBank issued its first social bond in 2023:

1st Social bond in 2023

- Issue: **May 2023**
- Type: **Senior non-preferred**
- Face value: **€1,000m**
- Maturity[1]: **16 May 2027**
- Coupon: **4.625%**

The aim of the social bond is to finance activities and projects that contribute to combating poverty, promote education and welfare and promote economic and social development in the most disadvantaged areas of Spain.

Further detail on the corporate website

[1] With the option of early redemption in the third year by the issuer.

Responding to the needs of the society in which we do business

Focus on senior citizens

CaixaBank **committed to caring for the elderly**

CaixaBank has reaffirmed its commitment towards the senior group by **upholding ten initiatives agreed and rolled out in 2022**, most notably including the creation of a team of 2,000 senior advisers (2024 target), the extension of the cashiers' hours in branches and the strengthening of all its communication channels with these users. creating a dedicated telephone number and the possibility of contacting the adviser over WhatsApp.

In 2023, the Entity **continues to focus its efforts towards extending** the global offer of products and services and **fostering the financial independence of customers** through in-person training sessions given by senior advisers, in order to offer an excellent service and maintain its leadership in this segment, in which it has 4 million customers and a market share of 34.2% in direct deposited pensions.

> WE ACCOMPANY PEOPLE

1,644 advisers
specialised and exclusively dedicated
2,000 in 2024

Personal
accompaniment in the use of ATMs

> WE ADAPT TO THEIR WAY OF INTERACTING

100%
user-friendly ATMs adapted for passbook use
100% in 2024

Personal
service by telephone and WhatsApp
900 365 065
Direct service by a specialised agent, without prior robotic filters.

Unrestricted
opening hours

Advance
payment of monthly pension payments on the 24th day of the month

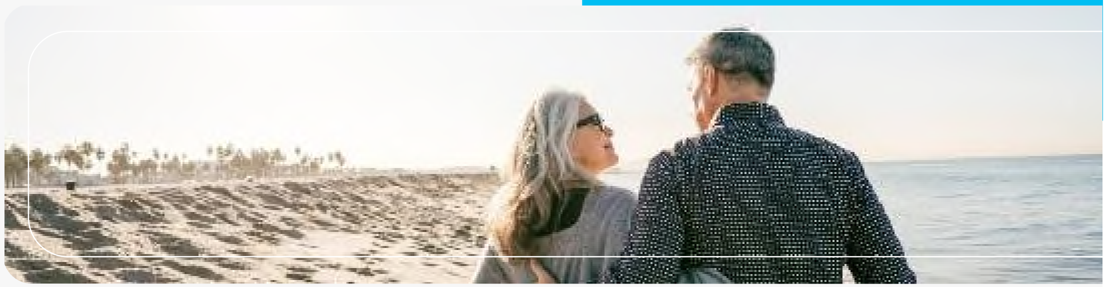
> WE WORK TOGETHER TO AVOID FINANCIAL EXCLUSION

2,149 sessions
In-person training activities in the 1st half of 2023

Spain's most extensive
network of branches (**3,911** in Spain, of which 3,649 retail branches) **and ATMs (11,412** in Spain)

We do not abandon
towns and cities and we are expanding the ofibus service (636 municipalities with 17 ofibus)

CaixaBank offers an extensive portfolio of products that blends **protection solutions with savings solutions**



CaixaBank, **renews its AENOR certification** as an organisation committed to the elderly

AENOR has identified the following as strong points of the Bank's value for the senior segment: priority service at branches; high level of employee involvement with senior customers; training of specialist advisers, and senior volunteering actions, in addition to other points.

> SENIOR SOLUTIONS

€34,000m
in Life Annuities and VAUL

133,000
Customers
MyBox Protection Sénior[2]

Very close to **our senior customers**

3 days
No. of visits to the branch per senior customer (annual average)

46%
senior customers that have used digital media [1]

70.6
Senior customers NPS (scale 0–100)

8,506
participants in the training sessions with a session rating of 9.6 (score 0–10)

[1] Have used digital service channels in the last 12 months
[2] Number of customers and contracts match.

Active support policy for first-time homebuyers

CaixaBank has an active policy of helping people to overcome the problems of buying their first home, structured into two pillars:

- Early and specialist care for customers in difficulty
- Fostering of social housing programmes

CaixaBank upholds its commitment to be close to people in order to contribute to their financial well-being, particularly in times of greater difficulty. Since 2009, CaixaBank has put in place a series of measures to support its customers:

Aid

To customers who had difficulties in repaying their mortgages under the Individual Assistance Scheme

Dations in payment

200 in the first half of 2023

Code of Best Practice

The Entity in Spain with the most operations backed by the Code of Best Practices. First institution to join in 2022.

500,000

Mortgage and consumer **loan moratoriums** during COVID

Rent

Rent remission for 4,800 households during COVID

Furthermore, since 2017, CaixaBank has also had a team specialising in **managing social housing**, whose main task is to detect and manage cases of vulnerability and social emergency in regular housing.

6.662

Housing without discount
7,161 at December 2022

3,291

Housing with discount
3,360 in December 2022

10,446 social rental housing programme

(including 493 contracts from the "la Caixa" Foundation's centralised programme)
11,105 at December 2022 (including 584 contracts from the "la Caixa" Foundation's centralised programme)

Inclusive finance

CaixaBank, as part of its commitment to service quality and proximity, has designed financial products and services aimed at covering the financial needs of the most vulnerable groups. In this line has value propositions of financial services for vulnerable groups.

> PRODUCTS FOR VULNERABLE GROUPS

Social Account

Solution for people at risk of exclusion that receive social benefits (recipients of Subsistence Income, Guaranteed Income from the communities, among others) or for people living in a situation of severe poverty.

Free sight deposit + free access to basic financial services

Insertion Account

Solución para particulares sin acceso a la bancarización por procedencia de jurisdicciones de riesgo y por no acreditación de ingresos (refugiados) o personas que necesitan una cuenta bancaria para domiciliar ayudas sociales o acceder a un primer empleo.

Account + insertion debit card + CaixaBankNow free with operational limitations

Basic payment account

Everybody who is resident in the EU it can have a fee-paying basic account, that it guarantees the access to a financial basic operations staff. If also the client is at risk of financial or vulnerability exclusion that account can be exempt from fees.

Account + card basic debit + financial services

~ 23,000
Customers with basic payment account

~ 357,000
Clients with basic fee-paying accounts vulnerable, social and insertion at 30.06.2023

Close and accessible banking

CaixaBank also understands financial inclusion as an accessible, proximity-based bank, firmly maintaining its commitment to be close to its customers.

> PROXIMITY

2,233 Spanish towns in which CaixaBank is present	**92%** Citizens with have a branch in their town or city	**99%** Spanish towns and cities > 5,000 inhabitants with CaixaBank's presence	**483** Spanish towns in which CaixaBank is the only banking institution	**17** Mobile branches (ofibuses)	**636** Municipalities covered by mobile branches

> ACCESSIBILITY

88% Accessible branches	**21** Barrier-free branches in first semester 2023	**100%** Accessible ATMs	**7,998** ATMs have sign language video guides

CaixaBank and Correos have signed an agreement to offer home cash delivery in the whole of Spain

CaixaBank and Correos have signed a collaboration agreement to expand access to cash throughout Spain.

The goal is to give everyone, regardless of age and place of residence, access to cash as close to their homes as possible. To this end, the collaboration protocol contemplates that CaixaBank customers can request cash delivery, up to a maximum of 500 euros, which will be delivered by postmen and rural wallets.

Social Projects

Social commitment is one of CaixaBank's core assets and differential value, which is integrated into and goes beyond its banking activity, featuring solutions that respond to the needs of people and the world we live in.

Acting as agents of this social transformation, CaixaBank focuses on:

01 Driving the participation and dissemination of the impact of the Programmes of the "la Caixa" Foundation

02 Forging partnerships with third parties

03 Fostering social banking with bespoke financial solutions designed for vulnerable groups and social organisations

04 Developing social programmes adapted to meet the needs of each of the territories

05 Driving solidarity and citizen participation in social causes through the CaixaBank Volunteers Association

Fundación "la Caixa" programmes

Decentralised Social Action

Local projects

Thanks to the budget managed together with CaixaBank's branch network, "la Caixa" Foundation has achieved the territorial capillarity to reach municipalities nationwide and meet the most immediate and important needs.

€8.6m Out of "la Caixa" Foundation's total budget of 25 million euros was channelled through the branch network to charities	2,237 Activities aimed at local charity organisation projects	2,167 Recipient entities

Support for the Third Social Sector

Donation collection platform

A platform for NGOs where CaixaBank provides its branch network and its various electronic channels, free of charge, to raise funds from customers and society in general, who wish to collaborate with the different causes of these charities.

€7.5m Amount collected	314 Causes boosted	172 Supported social entities

Turkey – Syria earthquake emergency

€1.4m
Collected through the Donations Platform

1.4 million euros was raised through the Giving Platform for causes related to the earthquake emergency in Turkey and Syria out of a total of 7.5 million euros raised.

Other noteworthy programmes

ReUtilízame

Social/Environment

Donation of surplus materials in good condition of companies to non-profit organisations.

30,146 Items donated	144 Donations	97 Recipient entities

- CaixaBank Hotels & Tourism **receives the award *Traveling For Happiness*** for the ReUtilízame programme, in conjunction with the Dualiza and Incorpora programmes ("la Caixa" Foundation's job placement, with the CaixaBank network).
- In March 2023 the **ReUtilízame website was launched** for donations of materials for both CaixaBank customers and non-customers → cabkreutilizame.com
- **A partnership agreement has been formed with the Spanish Confederation of Hotels and Tourist Accommodation** to foster the donation of materials among its members, comprising more than 1,600 establishments.

CaixaBank volunteering

Since 2005, CaixaBank Volunteering offers solutions to anybody who seeks initiatives aimed at developing their willingness to contribute to social impact matters.The offer, which is organised around three scopes (strategic programmes, local activities and solutions for emergency situations), is supplemented with corporate volunteering activities for employees, although the invitation to participate is extended to the rest of society.

20,339 Volunteers[1]

263,138 Beneficiaries

1,910 Collaborating entities

15,804 Activities completed

> SOCIAL MONTH

CaixaBank's 'Social Month' is the initiative it ran throughout May 2023 to encourage employees and their families, together with customers and anyone else interested, to volunteer to support social organisations throughout Spain.

13,968 Volunteers

119,391 Beneficiaries

1,007 Collaborating entities

2,330 Activities completed

34% Of CaixaBank Group workforce took part in Social Month

Voluntariado CaixaBank

[1] Includes the total number of people who have taken part in volunteering activities within and outside the scope of the Social Month-Social Week in the last 12 months. The figure rules out duplication of those volunteers participating in both scopes. Includes participants in May 2023 Social Month and October 2022 Social Week.

Fundación Dualiza

CaixaBank Dualiza is a foundation wholly dedicated to fostering and supporting Vocational Training, especially in the dual mode.CaixaBank Dualiza provides support for the demands of companies and works with Vocational Training (VT) centres and teachers to train future professionals and improve their employability.

> ACTIVITY IN FIRST HALF OF 2023

Dualiza
June 2023

Promotion and dissemination

6th Dualiza Call for Grants

- 30 projects, 2,422 students, 47 VT centers and 63 companies and institutions.

Dualiza events

Events with students and teachers to drive innovation

- Micro training "Training Tools": 339 teachers
- 24 hours in Barcelona. 839 students.
- #Win Hackathon on Employability – 240 students

Active participation in VT congresses

- Ministry of Education and VT International Congresses
- 6 regional and sectorial congresses.

Guidance

4th Call for Active Guidance

- 24 VT-guidance initiatives carried out all over the country: 37 VT centres and 164 companies and institutions.

Guidance workshops: 14 workshops for guidance counsellors to raise awareness of VT and Dual VT together with F. Bertelsmann.

Guidance sessions with students

- "Life Stories" programme: 494 students.
- VT Ambassadors Programme: 1,036 students
- VT Steam programme with F. Asti: 80 students.

Research

Territorial presentations of the study "Changing Professional Profiles and VT Needs. Outlook 2030*

Preparation 5 VT Analyses: The analyses are: VT Centres of Excellence; VT in Hospitality and Tourism; the gender gap in the labour market; the primary sector and VT and Dual VT and employability.

VT Observatory: Only web portal that groups all VT, Dual VT and VT for Employment information of all Autonomous Communities.

> IMPACTS

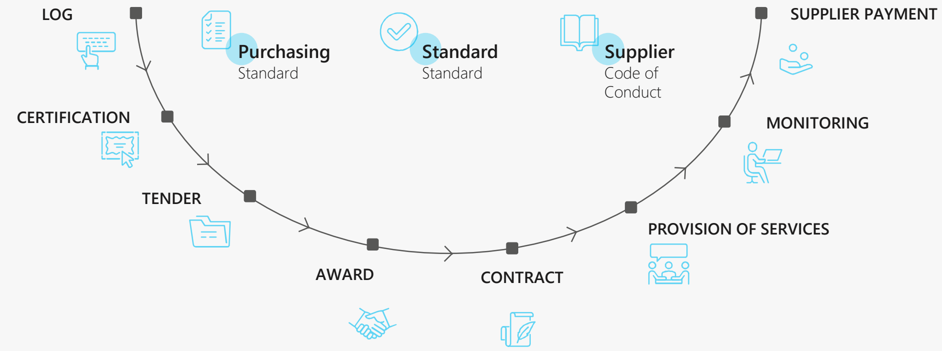
	Students	Business	Teachers	VT Centres
1st Half of 2023	3,489	513	1,160	568

Supplier Management

CaixaBank has a **purchasing area** with specialised purchasing by category (Facility Management&Logistics, Works and general services, IT, Professional Services and Marketing and communication) with a cross-cutting approach and management of the Group's purchases[1]. Its objective, in line with the business strategy, is to obtain the goods and services that it needs in a responsible and sustainable way within the term, required amount and quality, at a total lower cost and with the minimum risk for our business under homogenous performance criteria for the whole Group.

CaixaBank seeks to build quality relationships with suppliers who share the same ethical principles and social commitment, having set up criteria and control elements to ensure compliance with these principles, such as carrying out audits. The ongoing improvement of relations with suppliers is key to value creation at CaixaBank.

> **PURCHASING AND SUPPLIER MANAGEMENT PROCESS**



> **PURCHASING INDICATORS[1]**

RWA requirement in % (including CBR)	2023[3]	2022[4]
Number of active suppliers[2]	1,857	3,323
Average supplier payment period (days)	13.8	16.8
% volume from local suppliers - Spain	92%	93%

> **Participation in the training program: Sustainable suppliers**

Project promoted by the United Nations Global Compact, together with the ICO Foundation and ICEX Spain Export and Investments, with the aim of training in sustainability in supply chains under the framework of the Ten Principles and the 2030 Agenda. During this period they have 198 suppliers of the Entity participated.

Committed to sustainability

812

Suppliers that have provided social and environmental certificates. **Of which 552 Suppliers have provided the ISO 14001 certificate.**

€3m

Of volume awarded to Special Employment Centres

€3.2m
1st half 2022

100%

100% Of the environmental impact purchasing category has environmental requirements.

In the first half of 2023, 10 ESG supplier audits have been conducted, with the goal of closing 2023 with 30 audits conducted.

[1] Applicable to Group companies with which it shares a corporate purchasing model. Including suppliers whose turnover in 2023 exceeds €30,000. Creditors, official bodies, communities have been excluded.
[2] An active supplier means a supplier that fulfils one of the following: an active contract on Ariba with an agreement date within the last 3 years: it has invoiced in the current or previous year or has been involved in a negotiation in the last 12 months.
[3] Data at 30 June 2023.
[4] Data at 31 December 2022

Regulatory framework for purchasing activity

> SUPPLIER CODE OF CONDUCT[1]

The aim of the Supplier Code of Conduct is to spread and promote the ethical values and principles that will govern the activity of CaixaBank's suppliers of goods and services, contractors and third-party collaborators.

Guidelines of conduct are defined in this Code that the companies working as suppliers will follow in relation to complying with prevailing legislation, ethical behavior and measures against bribery and corruption, safety and the environment and confidentiality.

In 2023, it is in the process of being updated to adapt it to new requirements, among others, to ESG requirements..

> PURCHASING PRINCIPLES[2]

They lay down a collaborative framework between CaixaBank and its suppliers to foster stable and balanced business relations, in keeping with our values.

01	Professionalism and ongoing improvement	Acting in line with national and international procurement standards. Compliance adds value to the Entity and ensures respect for environmental, ethical and social aspects.
02	Planning and efficiency	Planning purchasing activity by fostering proactivity. Seeking efficiency in contracting, adjusting to the principles of necessity and suitability and optimising processes.
03	Ethics, integrity and transparency	Guaranteeing equal opportunities, by applying objective selection criteria that are transparent, impartial, and non-discriminatory. Acting ethically and responsibly.
04	Equal opportunities	Ensuring that suppliers compete for the same contract in accordance with the principle of fair competition, guaranteeing objectivity in decisions. Encouraging the diversification of the business among different suppliers.
05	Dialogue, cooperation and sustainability	Fostering and maintaining an ongoing and close dialogue and a relationship of trust. Making communication channels available to suppliers.
06	Commitment and advocacy	Assessing the performance of suppliers, encouraging the hiring of suppliers that guarantee respect for human and labour rights in their activities. Monitoring compliance with commitments on responsible management.

[1] View on corporate website. https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/responsabilidad_corporativa/Codigo_de_Conducta_Proveedor_ESP.pdf
[2] View on corporate website. https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/responsabilidad_corporativa/Principios_de_Compras_ESP.pdf

6.2 Environment and Climate

Emissions financed

In April 2021, CaixaBank signed up —as a founding member— to the Net Zero Banking Alliance (NZBA), committing to achieve net zero emissions by 2050 and to set interim decarbonisation targets.

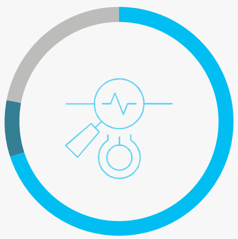
CaixaBank is measuring the **emissions linked to its financing and investment** (scope 3 of carbon footprint category 15), with a view to ascertaining the overall impact in terms of the carbon footprint of its financing activity.

This information enables CaixaBank to **draw up decarbonisation pathways** to achieve net zero emissions by 2050, in line with the commitment of the Net Zero Banking Alliance (NZBA).

CaixaBank has taken as a reference the guidelines laid down by PCAF (Partnership for Carbon Accounting Financials) in its accounting and reporting standard "The global GHG accounting & reporting standard for the financial industry" to **quantify the emissions financed by its loan portfolio at 31 December 2021.**

The calculation for the loan portfolio at 31 December 2021 covers the following types of assets (with a coverage of 78% of the total):

- Mortgages,
- Commercial real estate (CRE),
- Corporate loans,
- Project Finance
- Loans for financing vehicles



70% Calculated exposure

8% Exposure not calculated (data gap)

22% Exposure without PCAF calculation methodology (derivatives, consumption, etc.)

Additionally, have been calculated the financed issuances linked to the portfolio of investment (includes corporate and equities fixed income).

Calculation method

The calculation was done using the bottom-up approach, as per the methodology developed by PCAF and described in the "The global GHG accounting and reporting Standard for the Financial Industry":

- emissions associated with **the mortgage portfolio** have been calculated using information from the energy performance certificate (actual or estimated) of the properties financed:
- emissions associated with **the remaining financing and investment portfolio** have been calculated from carbon footprint information (scope 1, 2 and 3) reported by the financed companies, or from sectoral proxies.

In all cases, the allocation of emissions financed by CaixaBank has been made using the attribution factor specified by PCAF for each type of asset and the best available data in each case.

> GHG EMISSIONS FROM THE FINANCING PORTFOLIO - 2021

Outlook by type of asset	Exposure		Absolute emissions		Economic intensity
	Total exposure (€m)	% of calculated amount	S1+2 (ktCo2e)	S3 (ktCo2e)	Intensity of emissions S1+2 (tCo2e/€m)
CRE	6,868	84.7%	332	-	57
Mortgages	120,906	99.9%	2,805	-	23
Corporate Finance (PF,GL,SMEs)	126,611	79.0%	10,947	29,728	109
Vehicles	5,208	95.2%	1,374	-	277
Equities	1,267	81.9%	7	26	7
FI	856	43.7%	88	130	234
Total	**261,716**		**15,553**	**29,884**	

Outlook by sector	Exposure		Absolute emissions		Economic intensity
	Total exposure (€m)	% Calculated Exposure	S1+2 (ktCo2e)	S3 (ktCo2e)	Intensity of emissions S1+2 (tCo2e/€m)
O&G	6,219	79.8%	1,202	8,789	242
Energy	13,860	93.9%	1,920	5,093	147
Transport	14,890	83.3%	1,891	4,385	152
Real estate business	18,341	73.2%	685	1,424	51
Cement	293	77.8%	562	49	2,464
Iron and Steel	2,217	91.7%	459	790	226
Agriculture (includes stockbreeding)	3,705	69.8%	1,070	522	414
Aluminium	419	85.9%	72	192	201
Coal	0.24	17.0%	0.09	0.01	2,092
Other non-intensive sectors	66,666	76.6%	3,086	8,484	60
Total	**126,611**		**10,947**	**29,728**	

> CONSIDERATIONS

- The **calculation was done from an operational control approach**, as per the methodology developed by PCAF and described in the "Global GHG Accounting and reporting Standard for the Financial Industry (Part A). Second Edition".
- The **information on emissions and the financial data** of the companies that are part of the Bank's portfolio are for the **close of 2021**.
- **Exclusions**: Funded issues have not been calculated for assets with insufficient data, and exposure to credit institutions and sovereign risk are not part of the perimeter (includes €19,160m of Sareb bonds)..
- **Corporate finance** (non-financial corporations). Includes loans for general corporate purposes (including SMEs) and project finance.
- The **company value calculation** for the **Corporate Financing and Fixed Income** categories is the sum of equity and debt, (book value) for both listed and unlisted companies.
- **Scope 3** has been calculated for all sectors in CaixaBank's portfolio. In view of the high risk of double counting of emissions for calculating Scope 3, only the intensity of emissions per million euros is reported for Scope 1+2.

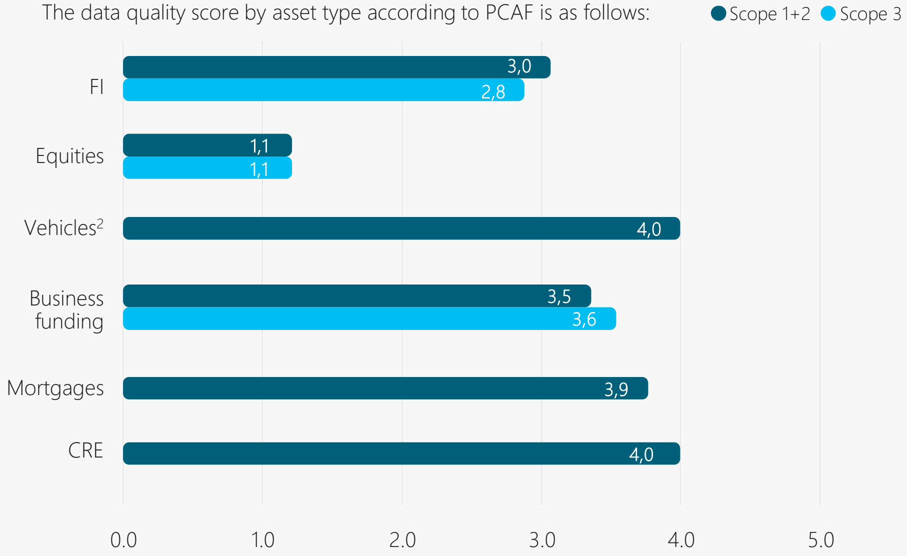
The GHG emissions of the financing portfolio for 2021 **have been verified by the external auditor (PwC)**[1]

[1] Limited assurance performed in accordance with International Standard on Assurance Engagements 3410 (ISAE 3410).

> PCAF METHODOLOGY SCORE

PCAF sets out a ranking of the quality of the data used to calculate financed emissions[1], with a score of 1 for the highest quality data and a score of 5 for the lowest quality data.

The data quality score by asset type according to PCAF is as follows:



> DECARBONATION TARGETS

Further to the NZBA commitment, in addition to the decarbonisation targets already disclosed in October 2022 for the electricity and oil and gas sectors, in July 2023 CaixaBank announced its commitment to phase-out coal by 2030.

CaixaBank will cease to finance companies related to thermal coal[3] reducing its exposure to zero by 2030 ("phase-out"). As part of its ambition to be a benchmark for sustainability in Europe, CaixaBank continues to make progress in setting decarbonisation targets consistent with its commitment as a founding member of the Net Zero Banking Alliance, while aligning itself with the recommendation of the United Nations International Panel on Climate Change (IPCC) to limit the global temperature increase to a maximum of 1.5 ºC. CaixaBank will continue to finance the energy transition to a carbon-neutral economy and provide support to customers with an exit strategy from thermal coal up to 2030.

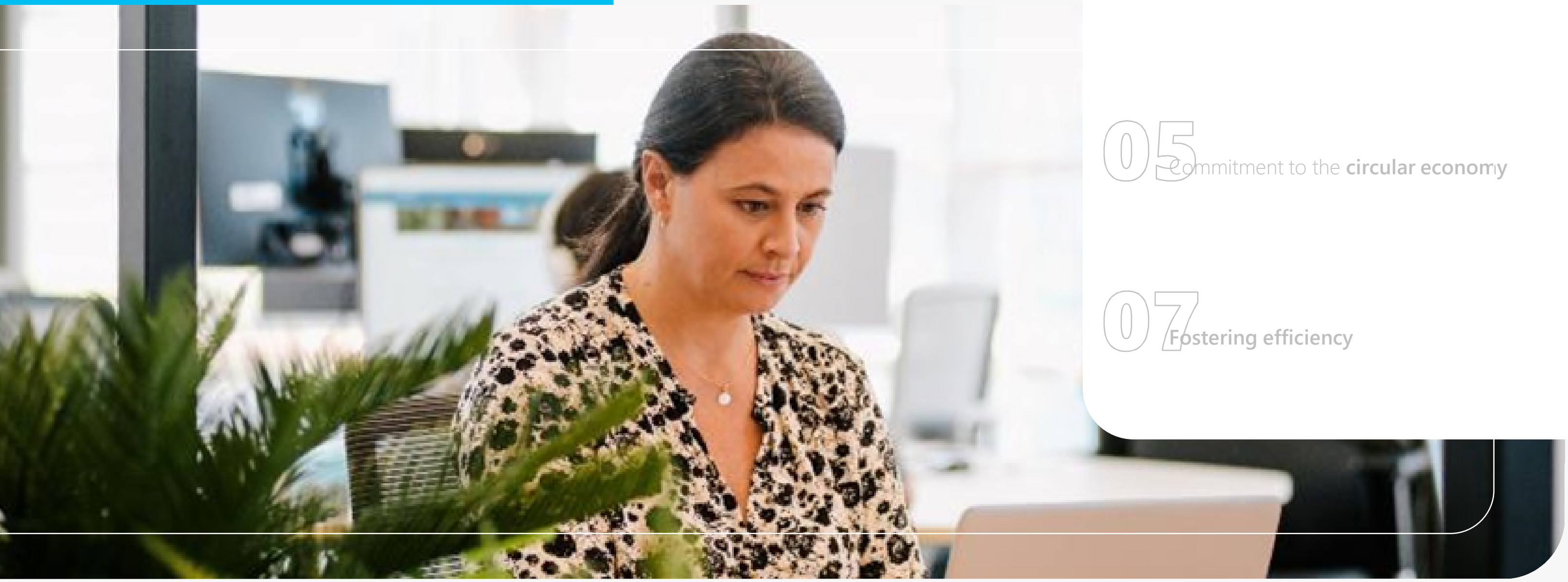
> CaixaBank announced its commitment to phase-out coal by 2030

[1] For further details, see The global GHG accounting & reporting standard for the financial industry: https://carbonaccountingfinancials.com/standard .
[2] Corresponds only to Scope1
[3] Customers whose revenues from thermal coal mining and/or thermal coal-based electricity generation represent more than 5% of their total revenues.

Environmental Management Plan

CaixaBank conducts its business with the goal of being respectful and protecting the environment. For this reason, we implement the best environmental and energy practices in accordance with our Sustainability Principles.

CaixaBank has in place a **2022–2024 Environmental Management Plan**, included in the Entity's Sustainability Master Plan, which includes impact reduction targets centred on innovation and efficiency, geared towards reducing emissions from our own activity and that of our value chain.



> FOCUS OF THE ENVIRONMENTAL MANAGEMENT PLAN

In the first half of 2023, CaixaBank made considerable progress on points 01, 02 and 08 of the Environmental Management Plan.

01 **Governance in Environmental Management** at Group level

02 **Carbon footprint** mitigation strategy

03 **Greening of procurement** and contracting

04 **Greening of sales of** non-financial products

05 Commitment to the **circular economy**

06 **Sustainable Mobility**

07 **Fostering efficiency**

08 **Renewal of voluntary certifications** and extension of scope

In the first half of 2023, the following steps have been taken to make progress towards each of these goals:

01 **Governance in Environmental Management** at Group level

Caixabnak has driven the implementation of an Environmental Management Action Plan for each of the Group's companies:

Characteristics of the Plan:

- **Compulsory requirements:** All the Environmental Management Action Plans of the Group companies must fulfil certain mandatory requirements such as: using recycled paper or implementing selective collection.
- **Implementing environmental management indicators.** All Group companies work with environmental management indicators to measure their impact and asses the efficiency of the implemented projects. In addition, they will be used to set quantitative goals for reducing environmental impact.

Creation of an **Environmental Management Monitoring Group for the Group**.

02 **Carbon footprint** mitigation strategy

CaixaBank has renewed its voluntary climate change commitments, such as the Carbon Footprint Registration established by MITECO (Spanish Ministry for Ecological Transition and Demographic Challenge).

Activities have also been carried out to offset non-avoided emissions in 2022, both from corporate buildings and from the commercial network as a whole for scopes 1, 2 and 3.6 (business trips).

CaixaBank achieves **zero emissions in Scope 2 in 2022**

Carbon footprint of purchases

Suppliers with a turnover of upwards of 1.5 million euros will have to calculate and enter their carbon footprint in the certification questionnaires provided for in CaixaBank's supplier management platform.

08 **Renewal of voluntary certifications** and extension of scope

Emissions are reduced by putting in place environmental efficiency measures, monitoring indicators and implementing an Environmental and Energy Management System pursuant to the requirements of ISO 14001, ISO 50001 and the European EMAS regulation, which enables the Company to conduct its business in an environmentally friendly manner.

CaixaBank S.A. has 5 ISO-14001 certified buildings, 1 ISO-50001 certified building and 1 building certified under the EMAS Regulation, as well as the Environmental Quality Mark in all the network's branches in Catalonia. This means that approximately 30% of the workforce is working in certified buildings or branches. Other Group companies, such as Banco BPI has three buildings certified under the ISO 14001 framework. Furthermore, CaixaBank Facilities Management and CaixaBank Tech, also have Environmental Management Systems certified under the ISO 14001 framework.

EMAS | ISO 14001 | ISO 50001

Below is the performance of profit and loss in the previous two interim periods.

The Group has applied IFRS 17: "Insurance Contracts" and IFRS 9: "Financial Instruments" to the assets and liabilities under the insurance business as of 1 January 2023. Considering that, in accordance with IFRS 17 a minimum of one year of comparative information is required, the income statement and the balance sheet for 2022 have been restated, also taking into account IFRS 9 requirements.

€ million	June 2023	June 2022	Change (%)
Net interest income	**4,624**	**2,979**	**55.2**
Dividend income	145	131	10.7
Share of profit/(loss) of entities accounted for using the equity method	145	112	29.5
Net commissions	1,846	1,928	(4.3)
Trading income	142	244	(41.8)
Profit/(loss) from the insurance service	501	422	18.7
Other operating income and expense	(730)	(396)	84.3
Gross income	**6,673**	**5,420**	**23.1**
Recurring administrative expenses, depreciation and amortisation	(2,894)	(2,774)	4.3
Extraordinary expenses	(5)	(23)	(78.3)
Pre-impairment income	**3,774**	**2,623**	**43.9**
Pre-impairment income stripping out extraordinary expenses	**3,779**	**2,646**	**42.8**
Allowances for insolvency risk	(456)	(376)	21.3
Other charges to provisions	(100)	(90)	11.1
Gains/(losses) on disposal of assets and others	(64)	(36)	77.8
Profit/(loss) before tax	**3,154**	**2,121**	**48.7**
Income tax expense	(1,018)	(547)	86.1
Profit/(loss) after tax	2,136	1,574	35.7
Profit attributable to non-controlling interests and others	(1)	1	-
Profit/(loss) attributable to the Group	2,137	1,573	35.7
Core income	7,110	5,417	31.3
Cost-to-income ratio	46.0	57.6	(11.6)

[1] The information used for the ratios calculated using information from the last twelve months corresponding to 2022 is the information reported pursuant to IFRS 4, since historical information was not available for restatement.

Additionally, to facilitate comparability, the income statement for June and December 2022 under IFRS 4 is shown, compared to the restated figures for these periods following the application of IFRS 17 and IFRS 9.

	June 2022			December 2022		
€ million	Reported IFRS 4	IFRS 17/9 adjustments	IFRS 17/9	Reported IFRS 4	IFRS 17/9 adjustments	IFRS 17/9
Net interest income	**3,156**	**(177)**	**2,979**	**6,916**	**(363)**	**6,553**
Dividend income	131	-	131	163	-	163
Share of profit/(loss) of entities accounted for using the equity method	112	-	112	264	(42)	222
Net fee and commission income	1,994	(66)	1,928	4,009	(154)	3,855
Trading income	247	(3)	244	338	(10)	328
Income and expense under insurance or reinsurance contracts	411	(411)	-	866	(866)	-
Profit/(loss) from the insurance service	-	422	422	-	935	935
Other operating income and expense	(397)	1	(396)	(963)	-	(963)
Gross income	**5,655**	**(235)**	**5,420**	**11,594**	**(501)**	**11,093**
Recurring administrative expenses, depreciation and amortisation	(3,011)	237	(2,774)	(6,020)	495	(5,525)
Extraordinary expenses	(23)	0	(23)	(50)	-	(50)
Pre-impairment income	**2,621**	**2**	**2,623**	**5,524**	**(6)**	**5,518**
Pre-impairment income stripping out extraordinary expenses	**2,644**	**2**	**2,646**	**5,574**	**(6)**	**5,568**
Allowances for insolvency risk	(376)	-	(376)	(982)	-	(982)
Other charges to provisions	(90)	-	(90)	(129)	-	(129)
Gains/(losses) on disposal of assets and others	(36)	-	(36)	(87)	-	(87)
Profit/(loss) before tax	2,120	1	2,121	4,326	(6)	4,320
Income tax expense	(546)	(1)	(547)	(1,179)	(10)	(1,189)
Profit/(loss) after tax	1,574	-	1,574	3,147	(16)	3,131
Profit/(loss) attributable to minority interest and others	1	-	1	2	-	2
Profit/(loss) attributable to the Group	1,573	-	1,573	3,145	(16)	3,129

The total impact of the restatement on the 2022 profit after tax is not significant compared to the reported result (-16 million euros), as a consequence of different non-material adjustments and focusing on the presentation of almost the entire profit of the insurance business under the heading "Profit/(loss) from the insurance service".

In this respect, the table shows the differences between both standards in the "adjustments" column, which mainly corresponds to the aforementioned reclassification of the following line items in the income statement:

- Net interest income: in accordance with IFRS 17, it continues to include the income from financial assets under the insurance business, and an expense for interest that includes the capitalisation of the new insurance liabilities is recognised at a very similar interest rate as the rate of return of asset acquisition. The difference between this income and the expense included in net interest income is not significant. The margin on savings insurance contracts will now be recognised under the heading 'Profit/(loss) from the insurance service'.
- Share of profit/(loss) of entities accounted for using the equity method: this line item includes the impacts resulting from applying IFRS 17 and IFRS 9 in affiliated companies with an insurance business.
- Fee and commission income: the fee and commission income generated by unit links and other, as well as the fees and commissions paid to third-party intermediaries and agents related to the insurance business, is reported in the heading 'Profit/(loss) from the insurance service'.
- Profit/(loss) from the insurance service: 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-related insurance. For the entire insurance business, this line item is reported net of expenses directly attributable to the contracts.
- The expenses directly attributable to insurance contracts are reported as lower income in the heading 'Profit/(loss) from the insurance service', and were previously recognised in Operating expenses and Fee and commission income.

Segmentation by business

Profit and Loss by business segment is set out below:

€ million	June 2023	Breakdown by business: Banking and Insurance	BPI	Corporate centre
Net interest income	**4,624**	**4,185**	**430**	**9**
Dividend income and share of profit/(loss) of entities accounted for using the equity method	290	153	12	125
Net fee and commission income	1,846	1,699	147	-
Trading income	143	167	17	(40)
Profit/(loss) from the insurance service	501	501	-	-
Other operating income and expense	(730)	(684)	(41)	(6)
Gross income	**6,021**	**6,021**	**564**	**88**
Recurring administrative expenses, depreciation and amortisation	(2,894)	(2,609)	(254)	(31)
Extraordinary expenses	(5)	(5)	-	-
Pre-impairment income	**3,774**	**3,406**	**311**	**57**
Pre-impairment income stripping out extraordinary expenses	**3,779**	**3,411**	**311**	**57**
Allowances for insolvency risk	(456)	(419)	(37)	-
Other charges to provisions	(100)	(98)	(2)	-
Gains/(losses) on disposal of assets and others	(64)	(36)	1	(30)
Profit/(loss) before tax	**3,154**	**2,854**	**273**	**27**
Income tax expense	(1,018)	(947)	(88)	17
Profit/(loss) after tax	2,136	1,907	185	44
Profit/(loss) attributable to minority interest and others	1	1	-	-
Profit/(loss) attributable to the Group	2,137	1,908	185	44

- Banking and Insurance: shows earnings from the Group's banking, insurance, asset management, real estate and ALCO's activity mainly in Spain.
- BPI: covers the income from the BPI's domestic banking business, essentially in Portugal. The income statement shows the reversal of the fair value adjustments of the assets and liabilities resulting from the business combination.
- Corporate centre: shows earnings, net of funding expenses, from the investees Telefónica, BFA, BCI, Coral Homes and Gramina Homes.
- In addition, the Group's excess capital is allocated to the corporate centre, which is calculated as the difference between the Group's total shareholders' equity and the capital assigned to the Banking and Insurance business, BPI and the investees allocated to the corporate centre. Specifically, the allocation of capital to these businesses and investees takes into account the 11.5% capital consumption for risk-weighted assets, as well as any applicable deductions. Liquidity is the counterpart of the excess capital allocated to the corporate centre.

The operating expenses of these business segments include both direct and indirect costs, which are assigned according to internal distribution methods. The corporate expenses at Group level are assigned to the corporate centre.

The table below shows the quarterly income statement for 2022 and the main balance sheet figures by business segment reported to the market and restated after applying IFRS 17 / IFRS 9.

	Banking and insurance			BPI			Corporate centre		
€ million	Reported IFRS 4	IFRS 17/9 adjustments	IFRS 17/9	Reported IFRS 4	IFRS 17/9 adjustments	IFRS 17/9	Reported IFRS 4	IFRS 17/9 adjustments	IFRS 17/9
Net interest income	**6,366**	**(361)**	**6,005**	**544**	**-**	**544**	**6**	**(2)**	**4**
Dividend income and share of profit/(loss) of entities accounted for using the equity method	212	(46)	166	28	4	32	187	-	187
Net fee and commission income	3,714	(155)	3,559	296	-	296	-	-	-
Trading income	299	(10)	289	27	-	27	12	-	12
Income and expense under insurance or reinsurance contracts	866	(866)	-	-	-	-	-	-	-
Profit/(loss) from the insurance service	-	935	935	-	-	-	-	-	-
Other operating income and expense	(918)	-	(918)	(38)	-	(38)	(7)	-	(7)
Gross income	**10,539**	**(503)**	**10,036**	**857**	**4**	**861**	**198**	**(2)**	**196**
Recurring administrative expenses, depreciation and amortisation	(5,505)	495	(5,010)	(455)	-	(455)	(60)	-	(60)
Extraordinary expenses	(50)	-	(50)	-	-	-	-	-	-
Pre-impairment income	**4,984**	**(8)**	**4,984**	**402**	**4**	**406**	**138**	**(2)**	**136**
Pre-impairment income stripping out extraordinary expenses	**5,034**	**(8)**	**5,026**	**402**	**4**	**406**	**138**	**(2)**	**136**
Allowances for insolvency risk	(976)	-	(976)	(6)	-	(6)	-	-	-
Other charges to provisions	(98)	(1)	(99)	(22)	-	(22)	(9)	-	(9)
Gains/(losses) on disposal of assets and others	(69)	-	(69)	-	-	-	(19)	1	(18)
Profit/(loss) before tax	**3,842**	**(9)**	**3,833**	**374**	**4**	**378**	**110**	**(1)**	**109**
Income tax expense	(1,089)	(11)	(1,100)	(101)	-	(101)	12		12
Profit/(loss) after tax	2,753	(20)	2,733	273	4	277	122	(1)	121
Profit/(loss) attributable to minority interest and others	2	-	2	-	-	-	-	-	-
Profit/(loss) attributable to the Group	2,751	(20)	2,731	273	4	277	122	(1)	121

The **Banking and Insurance** business, which shows earnings from the insurance firm VidaCaixa, is the business most impacted by this adjustment, as it includes most of the Group's insurance business.

In **BPI**, the adjustment is due to the restatement of Allianz Portugal's net income (BPI holds a 35% stake in the company and markets its general insurance products in Portugal, recognising its income using the equity method).

The **Corporate centre** includes the difference between the Group's equity and the capital assigned to the businesses following the restatement.

Profits and earnings performance

Attributable profit for the first half of 2023 amounts to 2,137 million euros, versus 1,573 million euros in 2022 (+35.7%).

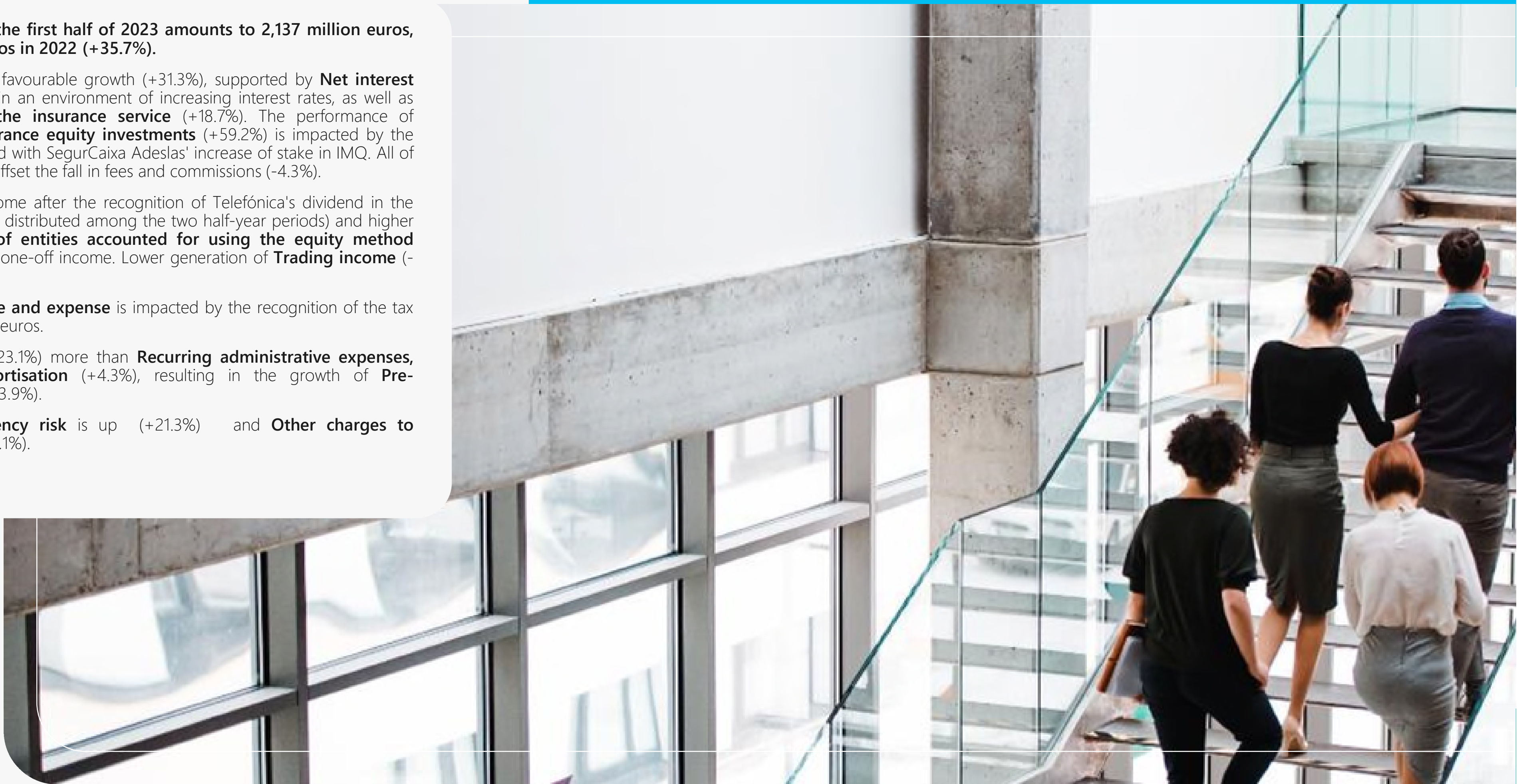
Core **income** shows favourable growth (+31.3%), supported by **Net interest income** growth (55.2%) in an environment of increasing interest rates, as well as the **Profit/loss) from the insurance service** (+18.7%). The performance of **Income from Bancassurance equity investments** (+59.2%) is impacted by the one-off income associated with SegurCaixa Adeslas' increase of stake in IMQ. All of this makes it possible to offset the fall in fees and commissions (-4.3%).

Increase of Dividend income after the recognition of Telefónica's dividend in the first half of 2023 (in 2022 distributed among the two half-year periods) and higher **Share of profit/(loss) of entities accounted for using the equity method** (+29.5%), which includes one-off income. Lower generation of **Trading income** (-41.8%).

Other operating income and expense is impacted by the recognition of the tax on banks for -373 million euros.

Gross income grew (+23.1%) more than **Recurring administrative expenses, depreciation and amortisation** (+4.3%), resulting in the growth of **Pre-impairment income** (+43.9%).

Allowances for insolvency risk is up (+21.3%) and **Other charges to provisions** increases (+11.1%).



Net interest income

> **NET INTEREST INCOME AMOUNTED TO 4,624 MILLION EUROS (+55.2% ON THE SAME PERIOD OF 2022). THIS RISE IS DUE TO:**

- Higher income from loans mainly due to an increase in the average rate, as a result of the positive impact of market interest rates on the portfolio tied to variable rates and on the rates of the new production. In addition, but to a lesser extent, a positive impact due to a higher average volume.
- Higher contribution of the fixed-income portfolio due to an interest rate rise and a higher volume.

> **THESE EFFECTS HAVE BEEN PARTIALLY REDUCED BY:**

- Lower contribution to net interest income by financial intermediaries mainly due to the impact of a lower excess liquidity and higher costs of financing taken from the ECB.
- Higher cost of institutional financing, impacted by a rate increase from the repricing of issuances changed to variable rate due to the rise of the rate curve.
- Higher costs of customer deposits, which includes the effect of the conversion into floating interest by means of interest-rate hedges established for a limited amount.

		1st half of 2023			1st half of 2022		
€ million		Average balance	Income or expense	Rate %	Average balance	Income or expense	Rate %
Financial Institutions		47,347	731	3.12	136,028	554	0.82
Loans and advances	(a)	338,237	5,813	3.47	332,457	2,664	1.62
Debt securities		90,236	509	1.14	89,011	144	0.33
Other assets with returns		58,520	812	2.80	64,580	714	2.23
Other assets		85,056	136		91,691	33	
Total average assets	(b)	619,396	8,001	2.60	713,767	4,109	1.16
Financial Institutions		55,482	(895)	3.25	129,405	(349)	0.54
Retail customer funds	(c)	378,517	(819)	0.44	385,105	40	(0.02)
Institutional debentures and marketable securities		45,179	(769)	3.43	47,532	(66)	0.28
Subordinated liabilities		10,349	(126)	2.46	9,599	(8)	0.16
Other interest bearing liabilities		73,588	(745)	2.04	78,605	(707)	1.81
Other funds		56,281	(23)		63,521	(40)	
Total average funds	(d)	619,396	(3,377)	1.10	713,767	(1,130)	0.32
Net interest income			4,624			2,979	
Customer spread	(a-c)			3.03			1.64
Balance sheet spread	(b-d)			1.50			0.84

To help readers interpret the information contained in this report, the following aspects should be taken into account:

- According to applicable accounting standards, income resulting from the application of negative interest rates should be reported in the appropriate income classification. Financial intermediaries on the assets side, in 2022, includes the negative interest on the balances of financial intermediaries held on the liabilities side, the most significant being income from ECB funding measures (TLTRO and MRO). Conversely, the heading financial intermediaries on the liabilities side shows the negative interest on the balances of financial intermediaries on the assets side. Only the net amount between income and expense for both headings has economic significance.
- The headings "other assets with return" and "other interest bearing liabilities" mainly include the net return on assets under the insurance business maintained to pay ordinary claims, as well as the Group's financial margin for short-term savings insurance products. It also includes the income from financial assets under the insurance business, and an expense for interest that includes the capitalisation of the new insurance liabilities is recognised at a very similar interest rate as the rate of return of asset acquisition. The difference between this income and the expense is not significant.
- The balances of all headings except "Other assets" and "Other funds" correspond to balances with returns/cost. "Other assets" and "other liabilities" incorporate balance items that do not have an impact on the net interest income and on returns and costs that are not assigned to any other item.

Fee and commission income

Fee and commission income grew to 1,846 million euros, down -4.3% on the same period of 2022.

- **Banking services, securities and other fees** include income on securities transactions, transactions, risk activities, deposit management, payment methods and wholesale banking.

  In year-on-year terms, recurring fee and commission income declined (-7.6%) as a result, inter alia, of the loss of corporate deposit custody fees.

  Fees and commissions from wholesale banking show good performance when compared to the first half of 2022 (+17.5%).
- **Fees and commissions from the sale of insurance products** stand at 200 million euros (-3.8% on the same period of the previous year).
- **Fee and commission income from assets under management** (essentially from investment funds and pension plans) stands at 575 million euros (-3.0%), impacted among other aspects, by lower average commissions due to the change in the product mix with a greater weight in fixed-rate and monetary funds, and lower average assets managed in pension plans.

€ million	1st half of 2023	1st half of 2022
Banking services, securities and other fees	1,071	1,127
Recurring	930	1,007
Wholesale banking	141	120
Sale of insurance products	200	208
Assets under management	575	593
Mutual funds, managed accounts and SICAVs	415	422
Pension plans and other[1]	160	171
Net fees and commissions	1,846	1,928

Income from equity investments

- **Dividend income** includes dividends from BFA amounting to 73 million euros (87 million euros in the same period of 2022) and dividends from Telefónica amounting to 61 million euros (38 million euros compared to the same period of 2022 and an additional 30 million euros in the second half of 2022).
- **Attributable profit of entities accounted for using the equity method** amounted to 145 million euros, up +29.5% compared to the same period of 2022, impacted, among other factors, by the better performance of SegurCaixa Adeslas, which includes income related to the revaluation of the stake prior to the increase in IMQ's shareholding.

€ million	1st half of 2023	1st half of 2022
Dividend income	145	131
Share of profit/(loss) of entities accounted for using the equity method	145	112
Income from equity investments	290	243

Trading income

Trading income stands at 142 million euros in the first half of 2023, compared to 244 million euros in the same period in 2022.

Profit/(loss) from the insurance service

Profit/(loss) from the insurance service stands at 501 million euros (+18.7% compared to the same period of 2022). This increase was due, among other factors, to the growth in risk and savings business following strong commercial activity, in addition to the higher net interest income.

€ million	1st half of 2023	1st half of 2022
Risk business	321	258
Savings business	143	122
Unit Linked business	37	42
Profit/(loss) from the insurance service	501	422

[1] Other mainly corresponds to fee and commission income from unit link of BPI Vida e Pensoes, which given their low risk component are governed by IFRS 9 and have not been reclassified to Profit/(loss) from the insurance service (7 million euros in 1H23).

Other operating income and expense

Other operating income and expense amounts to -730 million euros compared to -396 million euros in the same period of 2022. This heading includes, among other items, income and expenses at non-real estate subsidiaries, income from rentals and expenses incurred in managing foreclosed properties and contributions, levies and taxes, most notably including the recording of the temporary bank tax of -373 million euros in 2023. Furthermore, most noteworthy in the first half of the year was:

- The estimate of the Spanish real estate tax of 22 million euros (22 million euros in 2022).
- The contribution to the Portuguese banking sector for 22 million euros (21 million euros in 2022).
- The contribution to the SRF[1] of 169 million euros (159 million euros in 2022).

€ million	1st half of 2023	1st half of 2022
Contributions and levies	(564)	(181)
Other real estate operating income and expense	(51)	(61)
Other	(115)	(154)
Other operating income and expense	(730)	(396)

Administration expenses, depreciation and amortisation

Year-on-year increase in **recurring administrative expenses, depreciation and amortisation** (+4.3%), mainly as a result of higher personnel expenses (+3.1%) and higher general expenses (+6.4%) due to the impact of new transformation projects (which also justify the +4.3% rise in depreciation and amortisation) and inflationary pressure.

The extraordinary expenses of 2023 are wholly associated with the integration of Sa Nostra. In 2022, these include, among others, the recognition of -29 million euros related to the penalty for early termination of the alliance and acquisition of 100% of the stake in Sa Nostra Vida, as part of the price agreed with CASER.

The cost-to-income ratio (12 months) stands at 46.0% (50.3% at the close of December 2022), whereas the core cost-to-income ratio (12 months) stands at 42.8% (48.0% at the close of December 2022).

€ million	1st half of 2023	1st half of 2022
Gross income	6,673	5,420
Personnel expenses	(1,744)	(1,691)
General expenses	(770)	(724)
Depreciation and amortisation	(380)	(359)
Recurring administrative expenses, depreciation and amortisation	(2,894)	(2,774)
Extraordinary expenses	(5)	(23)

[1] Includes BPI's contribution to the Portuguese Resolution Fund of 5 million euros (9 million euros in 2022).

Allowances for insolvency risk and other charges to provisions

- **Allowances for insolvency risk** stand at -456 million euros, compared to -376 million euros in the first half of 2022 (+21.3%).

  The provision models have been calibrated with forward-looking macroeconomic scenarios under the IFRS 9 accounting standard. In view of the uncertainty involved in estimating these scenarios, among which is a significant increase of inflation and interest rates, the Entity keeps a collective provision fund for 874 million euros at 30 June 2023.

  The aforementioned collective fund was reduced by 264 million euros compared to the close of December 2022, mainly due to the half-yearly recalibration process of models carried out, as a result of assigning provisions at a specific level, without therefore changing the overall coverage level (the fund's balance stood at 1,137 million euros at he end of December 2022). In addition, the Group has a PPA fund from the merger of Bankia for 261 million euros in the first half of 2023, among other collective funds of a smaller amount.

  The **cost of risk (last 12 months)** came to 0.27%.

- **Other charges** mainly includes the coverage of future contingencies and impairment of other assets.

  The performance of this heading was impacted, among others, by the charges to provisions for contingents commitments within the framework of the half-yearly recalibration of the models.Furthermore, in 2022, inclusion of the use provisions for 19 million euros established in 2021 to cover asset write-downs from the plan to restructure the commercial network (39 million euros compared to the same period of 2022). When the expense materialises, it is recognized in Gains/(losses) on disposal of assets and others.

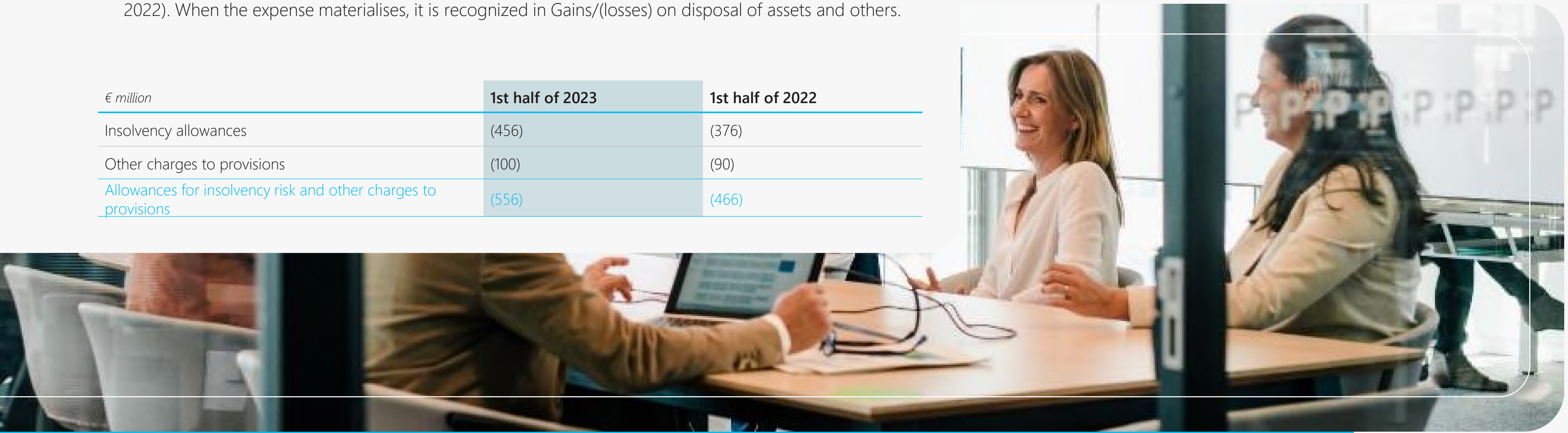
€ million	1st half of 2023	1st half of 2022
Insolvency allowances	(456)	(376)
Other charges to provisions	(100)	(90)
Allowances for insolvency risk and other charges to provisions	(556)	(466)

Gains/(losses) on disposal of assets and others

Gains/(losses) on disposal of assets and others includes, essentially, the proceeds on asset sales and write-downs.

The item Other includes, among other aspects, the materialisation of asset write-downs within the framework of the aforementioned plan to restructure the commercial network.

€ million	1st half of 2023	1st half of 2022
Real estate results	9	19
Other	(73)	(55)
Gains/(losses) on disposal of assets and others	(64)	(36)



Business performance

Balance sheet

The **Group's total assets reached 625,597 million euros** at 30 June 2023, up 4.5% compared to 31 December 2022 (balance sheet restated for comparison).

	Group		Segmentation by business		
€ million	31.12.2022	30.06.2023	Banking and insurance	BPI	Corporate centre[1]
Total assets	598,850	625,597	581,197	39,853	4,547
Total liabilities	565,143	591,552	552,972	37,332	1,248
Equity	33,707	34,045	28,225	2,521	3,299
Assigned equity	100%	100%	84%	7%	9%

IFRS 17/9 Restatement

Furthermore, to facilitate comparability, a summary of the December 2022 balance sheet totals under **IFRS 4** is provided, compared to the restated figures for these periods following the application of IFRS 17 and IFRS 9.

	December 2022		
€ million	Reported IFRS 4	IFRS 17/9 adjustments	IFRS 17/9
Total assets	592,234	6,616	598,850
Total liabilities	557,972	7,170	565,142
Equity	34,263	(555)	33,708

	Banking and insurance			BPI			Corporate centre		
€ million	Reported IFRS 4	IFRS 17/9 adjust.	IFRS 17/9	Reported IFRS 4	IFRS 17/9 adjust.	IFRS 17/9	Reported IFRS 4	IFRS 17/9 adjust.	IFRS 17/9
Total assets	548,046	7,042	555,088	38,795	9	38,804	5,394	(435)	4,959
Total liabilities	520,274	7,161	527,435	36,340	9	36,349	1,358	-	1,358
Equity	27,772	(119)	27,653	2,455	-	2,455	4,036	(435)	3,601

Loans and advances to customers

Loans and advances to customers, gross stood at **362,952 million euros**, +0.7% in the year. Most noteworthy is the positive seasonal impact from the advance of double payments made to pension holders in June for approximately 3,500 million euros (-0.2% in the year stripping out this effect).

Changes by segment include:

- **Loans for home purchases** (-2.6%) continue to be marked by the portfolio's repayments, as well as due to a lower production with respect to the previous year, in a scenario of rate hikes.
- **Loans to individuals - Other** has grown +6.2%, impacted by the aforementioned advance of double payments made to shareholders in June (-1.8% stripping out this effect).
- Consumer lending grows +1.2% with respect to December 2022, thanks to the similar production levels as the previous year, offsetting the portfolio's maturities.
- Good performance of **Loans to business**, which is the main contributor to the loan book growth, (+2.0%).
- Loans to the **public sector** (+1.7%) are marked by one-off transactions.

	Group		Segmentation by business	
€ million	31.12.2022	30.06.2023	Banking and insurance	BPI
Loans to individuals	182,783	181,878	165,658	16,220
Home purchases	139,045	135,443	120,999	14,444
Other	43,738	46,435	44,659	1,776
Loans to business	157,780	160,971	149,377	11,594
Public sector	20,760	21,103	19,199	1,904
Loans and advances to customers, gross	361,323	363,952	334,234	29,718
Provisions for insolvency risk	(7,408)	(7,376)	(6,817)	(559)
Loans and advances to customers, net	353,915	356,576	327,417	29,159
Contingent liabilities	29,876	29,632	27,447	2,185

[1] The Group's excess capital is allocated to the corporate centre, which is calculated as the difference between the Group's total shareholders' equity and the capital assigned to the Banking and Insurance business, BPI and the investees allocated to the corporate centre.

Customer funds

Customer funds reached 627,824 million euros at 30 June 2022, up +2.7%, impacted by the usual positive seasonal nature of demand deposits at the end of the second quarter and the good performance of long-term savings products.

On-balance sheet funds stood at 463,890 million euros (+1.4%).

- **Demand deposits** stand at 349,353 million euros (-2.9%), impacted by the transfer to term deposits, insurance and investment funds, among others.
- **Term deposits** totalled 38,830 million euros (+48.7%).
- Growth of **liabilities under insurance contracts** to 72,748 million euros (+5.5%).

Assets under management stand at 156,111 million euros (+5.5%), with their performance marked by the favourable market effect and the positive inflows.

- The assets managed in **mutual funds, managed accounts and SICAVs** stand at 111,340 million euros (+6.4%).
- **Pension plans** stand at 44,171 million euros (+3.4%).

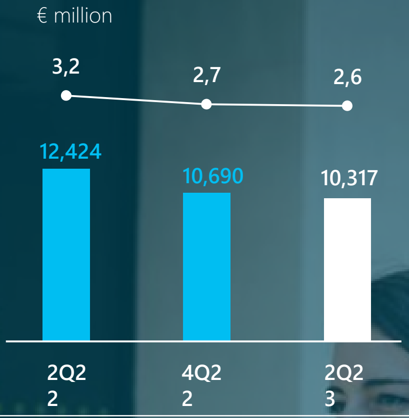
Other accounts stands at (+36.6%), due to change in temporary funds associated with transfers and collections.

	Group		Segmentation by business	
€ million	31.12.2022	30.06.2023	Banking and insurance	BPI
Customer funds	386,017	388,183	359,741	28,442
Demand deposits	359,895	349,353	331,176	18,177
Term deposits[1]	26,122	38,830	28,565	10,265
Insurance contract liabilities[2]	68,986	72,748	72,748	-
of which: Unit Link and other[3]	18,310	19,433	19,433	-
Reverse repurchase agreements and other	2,631	2,959	2,936	23
On-balance sheet funds	457,634	463,890	435,425	28,465
Mutual funds, managed accounts and SICAVs	104,626	111,340	106,815	4,525
Pension plans	43,312	44,771	44,771	-
Assets under management	147,938	156,111	151,586	4,525
Other accounts	5,728	7,823	7,743	80
Total customer funds	611,300	627,824	594,754	33,070

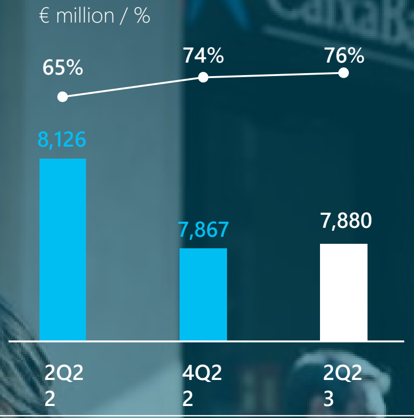
[1] Includes retail debt securities amounting to 1,420 million euros at 30 June 2020 (1,309 at 31 December 2022).
[2] Excluding the financial component's correction as a result of updating the liabilities in accordance with IFRS 17, with the exception of Unit Linked and Flexible Investment Life Annuity products (the part managed).
[3] Including the financial component's correction as a result of updating the liabilities in accordance with IFRS 17, with the exception of Unit Linked and Flexible Investment Life Annuity products (the part managed). technical provisions corresponding to Unit Link and Flexible Investment Life Annuity products (the part managed).

Credit risk quality

> NON-PERFORMING LOANS AND NON-PERFORMING LOAN RATIO[1]



> HEDGING PROVISIONS AND RATIO[1]



Non-performing loans dropped to 10,317 million euros following the good performance of asset quality indicators and active management of moratoria. A decrease of -373 million euros compared to the close of December 2022.

The **non-performing loan ratio** stood at 2.6%, compared to 2.7% in December 2022.

Provisions for insolvency risk stood at **7,880 million euros** and the **coverage ratio** rose to 76% (7,867 million euros and 74% at the end of 2022, respectively).

> NON-PERFORMING ASSETS RATIO BY SECTOR

	Group		Segmentation by business	
€ million	31.12.2022	30.06.2023	Banking and insurance	BPI
Loans to individuals	**3.0%**	**2.9%**	**3.0%**	**1.8%**
Home purchases	2.4%	2.4%	2.5%	1.2%
Other	4.9%	4.4%	4.3%	6.6%
Loans to business	**2.9%**	**2.8%**	**2.8%**	**2.6%**
Public sector	**0.1%**	**0.1%**	**0.1%**	-
NPL Ratio (loans and contingent liabilities)	2.7%	2.6%	2.7%	1.9%
NPL coverage ratio	74%	76%	75%	94%

[1] Figures include contingent liabilities and loans.

Liquidity and structure of the financing

CaixaBank manages the liquidity risk to maintain sufficient liquidity levels so that it can comfortably meet all its payment obligations and to prevent its investment activities from being affected by a lack of lendable funds, at all times within the risk appetite framework.

- **Total liquid assets amounted to 146,646 million euros at 30 June 2023**, up 7,636 million euros compared to 31 December 2022, mainly due to the issuance of retained securities that are part of the available balance under the facility.
- The **balance drawn** on the ECB's policy at 30 June 2023 amounted to 8,477 million euros corresponding to TLTRO III, which represents a reduction in the drawn balance of 65,132 million euros (of which 51,637 million euros corresponds to early redemptions).
- The Group's Liquidity Coverage Ratio (LCR) at 30 June 2022 stood at 207% (189% excluding TLTRO III), showing a comfortable liquidity position (230% average LCR in the last 12 months), well above the minimum requirement of 100% from June 2021.
- The Net Stable Funding Ratio (NSFR) stood at 138% at 30 June 2022 (137% excluding TLTRO III), above the 100% regulatory minimum required as of June 2021.
- Robust retail lending structure, with a loan-to-deposit (LTD) ratio of 91%.
- **Institutional financing** amounted to 53,108 million euros, diversified by instruments, investors, and maturities. Wholesale funding for the purpose of managing ALCO's bank liquidity.
- Available capacity to issue mortgage and regional public sector covered bonds stands at 51,689 million euros at 30 June 2023.

€ million	31.12.2022	30.06.2023
Total liquid assets (a + b)	139,010	146,646
Institutional financing	53,182	53,108
Loan to Deposits	91%	91%
Liquidity Coverage Ratio	194%	207%
Liquidity Coverage Ratio (last 12 months)	291%	230%
Net Stable Funding Ratio	142%	138%

> INFORMATION ON ISSUANCES IN THE HALF OF THE YEAR

€ million	Amount	Dates of issue	Maturity	Cost[1]	Demand
Senior non-preferred debt[2,3]	USD 1,250	18/01/2023	6 years	6.208% (UST + 2.5%)	USD 3,400
Subordinated debt – Tier 2[2,4]	£500	25/01/2023	10 years and 9 months	6.970% (UKT + 3.70%)	£1,300
Additional Tier 1 capital [2]	€750	13/03/2023	Perpetual	8.25% (mid-swap +5.142%)	€2,500
Senior non-preferred debt[2]	€1,000	16/05/2023	4 years	4.689% (mid-swap +1.50%)	€1,750
Subordinated debt – Tier 2[2]	€1,000	30/05/2023	11 years	6.138% (mid-swap +3.00%)	€2,400
Mortgage covered bond	€100	15/06/2023	3 years and 7 months	3.471% (mid-swap +0.245%)	-
Mortgage covered bond	€100	23/06/2023	12 years and 9 months	3.732% (mid-swap +0.64%)	-
Covered Bond – BPI[5]	€500	04/07/2023	5 years	3.749% (mid-swap +0.58%)	€700

Following the end of June, the following issues were completed:

- 1,000 million euros in Senior non-preferred debt maturing in 6 ix years, with the option to redeem the issuance early in the 5th year, and paying a coupon of 5.097% (equivalent to a mid-swap +165 basis points).
- 500 million euros in Senior non-preferred debt maturing in 11 years, with the option to redeem the issuance early in the 10th year, and paying a coupon of 5.202% (equivalent to a mid-swap +195 basis points).

[1] Meaning the yield on the issue.
[2] *Callable* issue, with the possibility of exercising the early redemption option before the expiration date.
[3] Equivalent amount on the day of execution in euros:1,166 million euros.
[4] Equivalent amount on the day of execution in euros:564 million euros.
[5] Issuance executed in June 2023.

Capital management

> The **Common Equity Tier 1 (CET1)** ratio **stands at 12.5%** (12.4% without applying the IFRS 9 transitional adjustments), following the extraordinary impact from the first application of IFRS 17 (-20 basis points).

The organic change in the first half was of +91 basis points, -66 basis points caused by the forecast of dividends charged to this year and AT1 coupon payment and -10 basis points by the performance of the markets and other factors. The impact of IFRS 9 phase in was +10 basis points at 30 June.

> The internal CET1 target ratio is set between 11% and 12% (without applying the IFRS 9 transitional adjustments), which implies a margin of between 250 and 350 basis points in relation to the SREP requirements.

> The **Tier 1** ratio stands at **14.6%** (14.5% without applying the transitional adjustments of IFRS 9) and the **Total Capital** ratio is **17.5%** (17.4% without applying the transitional adjustments of IFRS 9).

> The leverage ratio stood at 5.4%.

> On 30 June, the **subordinated MREL** ratio reached **22.8%** and the **total MREL** ratio **25.6%**. Following the end of the second quarter, CaixaBank completed another issuance of Senior non-preferred debt in two tranches for a total of 1,500 million euros, which would raise the subordinated MREL ratio to 23.5% and the proforma total MREL ratio to 26.3%.

> Similarly, **CaixaBank is subject to minimum capital requirements** on a non-consolidated basis. The CET 1 ratio in this perimeter was 12.6%.

> BPI is also compliant with its minimum capital requirements. Capital ratios at a sub-consolidated level are as follows: CET1 of 14.3%, Tier 1 of 15.8% and Total Capital of 18.2%.

> In terms of regulatory requirements, the Group's domestic systemic risk buffer rose to 0.50% for 2023. The countercyclical buffer is estimated at 0.07% for June 2023. As a result, the **capital requirements for 2023** are 8.50% for CET1, 10.31% for Tier 1 and 12.72% for Total Capital. At 30 June, CaixaBank has a margin of 404 basis points, equating to 8,796 million euros, until the Group's MDA trigger.

> As for the MREL requirement, in March 2023 the Bank of Spain communicated to CaixaBank the Total and Subordinated minimum MREL requirements that it must meet at consolidated level:

RWA requirement in % (including CBR)	2022	2024
Total MREL	22.40%	24.28%
Subordinated MREL	16.57%	18.44%

% requirement for LRE	2022	2024
Total MREL	6.09%	6.19%
Subordinated MREL	6.09%	6.19%

> The Group's level of capital adequacy confirms that the applicable requirements would not lead to any automatic restrictions according to the capital adequacy regulations, regarding the distribution of dividends, variable remuneration, and the interests of holders of Additional Tier 1 capital securities.

In EUR millions and %	31.12.2022	30.06.2023
Common Equity Tier 1 (CET1)	12.8%	12.5%
Tier 1	14.8%	14.6%
Total capital	17.3%	17.5%
MREL	25.9%	25.6%
Risk Weighted Assets (RWA)	215,103	217,908
Leverage ratio	5.6%	5.4%

Shareholder returns

On 12 April 2023, the **bank paid its shareholders 0.2306 euros per share, corresponding to the ordinary dividend** charged to 2022 profits and following the approval at the Annual General Meeting held on 31 March.

Following the payment of this dividend, the shareholder returns amounted to 1,730 million euros in 2022, equivalent to 55% of the consolidated net profit of 2022, in line with the dividend policy approved by the Board of Directors for the 2022 fiscal year and with the target set within the framework of the 2022–2024 Strategic Plan. In addition, a share buy-back programme was completed between May and December 2022 for an amount of 1,800 million euros.

With regard the Dividend Policy for the 2023 fiscal year, the Board of Directors approved on 2 February 2023 a **cash distribution of between 50% and 60% of consolidated net profit**, to be paid in a single payment in April 2024, subject to final approval at the Annual General Meeting.

The Board also stated CaixaBank's intention, subject to regulatory approval, to undertake an open-market **share buy-back programme** for 500 million euros, which is expected to begin before the close of 2023, with the aim distributing the CET1 surplus above 12% This extraordinary payout is aligned with the objectives established in the 2022–2024 Strategic Plan.

Ratings

	Issuer Rating						
Agency	Long term	Short term	Outlook	Senior Preferred Debt	Last review date	Mortgage covered bonds	Last review date mortgage covered bonds
S&P Global Ratings	A-	A-2	Stable	A-	25 Apr. 2023	AA+	26 Jan. 2023
Fitch Ratings	BBB+	F2	Stable	A-	13 June 2023	-	-
Moody's	Baa1	P-2	Stable	Baa1	25 Jan. 2023	Aa1	04 Nov. 2022
DBRS	A	R-1 (Low)	Stable	A	29 Mar. 2022	AAA	13 Jan. 2023

Glossary

Non-financial information

- AuMs (Assets Under Management) considering ESG (Environmental, Social, Governance) aspects: assets for which a sustainability indicator is taken into account their measurement, or where engagement and proxy voting policies are applied. Definition based on UNPRI criteria.
- **Digital customers:** Individual customers banking on Now (website or mobile), imagin or other CaixaBank apps in the last 6 months. Spain network.
- **Customer:** any natural or legal person with a overall funds equal to or greater than 5 euros in the Entity that has made at least two non-automatic transactions in the last two months.
- **Employees:** scope of active or structural workforce at the year-end. This does not include absenteeism or partial retirees, non-eligible personnel, personnel in centres pending relocation, apprentices or workers from temporary employment agencies.
- **Employees with a disability (number):** employees working at the Company with a recognised degree of disability equal to or greater than 33%.
- **Management free float (%):** The number of shares available for the public, calculated as the number of issued shares minus the shares held in the treasury, advisers, and shareholders represented on the Board of Directors.
- **Microloans:** loans of up to 25,000 euros, without collateral, for people who, due to their economic and social conditions, may have difficulties in accessing traditional banking financing. Its aim is to promote production, job creation and personal and family development.
- Sustainable finance mobilization (Spain business): The amount of sustainable finance mobilization includes: i) Sustainable mortgage financing ("A" or "B" energy efficiency certificate), financing for energy rehabilitation of homes, financing of hybrid/electric vehicles, financing of photovoltaic panels, eco-financing for agriculture and microcredits granted by MicroBank; Sustainable financing for Companies, Promoter and CIB&IB; The amount considered for the purposes of mobilizing sustainable financing is the risk limit formalized in sustainable financing operations for clients, including long-term, current and signature risk. Tacit or explicit novation and renewal operations of sustainable financing are also considered; ii) CaixaBank's proportional participation in the issuance and placement of sustainable bonds (green, social or mixed) by customers; iii) Net increase in Assets under management at CaixaBank Asset Management in products classified under Art.8 and 9 of the SFDR regulations (includes new funds/merger of funds registered as art.8 and 9, plus net contributions - contributions minus withdrawals-, including the effect of market in the valuation of the shares); Gross increase in assets under management at VidaCaixa in products classified under Art.8 and 9 of the SFDR regulations (includes gross contributions - without considering withdrawals or market effect - to Pension Funds (FFPP), Voluntary Social Welfare Schemes (EPSV) and Unit Linked classified as Art.8 and 9 under SFDR.
- **Mobilization of sustainable finance-business Portugal:** Includes Credit for both Companies (Companies + CIB + Institutions) and Individuals, as well as participation in the placement of sustainable bonds. In relation to sustainable intermediation, Funds and Insurance articles 8 and 9 are included, under SFDR, both for liquid deposits and for transformation, as well as Funds from third-party managers.
- **Other financing with a social impact:** loans that contribute to generating a positive and measurable social impact on society, intended for sectors related to entrepreneurship and innovation, the social economy, education and health. Its aim is contribute to maximising the social impact in these sectors.
- **Branches:** total number of centres. Includes retail branches and other specialised segments. It does not include tellers (displaced public service centres with no director, dependent on another main branch). It also does not include representation branches and offices abroad or virtual/digital centres.
- **Accessible branch:** a branch is deemed to be accessible when its features enable all types of people, regardless of their abilities, to enter, move around, navigate, identify, understand and make use of the available services and facilities, and to communicate with staff. In addition, the branch must comply with current regulations.
- SFDR: EU Sustainable Finance Disclosure Regulation.

Financial information

In addition to the financial information prepared in accordance with International Financial Reporting Standards (IFRSs), 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 30 June 2015 (ESMA/2015/1057) (the "ESMA Guidelines"). CaixaBank uses certain APMs, which have not been audited, for a better understanding of the Group's financial performance. These measures are considered additional disclosures and in no case replace the financial information prepared under IFRSs. 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 reconciliation between certain management indicators and the indicators presented in the consolidated financial statements prepared under IFRS. Figures are presented in millions of euros unless the use of another unit is stated explicitly.

Glossary

Profitability and cost-to-income

Customer spread [1]: difference between: (i) average rate of return on loans (annualised half-year income from loans and advances to customers divided by the net average balance of loans and advances to customers for the period); (ii) average rate for retail customer funds (annualised half-year cost of retail customer funds divided by the average balance of those same retail customer funds for the period, excluding subordinated liabilities that can be classified as retail).

		1H23 (IFRS 17/9)	1H22 (IFRS 17/9)
Numerator	Annualised half-year income from loans and advances to customers	11,722	5,372
Denominator	Net average balance of loans and advances to customers	338,237	332,457
(a)	**Average yield rate on loans (%)**	**3.47**	**1.62**
Numerator	Annualised half-year cost of on-balance sheet retail customer funds	1,652	(81)
Denominator	Average balance of on-balance sheet retail customers funds	378,517	385,105
(b)	**Average cost rate of retail customer funds (%)**	**0.44**	**(0.02)**
	Customer spread (%) (a - b)	3.03	1.64

Balance sheet spread [1]: the difference between: (i) average rate of return on assets (annualised interest income for the half year divided by total average assets for the period), and; (ii) average cost of funds (annualised interest expenses for the half year divided by total average funds for the period). Allows the Group to track the spread between interest income and cost for its on-balance sheet assets and liabilities.

		1H23 (IFRS 17/9)	1H22 (IFRS 17/9)
Numerator	Annualised half-year interest income	16,135	8,266
Denominator	Average total assets for the half year	619,396	713,767
(a)	Average return rate on assets (%)	2.60	1.16
Numerator	Annualised half-year finance expenses	6,810	2,279
Denominator	Average total funds in the half-year period	619,396	713,767
(b)	Average cost of fund rate (%)	1.10	0.32
	Balance sheet spread (%) (a - b)	1.50	0.84

ROE: quotient between: (i) profit/(loss) attributable to the Group (adjusted by the amount of the *Additional Tier 1* coupon reported in shareholder equity) and; (ii) average shareholder equity plus valuation adjustments for the last 12 months (calculated as the average value of the monthly average balances). Allows the Group to monitor the return on its shareholder equity.

		1H23 (IFRS 17/9)	1H22 (IFRS 4)
(a)	Profit/(loss) attributable to the Group 12M	3,692	2,617
(b)	Additional Tier 1 coupon	(257)	(276)
Numerator	**Adjusted profit/(loss) attributable to the Group 12M (a+b)**	**3,435**	**2,342**
(c)	Average shareholder equity 12M	35,832	36,490
(d)	Average valuation adjustments 12M	(2,003)	(1,709)
Denominator	**Average shareholder equity + valuation adjustments 12M (c+d)**	**33,830**	**35,232**
	ROE (%)	10.2%	6.6%
(e)	Extraordinary income from the merger in 2021		(37)
Numerator	**Adjusted numerator 12M (a+b+e)**		**2,378**
	ROE (%) ex M&A impacts		6.8%

[1] The average balances of the analysed period are calculated on the basis of the daily closing balances of said period, except in the case of some subsidiaries, for which the average balances are calculated as the arithmetic average of the closing balances of each month.

CaixaBank

ROTE: quotient between: (i) profit/(loss) attributable to the Group (adjusted by the amount of the *Additional Tier 1* coupon reported in shareholder equity) and; (ii) twelve-month average shareholder equity plus valuation adjustments (calculated as the average value of the monthly average balances) deducting intangible assets using management criteria (calculated as the value of intangible assets in the public balance sheet, plus the intangible assets and goodwill associated with investees, net of provisions, recognised in Investments in joint ventures and associates in the public balance sheet). Metric used to measure the return on a company's tangible equity.

		1H23 (IFRS 17/9)	1H22 (IFRS 4)
(a)	Profit/(loss) attributable to the Group 12M	3,692	2,617
(b)	Additional Tier 1 coupon	(257)	(276)
Numerator	**Adjusted profit/(loss) attributable to the Group 12M (a+b)**	**3,435**	**2,342**
(c)	Average shareholder equity 12M	35,832	36,940
(d)	Average valuation adjustments 12M	(2,003)	(1,709)
(e)	Average intangible assets 12M	(5,312)	(5,210)
Denominator	**Average shareholder equity + valuation adjustments excluding intangible assets 12M (c+d+e)**	**28,517**	**30,022**
	ROTE (%)	12.0%	7.8%
(f)	Extraordinary income from the merger in 2021		(37)
Numerator	**Adjusted numerator 12M (a+b-f)**		**2,378**
	ROTE (%) ex M&A impacts		7.9%

ROA: quotient between: (i) net profit/(loss) (adjusted by the amount of the Additional Tier 1 coupon reported in shareholder equity) and; (ii) average total assets for the last 12 months (calculated as the average value of the daily balances of the analysed period). Measures the level of return relative to assets.

		1H23 (IFRS 17/9)	1H22 (IFRS 4)
(a)	Profit/(loss) after tax and before minority interest 12M	3,694	2,622
(b)	Additional Tier 1 coupon	(257)	(276)
Numerator	**Adjusted net profit 12M (a+b)**	**3,438**	**2,346**
Denominator	**Average total assets 12M**	**658,680**	**699,832**
	ROA (%)	0.5%	0.3%
(c)	Extraordinary income from the merger in 2021		(37)
Numerator	**Adjusted numerator 12M (a+b-c)**		**2,383**
	ROTE (%) ex M&A impacts		0.3%

RORWA: quotient between: (i) net profit/(loss) (adjusted by the amount of the Additional Tier 1 coupon reported in shareholder equity); (ii) average total risk-weighted assets for the last 12 months (calculated as the average value of the quarterly average balances). Measures the return based on risk weighted assets.

		1H23 (IFRS 17/9)	1H22 (IFRS 4)
(a)	Profit/(loss) after tax and before minority interest 12M	3,694	2,622
(b)	Additional Tier 1 coupon	(257)	(276)
Numerator	**Adjusted net profit 12M (a+b)**	**3,438**	**2,346**
Denominator	**Risk-weighted assets (regulatory) 12M**	**215,623**	**217,093**
	RORWA (%)	1.6%	1.1%
(c)	Extraordinary income from the merger in 2021		(37)
Numerator	Adjusted numerator 12M (a+b-c)		**2,383**
	RORWA (%) ex M&A impacts		1.1%

Cost-to-income ratio: quotient between: (i) operating expenses (administrative expenses and depreciation and amortisation) (ii) gross income (or core income for the core cost-to-income ratio), for the last 12 months. Metric widely used in the banking sector to compare the cost to income generated.

		1H23 (IFRS 17/9)	1H22 (IFRS 4)
Numerator	**Administrative expenses, depreciation and amortisation 12M**	**5,677**	**6,366**
Denominator	**Gross income 12M**	**12,346**	**11,046**
	Cost-to-income (%)	46.0%	57.6%
Numerator	**Administrative expenses, depreciation and amortisation stripping out extraordinary expenses 12M**	**5,645**	**6,194**
Denominator	**Gross income 12M**	**12,346**	**11,046**
	Cost-to-income ratio stripping out extraordinary expenses (%)	45.7%	56.1%
Numerator	**Administrative expenses, depreciation and amortisation stripping out extraordinary expenses 12M**	**5,645**	**6,194**
Denominator	**Core income 12M**	**13,197**	**11,347**
	Core cost-to-income ratio (%)	42.8%	54.6%

Risk management

Cost of risk (CoR): quotient between: (i) total loan loss provisions recognised (twelve months) and; (ii) average of gross loans to customers plus contingent liabilities, using management criteria (calculated as the average value of the monthly closing balances). Metric used to monitor allowances for insolvency risk on the lending portfolio.

		1H23 (IFRS 17/9)	1H22 [1]
Numerator	Allowances for insolvency risk 12M	1,062	885
Denominator	Average of gross loans + contingent liabilities 12M	390,562	382,125
	Cost of risk (%)	0.27%	0.23%

Non-performing loan ratio: quotient between: (i) non-performing loans and advances to customers and contingent liabilities, using management criteria, and; (ii) total gross loans to customers and contingent liabilities, using management criteria. Indicator used to monitor and track the change in the quality of the loan portfolio.

		1H23 (IFRS 17/9)	1H22 [1]
Numerator	NPLs and advances to customers + contingent liabilities	10,317	12,424
Denominator	Total gross loans and contingent liabilities	393,583	391,816
	Non-performing loan ratio (%)	2.6%	3.2%

Coverage ratio: quotient between: (i) total credit loss provisions for loans and advances to customers and contingent liabilities, using management criteria, and; (ii) non-performing loans and advances to customers and contingent liabilities, using management criteria. Indicator used to monitor NPL hedging via provisions.

		1H23 (IFRS 17/9)	1H22 [1]
Numerator	Provisions on loans and contingent liabilities	7,880	8,126
Denominator	NPLs and advances to customers + contingent liabilities	10,317	12,424
	Coverage ratio (%)	76%	65%

1 The restatement to IFRS 17/9 in 2022 has not impacted the items used for calculating the risk management ratios presented.

Liquidity

Total liquid assets: sum of HQLAs (High Quality Liquid Assets within the meaning of Commission Delegated Regulation of 10 October 2014) plus the available balance under the facility with the European Central Bank (non-HQLA). Shows the Entity's liquidity position.

		1H23 (IFRS 17/9)	1H22 [1]
Numerator	**High-quality liquid assets (HQLAs)**	**98,110**	**161,451**
Denominator	**Available balance under the ECB facility (non- HQLAs)**	**48,536**	**1,397**
	Total liquid assets (a + b)	146,646	162,847

Loan to deposits: quotient between: (i) net loans and advances to customers using management criteria excluding brokered loans (funded by public institutions), together with customer deposits and accruals and; (ii) on-balance sheet customer funds. Metric showing the retail funding structure (allows us to value the proportion of retail lending being funded by customer funds).

		1H23 (IFRS 17/9)	1H22 [1]
Numerator	**Loans and advances to customers, net (a-b-c)**	**353,539**	**351,449**
(a)	Loans and advances to customers, gross	363,952	362,770
(b)	Provisions for insolvency risk	7,376	7,767
(c)	Brokered loans	3,037	3,554
Denominator	**Customer deposits and accruals (d+e)**	**388,380**	**398,789**
(d)	Customer deposits	388,183	398,773
(e)	Accruals included in Reverse repurchase agreements and other	197	16
	Loan to Deposits (%)	91%	88%

1 The restatement to IFRS 17/9 in 2022 has not impacted the items used for calculating these ratios.

Stock market ratios

EPS (Earnings per share): quotient between: (i) profit/(loss) attributed to the Group (adjusted by the amount of the Additional Tier 1 coupon, registered in shareholder equity) and (ii) the average number of shares outstanding.

		1H23 (IFRS 17/9)	1H22 (IFRS 4)
Numerator	**Profit/(loss) attributable to the Group 12M ex M&A impacts merger**	**3,692**	**2,654**
Denominator	**Average number of shares outstanding, net of treasury shares**	**7,566**	**8,034**
	EPS (Earnings per share)	0.49	0.33
	Additional Tier 1 coupon	(257)	(276)
Numerator	**Numerator adjusted by AT1 coupon**	**3,435**	**2,378**
	EPS (earnings per share) adjusted by AT1 coupon	0.45	0.30

Note: The average number of shares outstanding is calculated as average number of shares less the average number of treasury shares (includes the impact of the share buy-back programme for the executed volume). The average is calculated as the average number of shares at the closing of each month of the analysed period.

Glossary

PER (*Price-to-earnings ratio*): share price at the closing of the analysed period divided by earnings per share (EPS).

		1H23 (IFRS 17/9)	1H22 (IFRS 4)
Numerator	**Share price at the end of the period**	**3.787**	**3.317**
Denominator	**Earnings per share (EPS)**	**0.49**	**0.33**
	PER (Price-to-earnings ratio)	7.76	10.04

Dividend yield: quotient between: (i) dividends paid (in shares or cash) in the last year; (i) share price at the end of the period.

		1H23	1H22
Numerator	**Dividends paid (in shares or cash) last financial year**	**0.23**	**0.15**
Denominator	**Share price at the end of the period**	**3.787**	**3.317**
	Dividend yield (%)	6.09%	4.41%

Book value per share (BV): quotient between (i) equity less minority interests and; (ii) the number of outstanding shares at a specific date.

The book value and tangible book value per share include the impact of the share buy-back programme for the amount executed at the end of the quarter, in both the numerator (excluding the repurchased shares from shareholder equity, in spite of not being redeemed) and the denominator (the number of shares does not include the repurchased shares).

Outstanding shares equals shares issued (less treasury shares) at a specific date.

TBV (Tangible book value per share): quotient between: (i) net equity less minority interests and intangible assets, and; (ii) the number of outstanding shares at a specific date.

P/BV: share price at the end of the period divided by book value.

P/BV: share price at the end of the period divided by tangible book value.

		1H23 (IFRS 17/9)	1H22 (IFRS 4)
(a)	Equity	34,044	34,843
(b)	Minority interests	(32)	(31)
Numerator	**Adjusted equity (c= a+b)**	**34,012**	**34,811**
Denominator	**Shares outstanding, net of treasury shares (d)**	**7,495**	**7,862**
e= (c/d)	Book value (€/share)	4.54	4.43
(f)	Intangible assets (reduce adjusted equity)	(5,363)	(5,340)
g= [(c+f)/d]	Tangible book value (€/share)	3.82	3.75
(h)	Share price at the end of the period	3.787	3.317
h/e	P/BV (Share price divided by book value)	0.83	0.75
h/g	P/BV tangible (Share price divided by tangible book value)	0.99	0.88

Adjustment of the structure of the public income statement to the management format

Net fee and commission income. Includes the following line items:

- Fee and commission income.
- Fee and commission expenses

Trading income. Includes the following line items:

- Gains/(losses) on derecognition of financial assets and liabilities not measured at fair value through profit or loss (net).
- Gains/(losses) on financial assets not designated for trading compulsorily measured 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).

Administrative expenses, depreciation and amortisation. Includes the following line items:

- Administrative expenses.
- Depreciation and amortisation.

Pre-impairment income. Includes the following line items:

- (+) Gross income.
- (-) Operating expenses.

Impairment losses on financial assets and other provisions. Includes the following line items:

- Impairment/(reversal) of impairment losses on financial assets not measured at fair value through profit or loss or gains/(losses) on adjustments.
- Provisions/(reversal) of provisions.

Of which: Allowances for insolvency risk.

- Impairment/(reversal) of impairment losses on financial assets not measured at fair value through profit or loss corresponding to Loans and advances to customers, using management criteria.
- Provisions/(reversal) of provisions corresponding to Provisions for contingent liabilities, using management criteria.

Of which: Other charges to provisions.

- Impairment/(reversal) of impairment losses on financial assets not measured at fair value through profit or loss, excluding balances corresponding to Loans and advances to customers, using management criteria.
- Provisions/(reversal) of provisions, excluding provisions corresponding to contingent liabilities using management criteria.

Gains/(losses) on derecognition of assets and others. Includes the following line items:

- Impairment or reversal of impairment on investments in joint ventures or associates.
- Impairment or reversal of impairment on non-financial assets.
- Gains/(losses) on derecognition of non-financial assets and investments, net.
- Profit/(loss) from non-current assets and disposal groups classified as held for sale not qualifying as discontinued operations (net).

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.

Reconciliation of activity indicators using management criteria

Loans and advances to customers, gross

June 2023 *(€ million)*	
Financial assets at amortised cost - Customers (Public Balance Sheet)	**355,214**
Clearing houses and sureties provided in cash	(2,122)
Other, non-retail, financial assets	(279)
Fixed income bonds considered retail financing (Financial assets at amortised cost - Public debt securities, Public Balance Sheet)	**3,763**
Provisions for insolvency risk	**7,376**
Loans and advances to customers (gross) using management criteria	**363,952**

Institutional financing for the purpose of managing bank liquidity

June 2023 *(€ million)*	
Financial liabilities at amortised cost - Debt securities issued (Public Balance Sheet)	**53,006**
Institutional financing not considered for the purpose of managing bank liquidity	**(4,562)**
Securitised bonds	(1,028)
Value adjustments	(2,468)
Retail	(1,420)
Issues acquired by companies within the group and other	354
Customer deposits for the purpose of managing bank liquidity1	**4,663**
Institutional financing for the purpose of managing bank liquidity	**53,108**

1 Comprising 4,630 million euros in multi-issuer covered bonds (net of retained issues) and 33 million euros in subordinated deposits.

Customer funds

June 2023 *(€ million)*	
Financial liabilities at amortised cost - Customer deposits (Public balance sheet)	**397,040**
Non-retail funds (registered under Financial liabilities at amortised cost - Customer deposits)	**(7,319)**
Multi-issuer covered bonds and subordinated deposits	(4,668)
Counterparties and other	(2,651)
Retail funds (registered under Financial liabilities at amortised cost - Debt securities)	**1,420**
Retail issues and other	1,420
Liabilities under insurance contracts, using management criteria	**72,748**
Total on-balance sheet customer funds	**463,890**
Assets under management	**156,111**
Other accounts[1]	**7,823**
Total customer funds	**627,824**

Insurance contract liabilities

June 2023 *(€ million)*	
Liabilities under the insurance business (Public Balance Sheet)	**66,866**
Financial component's correction as a result of updating the liabilities in accordance with IFRS 17 (excluding unit link and other)	1,756
Financial liabilities designated at fair value through profit or loss (Public Balance Sheet)	**3,370**
Other financial liabilities not considered as Insurance contract liabilities	(8)
Financial liabilities of BPI Vida registered under Financial liabilities at amortised cost - Customer deposits	**764**
Insurance contract liabilities, using management criteria	**72,748**

1 It mainly includes transitional funds associated with transfers and collection activity.

Annex

Group structure

CaixaBank Group 44,683 » CaixaBank, S.A. 36,048 | Credit institution Spain

> BUSINESS SUPPORT

GROUP ENTITIES

- 708 CaixaBank Operational Services (100%) — Services for back office administration
- 813 CaixaBank Tech (100%) — Provision of IT services
- 192 CaixaBank Facilities Management (100%) — Project management, maintenance, logistics and procurement
- 135 CaixaBank Intelligence (100%) — Development of digital projects

ASSOCIATES AND JOINT VENTURES

- IT Now (49%) — Technology and IT services and projects

> BUSINESS ACTIVITY

GROUP ENTITIES

- 613 CaixaBank Payments & Consumer (100%) — Consumer finance and payment methods
  - 52 Wivai SelectPlace S.A.U (100%) — Product marketing
  - 8 Telefónica Consumer Finance (50%) — Consumer finance
  - 8 CaixaBank Equipment Finance (100%) — Vehicle and equipment leasing
- 208 Building Center (100%) — Holder of real estate assets
  - Bankia Habitat (100%) — Real-estate administration, management and operation
  - Living Center (100%) — Real estate development
- 789 VidaCaixa (100%) — Life insurance and pension fund management
  - 72 BPI Vida e Pensões (100%) — Life insurance and pension fund management
  - 17 Sa Nostra Vida (100%) — Insurance
- 256 CaixaBank Asset Management (100%) — Collective investment Institution' management
  - 40 BPI Gestão de ativos (100%) — Collective investment Institution' management
  - 6 CaixaBank AM Luxembourg (100%) — Collective investment Institution' management
- 4,378 Banco BPI (100%) — Credit institution
- 20 Bankia Mediación (100%) — Banking-insurance operator
- 61 Imaginersgen (100%) — Management of youth sector of the bank
- 41 Nuevo MicroBank (100%) — Financing of micro-credits
- 14 CaixaBank Wealth Management Luxembourg (100%) — Credit institution Luxembourg
- 11 CaixaBank Titulización (100%) — Securitisation fund management

ASSOCIATES AND JOINT VENTURES

- Comercia Global Payments Entidad de Pago, S.L (20%) — Payment entity
- ServiRed (41%) — Spanish payment method company
- Global Payments Money To Pay, S.L (49 %) — Payment entity
- Redsys Servicios de Procesamiento (25 %) — Payment methods
- Coral Homes (20%) — Real estate services
- Gramina Homes (20%) — Real-estate administration, management and operation
- SegurCaixa Adeslas (49.9%) — Non-life insurance
- Companhia de Seguros Allianz Portugal (35%) — Insurance
- Banco comercial e de Investimentos (36%) — Insurance

→ Number of employees. Company subgroups. (%) Percentage stake at 30 June 2023.

Note: This includes the most relevant entities in terms of their contribution to the Group, excluding operations of a shareholding nature (dividends), extraordinary operations, and non-core activities: Inversiones Inmobiliarias Teguise Resort S.L. (144 employees), Líderes de Empresa Siglo XXI, S.L. (6), among others.