Condensed Interim Consolidated Financial Statements of CaixaBank Group for the six months ended 30 June 2024

Translation of condensed interim consolidated financial statements originally issued and prepared in Spanish. This English version is a translation of the original in Spanish for information purposes only. In the event of a discrepancy, the original Spanish-language version prevails

This version of our report is a free translation from the original, which was prepared in Spanish. All possible care has been taken to ensure that the translation is an accurate representation of the original. However, in all matters of interpretation of information, views or opinions, the original language version of our report takes precedence over this translation.

Report on limited review of condensed consolidated interim financial statements

To the shareholders of CaixaBank, S.A.

Introduction

We have performed a limited review of the accompanying condensed consolidated interim financial statements (hereinafter, the interim financial statements) of CaixaBank, S.A. (hereinafter, the Parent company) and its subsidiaries (hereinafter, the Group), which comprise the balance sheet as at 30 June 2024, and the income statement, statement of changes in equity, cash flow statement and related notes, all condensed and consolidated, for the seis-month period then ended. The Parent company's directors are responsible for the preparation of these interim financial statements in accordance with the requirements of International Accounting Standard (IAS) 34, Interim Financial Reporting, as adopted by the European Union, for the preparation of condensed interim financial statements, as provided in Article 12 of Royal Decree 1362/2007. Our responsibility is to express a conclusion on these interim financial statements based on our limited review.

Scope of review

We conducted our limited review in accordance with International Standard on Review Engagements 2410, Review of Interim Financial Information Performed by the Independent Auditor of the Entity. A limited review of interim financial statements consists of making inquiries, primarily of persons responsible for financial and accounting matters, and applying analytical and other review procedures. A limited review is substantially less in scope than an audit conducted in accordance with legislation governing the audit practice in Spain and consequently does not enable us to obtain assurance that we would become aware of all significant matters that might be identified in an audit. Accordingly, we do not express an audit opinion on these interim financial statements.

Conclusion

Based on our limited review, that cannot be considered as an audit, nothing has come to our attention that causes us to believe that the accompanying interim financial statements for the seis-month period ended 30 June 2024 have not been prepared, in all material respects, in accordance with the requirements of International Accounting Standard (IAS) 34, Interim Financial Reporting, as adopted by the European Union, as provided in Article 12 of Royal Decree 1362/2007, for the preparation of condensed interim financial statements.

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Emphasis of matter

We draw attention to the accompanying note 1.2, in which it is mentioned that these interim financial statements do not include all the information required in a complete set of consolidated financial statements prepared in accordance with International Financial Reporting Standards, as adopted by the European Union, and therefore the accompanying interim financial statements should be read together with the consolidated annual accounts of the Group for the year ended 31 December 2023. Our conclusion is not modified in respect of this matter.

Other matters

Consolidated interim management report

The accompanying consolidated interim management report for the seis-month period ended 30 June 2024 contains the explanations which the Parent company's directors consider appropriate regarding the principal events of this period and their impact on the interim financial statements presented, of which it does not form part, as well as the information required under the provisions of Article 15 of Royal Decree 1362/2007. We have verified that the accounting information contained in this management report is in agreement with that of the interim financial statements for the seis-month period ended 30 June 2024. Our work as auditors is limited to checking the consolidated interim management report in accordance with the scope mentioned in this paragraph and does not include a review of information other than that obtained from CaixaBank, S.A. and its subsidiaries' accounting records.

Preparation of this review report

This report has been prepared at the request of the Parent company's directors in relation to the publication of the half-yearly financial report required by Article 100 of Law 6/2023, of March 17, on Securities Markets and Investment Services.

PricewaterhouseCoopers Auditores, S.L.

PRICEWATERHOUSECOOPERS AUDITORES, S.L.

Original in Spanish signed by
Raúl Ara Navarro

31 July 2024

CONDENSED INTERIM CONSOLIDATED BALANCE SHEET

Assets

(Millions of euros)

	NOTE	30-06-2024	31-12-2023 *
Cash and cash balances at central banks and other demand deposits		**52,985**	**37,861**
Financial assets held for trading		**7,064**	**6,993**
Derivatives		5,525	6,344
Equity instruments		342	303
Debt securities		1,197	346
Financial assets not designated for trading compulsorily measured at fair value through profit or loss	8.1	**15,783**	**13,385**
Equity instruments		15,783	13,385
Debt securities			
Loans and advances			
Financial assets designated at fair value through profit or loss	8.2	**6,480**	**7,240**
Debt securities		6,480	7,240
Loans and advances			
Financial assets at fair value with changes in other comprehensive income	8.3	**64,582**	**66,590**
Equity instruments		582	1,340
Debt securities		64,000	65,250
Financial assets at amortised cost	8.4	**447,027**	**437,181**
Debt securities		81,142	80,916
Loans and advances		365,885	356,265
Credit institutions		14,178	11,882
Customers		351,707	344,383
Derivatives - Hedge accounting	10	**839**	**1,206**
Fair value changes of the hedged items in portfolio hedge of interest rate risk	10	**(331)**	**(236)**
Investments in joint ventures and associates	11	**1,959**	**1,918**
Joint ventures		6	6
Associates		1,953	1,912
Assets under reinsurance contract	9	**66**	**54**
Tangible assets	12	**7,148**	**7,300**
Property, plant and equipment		5,821	5,877
For own use		5,821	5,877
Investment property		1,327	1,423
Intangible assets	13	**4,959**	**4,987**
Goodwill		3,094	3,094
Other intangible assets		1,865	1,893
Tax assets		**17,786**	**18,747**
Current tax assets		1,603	1,793
Deferred tax assets	19	16,183	16,954
Other assets	14	**2,071**	**1,820**
Inventories		70	93
Remaining other assets		2,001	1,727
Non-current assets and disposal groups classified as held for sale	15	**1,953**	**2,121**
TOTAL ASSETS		**630,371**	**607,167**
Memorandum items			
Off-balance-sheet exposures			
Loan commitments given	23	118,511	117,169
Financial guarantees given	23	9,719	10,319
Other commitments given	23	31,285	32,097
Financial instruments loaned or delivered as collateral with the right of sale or pledge			
Financial assets held for trading		513	81
Financial assets at fair value with changes in other comprehensive income		2,900	4,814
Financial assets at amortised cost		24,764	20,394
Tangible assets - Acquired in leases		**1,611**	**1,617**
Investment property, leased out under operating leases		**1,058**	**1,153**

(*) Presented for comparison purposes only (see Note 1)

Liabilities

(Millions of euros)

	NOTE	30-06-2024	31-12-2023 *
Financial liabilities held for trading	16.1	**2,269**	**2,253**
Derivatives		1,637	2,189
Short positions		632	64
Financial liabilities designated at fair value through profit or loss	16.2	**3,399**	**3,283**
Deposits		3,396	3,281
Customers		3,396	3,281
Other financial liabilities		3	2
Financial liabilities at amortised cost	16.3	**502,885**	**480,450**
Deposits		441,734	416,910
Central banks		610	548
Credit institutions		18,404	18,863
Customers		422,720	397,499
Debt securities issued		54,439	56,755
Other financial liabilities		6,712	6,785
Derivatives - Hedge accounting	10	**7,631**	**7,677**
Fair value changes of the hedged items in portfolio hedge of interest rate risk	10	**(3,223)**	**(2,907)**
Insurance contract liabilities	9	**72,556**	**70,240**
Provisions	17	**4,155**	**4,472**
Pensions and other post-employment defined benefit obligations		558	599
Other long-term employee benefits		1,901	2,083
Pending legal issues and tax litigation		940	926
Commitments and guarantees given		394	446
Other provisions		362	418
Tax liabilities		**2,539**	**2,094**
Current tax liabilities		1,350	748
Deferred tax liabilities	19	1,189	1,346
Other liabilities	14	**2,650**	**3,096**
Liabilities included in disposal groups classified as held for sale		**16**	**170**
TOTAL LIABILITIES		**594,877**	**570,828**
Memorandum items			
Subordinated liabilities - Financial liabilities at amortised cost		8,798	10,129

(*) Presented for comparison purposes only (see Note 1)

Equity

(Millions of euros)

	NOTE	30-06-2024	31-12-2023 *
SHAREHOLDERS' EQUITY	**18**	**36,265**	**38,206**
Capital		**7,268**	**7,502**
Share premium		**12,708**	**13,470**
Other equity items		**38**	**46**
Retained earnings		**15,756**	**14,925**
Other reserves		**(2,147)**	**(2,034)**
(-) Treasury shares		**(33)**	**(519)**
Profit/(loss) for the period attributable to owners of the parent		**2,675**	**4,816**
ACCUMULATED OTHER COMPREHENSIVE INCOME	**18**	**(803)**	**(1,899)**
Items that will not be reclassified to profit or loss		**(371)**	**(1,502)**
Actuarial gains or (-) losses on defined benefit pension plans		(296)	(354)
Fair value changes of equity instruments measured at fair value with changes in other comprehensive income		(75)	(1,148)
Failed fair value hedges of equity instruments measured at fair value with changes in other comprehensive income			
Fair value changes of equity instruments measured at fair value with changes other comprehensive income [hedged instrument]			(50)
Fair value changes of equity instruments measured at fair value with changes in other comprehensive income [hedging instrument]			50
Items that may be reclassified to profit or loss		**(432)**	**(397)**
Foreign currency exchange		24	(26)
Hedging derivatives. Reserve of cash flow hedges [effective portion]		(418)	(312)
Fair value changes of debt securities measured at fair value with changes in other comprehensive income		(1,148)	(290)
Finance expenses from insurance contracts issued		1,088	207
Share of other recognised income and expense of investments in joint ventures and associates		22	24
MINORITY INTERESTS (non-controlling interests)		**32**	**32**
Other items		**32**	**32**
TOTAL EQUITY		**35,494**	**36,339**
TOTAL LIABILITIES AND EQUITY		**630,371**	**607,167**

(*) Presented for comparison purposes only (see Note 1)

CONDENSED INTERIM CONSOLIDATED STATEMENT OF PROFIT OR LOSS

(Millions of euros)

	NOTE	30-06-2024	30-06-2023 *
Interest income		10,482	8,001
from banking and other business		9,540	7,202
Financial assets at fair value with changes in other comprehensive income		82	97
Financial assets at amortised cost		8,524	6,476
Other interest income		934	629
from the insurance business		942	799
Financial assets at fair value with changes in other comprehensive income		934	760
Financial assets at amortised cost		59	39
Other interest income		(51)	
Interest expense		(4,910)	(3,377)
from banking and other business		(4,071)	(2,638)
from the insurance business		(839)	(739)
Financial expenses from insurance contracts		(834)	(739)
Other interest expense		(6)	
NET INTEREST INCOME		**5,572**	**4,624**
Dividend income		98	145
Share of profit/(loss) of entities accounted for using the equity method		121	145
Fee and commission income		2,057	2,043
Fee and commission expenses		(202)	(197)
Gains/(losses) on derecognition of financial assets and liabilities not measured at fair value through profit or loss, net		27	79
Other financial assets and liabilities		27	79
Gains/(losses) on financial assets and liabilities held for trading, net		70	(8)
Other gains or losses		70	(8)
Gains/(losses) on financial assets not designated for trading compulsorily measured at fair value through profit or loss, net		2	20
Other gains or losses		2	20
Gains/(losses) from hedge accounting, net	10	22	5
Exchange differences (gain/loss), net		16	46
Other operating income		274	341
Other operating expenses	19	(950)	(1,071)
Profit/(loss) from the insurance service		607	520
Insurance revenue		1,498	1,513
Insurance service expenses		(891)	(993)
Net result from reinsurance contracts held		(13)	(19)
GROSS INCOME		**7,701**	**6,673**
Administrative expenses		(2,639)	(2,519)
Personnel expenses		(1,863)	(1,744)
Other administrative expenses		(776)	(775)
Depreciation and amortisation		(389)	(380)
Provisions or reversal of provisions	17	(152)	(132)
Impairment/(reversal) of impairment on financial assets not measured at fair value through profit or loss or net profit or loss due to a change		(529)	(423)
Financial assets at fair value with changes in other comprehensive income			(1)
Financial assets at amortised cost	8	(529)	(422)
Impairment/(reversal) of impairment on investments in joint ventures and associates.		(1)	(31)
Impairment/(reversal) of impairment on non-financial assets		(29)	(22)
Tangible assets		(10)	(15)
Intangible assets		(19)	(7)
Gains/(losses) on derecognition of non-financial assets, net		6	6
Profit/(loss) from non-current assets and disposal groups classified as held for sale not qualifying as discontinued operations		(29)	(18)
PROFIT/(LOSS) BEFORE TAX FROM CONTINUING OPERATIONS		**3,939**	**3,154**
Tax expense or income related to profit or loss from continuing operations		(1,262)	(1,018)
PROFIT/(LOSS) AFTER TAX FROM CONTINUING OPERATIONS		**2,677**	**2,136**
Profit/(loss) after tax from discontinued operations			2
PROFIT/(LOSS) FOR THE PERIOD		**2,677**	**2,138**
Attributable to minority interests (non-controlling interests)		2	1
Attributable to owners of the parent		2,675	2,137

(*) Presented for comparison purposes only (see Note 1)

CONDENSED INTERIM CONSOLIDATED STATEMENT OF CHANGES IN EQUITY (PART A)

Condensed Interim Consolidated Statement of Other Comprehensive Income

(Millions of euros)

	NOTE	30-06-2024	30-06-2023 *
PROFIT/(LOSS) FOR THE PERIOD		**2,677**	**2,138**
OTHER COMPREHENSIVE INCOME		**1,096**	**78**
Items that will not be reclassified to profit or loss		**1,132**	**(88)**
Actuarial gains or losses on defined benefit pension plans		84	(2)
Share of other recognised income and expense of investments in joint ventures and associates			
Fair value changes of equity instruments measured at fair value with changes in other comprehensive income	8.3	1,074	(84)
Profit or loss from hedge accounting of equity instruments measured at fair value with changes in other comprehensive income			
Fair value changes of equity instruments measured at fair value with changes in equity [hedged instrument]		50	18
Fair value changes of equity instruments measured at fair value with changes in equity [hedging instrument]		(50)	(18)
Income tax relating to items that will not be reclassified		(26)	(2)
Items that may be reclassified to profit or loss		**(36)**	**166**
Foreign currency exchange		70	(34)
Translation gains/(losses) taken to equity		70	(34)
Cash flow hedges (effective portion)		(207)	(84)
Valuation gains/(losses) taken to equity		(339)	(165)
Transferred to profit or loss		132	81
Debt instruments classified as fair value financial assets with changes in other comprehensive		(1,223)	960
Valuation gains/(losses) taken to equity		(1,217)	956
Transferred to profit or loss		(6)	4
Non-current assets and disposal groups classified as held for sale			(2)
Valuation gains/(losses) taken to equity			(2)
Finance expenses from insurance contracts issued		1,256	(649)
Share of other recognised income and expense of investments in joint ventures and associates		(2)	4
Income tax relating to items that may be reclassified to profit or loss		70	(29)
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD		**3,773**	**2,216**
Attributable to minority interests (non-controlling interests)		2	1
Attributable to owners of the parent		3,771	2,215

(*) Presented for comparison purposes only (see Note 1)

CONDENSED INTERIM CONSOLIDATED STATEMENT OF CHANGES IN EQUITY (PART B)

Condensed Interim Consolidated Statement of Total Changes in Equity

(Millions of euros)

		Equity attributable to the parent									Minority interests		
		Shareholders' equity											
	NOTE	Capital	Share premium	Other equity	Retained earnings	Other reserves	Less: treasury shares	Profit/(loss) attributable to owners of the parent	Less: interim dividends	Accumulated other comprehensive income	Accumulated other comprehensive income	Other items	Total
BALANCE AT 31-12-2023		**7,502**	**13,470**	**46**	**14,925**	**(2,034)**	**(519)**	**4,816**		**(1,899)**		**32**	**36,339**
Effects of changes in accounting policies													
OPENING BALANCE AT 31-12-2023		**7,502**	**13,470**	**46**	**14,925**	**(2,034)**	**(519)**	**4,816**		**(1,899)**		**32**	**36,339**
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD								**2,675**		**1,096**		**2**	**3,773**
OTHER CHANGES IN EQUITY		**(234)**	**(762)**	**(8)**	**831**	**(113)**	**486**	**(4,816)**				**(2)**	**(4,618)**
Capital reduction		(234)	(762)										(996)
Dividends (or remuneration to shareholders)	5				(2,876)							(2)	(2,878)
Purchase of treasury shares	18					(2)	(533)						(535)
Sale or cancellation of treasury shares	18						1,019						1,019
Transfers among components of equity					4,816			(4,816)					
Other increase/(decrease) in equity				(8)	(1,109)	(111)							(1,228)
Of which: Payment of AT1 instruments	5					*(138)*							*(138)*
CLOSING BALANCE AT 30-06-2024		**7,268**	**12,708**	**38**	**15,756**	**(2,147)**	**(33)**	**2,675**		**(803)**		**32**	**35,494**

		Equity attributable to the parent *									Minority interests *		
		Shareholders' equity											
	NOTE	Capital	Share premium	Other equity	Retained earnings	Other reserves	Less: treasury shares	Profit/(loss) attributable to owners of the parent	Less: interim dividends	Accumulated other comprehensive income	Accumulated other comprehensive income	Other items	Total
BALANCE AT 31-12-2022		**7,502**	**13,470**	**46**	**13,653**	**(1,152)**	**(25)**	**3,145**		**(2,409)**		**32**	**34,262**
Effects of corrections of errors													
Effects of changes in accounting policies	1.4					(714)		(17)		176			(555)
OPENING BALANCE AT 01-01-2023		**7,502**	**13,470**	**46**	**13,653**	**(1,866)**	**(25)**	**3,128**		**(2,233)**		**32**	**33,707**
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD								**2,137**		**78**		**1**	**2,216**
OTHER CHANGES IN EQUITY				**(4)**	**1,277**	**(22)**		**(3,128)**				**(1)**	**(1,878)**
Dividends (or remuneration to shareholders)					(1,728)							(2)	(1,730)
Purchase of treasury shares							(19)						(19)
Sale or cancellation of treasury shares							19						19
Transfers among components of equity					3,128			(3,128)					
Other increase/(decrease) in equity				(4)	(123)	(22)						1	(148)
Of which: Payment of AT1 instruments	5					*(135)*							*(135)*
CLOSING BALANCE AT 30-06-2023		**7,502**	**13,470**	**42**	**14,930**	**(1,888)**	**(25)**	**2,137**		**(2,155)**		**32**	**34,045**

(*) Presented for comparison purposes only (see Note 1)

INTERIM CONSOLIDATED STATEMENT OF CASH FLOWS (INDIRECT METHOD)

(Millions of euros)

	NOTE	30-06-2024	30-06-2023 **
A) CASH FLOWS FROM/(USED IN) OPERATING ACTIVITIES		**19,938**	**21,925**
Profit/(loss) for the period *		2,677	2,138
Adjustments to obtain cash flows from operating activities		1,494	1,054
Depreciation and amortisation		389	380
Other adjustments		1,105	674
Net increase/(decrease) in operating assets		(10,177)	(7,533)
Financial assets held for trading		(72)	(631)
Financial assets not designated for trading compulsorily measured at fair value through profit or loss		(2,398)	(1,223)
Financial assets designated at fair value through profit or loss		760	528
Financial assets at fair value with changes in other comprehensive income		1,136	(1,002)
Financial assets at amortised cost		(10,177)	(5,647)
Other operating assets		574	442
Net increase/(decrease) in operating liabilities		25,935	25,357
Financial liabilities held for trading		16	(87)
Financial liabilities designated at fair value through profit or loss		116	(39)
Financial liabilities at amortised cost		23,870	21,366
Other operating liabilities		1,933	4,117
Income tax (paid)/received		9	909
B) CASH FLOWS FROM/(USED IN) INVESTING ACTIVITIES		**58**	**142**
Payments:		(345)	(362)
Tangible assets		(184)	(212)
Intangible assets		(150)	(130)
Non-current assets and liabilities classified as held for sale		(11)	(20)
Proceeds:		403	504
Tangible assets		42	59
Intangible assets			1
Investments in joint ventures and associates		46	64
Non-current assets and liabilities classified as held for sale		315	380
Other proceeds related to investing activities			
C) CASH FLOWS FROM/(USED IN) FINANCING ACTIVITIES		**(4,873)**	**(885)**
Payments:		(9,974)	(6,572)
Dividends		(2,876)	(1,728)
Subordinated liabilities		(2,000)	
Purchase of own equity instruments		(533)	(19)
Other payments related to financing activities		(4,565)	(4,825)
Proceeds:		5,101	5,687
Subordinated liabilities		750	2,318
Disposal of own equity instruments		23	19
Other proceeds related to financing activities		4,328	3,350
D) EFFECT OF EXCHANGE RATE CHANGES		**1**	
E) NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS (A+B+C+D)		**15,124**	**21,182**
F) CASH AND CASH EQUIVALENTS AT BEGINNING OF PERIOD		**37,861**	**20,522**
G) CASH AND CASH EQUIVALENTS AT END OF PERIOD (E+F)		**52,985**	**41,704**
COMPONENTS OF CASH AND CASH EQUIVALENTS AT END OF PERIOD			
Cash		2,015	2,502
Cash equivalents at central banks		48,555	37,511
Other financial assets		2,415	1,691
TOTAL CASH AND CASH EQUIVALENTS AT END OF PERIOD		**52,985**	**41,704**
(*) *Of which: Interest received*		*10,208*	*7,644*
Of which: Interest paid		*4,794*	*3,003*
Of which: Dividends received		*206*	*407*

(**) Presented for comparison purposes only (see Note 1)

EXPLANATORY NOTES TO THE CONDENSED INTERIM CONSOLIDATED FINANCIAL STATEMENTS

FOR THE 6 MONTHS ENDED 30 JUNE 2024

In accordance with the applicable regulations on the condensed interim consolidated financial statements, these explanatory notes complete, expand upon and report on the balance sheet, statement of profit or loss and the statement of recognised income and expenses, the consolidated statement of changes in net equity and the statement on cash flows, all of them interim, condensed and consolidated, in order to provide the information needed to do a reliable comparison with the annual consolidated financial statement while at the same time providing the information and explanations needed to allow for a proper understanding of any significant changes that occurred in the first half of 2024.

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1. CORPORATE INFORMATION, BASIS OF PRESENTATION AND OTHER INFORMATION

1.1 CORPORATE INFORMATION

CaixaBank, S.A. ("CaixaBank" or the "Entity") and its subsidiaries compose CaixaBank Group ("CaixaBank Group" or the "Group"). CaixaBank, with tax identification number (NIF) A08663619 and registered office and tax address in Valencia, calle Pintor Sorolla, 2-4, is a listed company as of 1 July of 2011 and registered in the Bank of Spain Register of Credit Institutions.

CaixaBank is the parent company of the financial conglomerate formed by the Group's entities that are considered to be regulated, recognised as a significant supervised entity, whereby CaixaBank comprises, together with the credit institutions of its Group, a significant supervised group of which CaixaBank is the entity at the highest level of prudential consolidation.

CaixaBank's corporate purpose, as set out in Article 2 of the Articles of Association, consists mainly of:

- all manner of activities, operations, acts, contracts and services related to the banking sector in general, including the provision of investment services and ancillary services and the performance of the activities of an insurance agency;
- receiving customer funds in the form of irregular deposits or in other similar formats, for the purposes of application on its own account to active credit and microcredit operations, and other investments, providing customers with services including dispatch, transfer, custody, mediation and others; and
- acquisition, holding, enjoyment and disposal of all manner of securities and drawing up takeover bids and sales of securities, and of all manner of ownership interests in any entity or company.

As a listed bank, it is subject to oversight by the European Central Bank and the Spanish national securities market regulator (the Comisión Nacional del Mercado de Valores, CNMV); however, the entities of the Group are subject to oversight by supplementary and industry-based bodies.

1.2 BASIS OF PRESENTATION

On 15 February 2024, CaixaBank's Board of Directors authorised for issue the Group's 2023 consolidated financial statements in accordance with the financial reporting regulatory framework applicable to the Group, namely the International Financial Reporting Standards (hereinafter "IFRS-EU"). The financial statements of 2023, as well as the proposal for distribution of the profits of the aforementioned financial year, will be subjected to the approval of the Annual General Meeting, which will be held on 22 March 2024.

In the preparation of the 2023 consolidated financial statements, the consolidation principles, accounting policies and measurement bases described in Note 2 therein were applied to give a true and fair view of the equity and financial position of the Group at 31 December 2023 and of the results of its operations, the changes in consolidated equity and the cash flows in the year then ended.

The accompanying condensed interim consolidated financial statements of the Group for the first half of the year were prepared using the same principles, accounting policies and criteria as applied in the consolidated financial statements for 2023, particularly IAS 34 ("Interim Financial Reporting"), except for the regulatory changes that came into effect on 1 January 2024 and are set out in the section *"Standards and interpretations issued by the International Accounting Standards Board (IASB),* that became effective in the first half of 2024". During its preparation, Bank of Spain Circular 4/2017 of 27 November and subsequent amendments, which adapts the IFRS-EU to Spanish credit entities, as well as the requirements of CNMV Circular 3/2018 of 28 June, were taken into consideration. These condensed interim consolidated financial statements were authorised for issue by the Board of Directors of CaixaBank at its meeting of 30 July 2024.

In accordance with IAS 34, the interim notes primarily include an explanation of the events and changes that are significant to an understanding of the changes in financial position and performance since the end of the last annual reporting period. Accordingly, the notes focus on new activities, events and circumstances in the stated period, and do not duplicate information previously reported. Therefore, for an appropriate understanding of the information contained in the accompanying condensed interim consolidated financial statements, they should be read in conjunction with the Group's 2023 consolidated financial statements.

The figures are presented in millions of euros unless another monetary unit is stated. Certain financial information in these notes was rounded off and, consequently, the figures shown herein as totals may differ slightly from the arithmetic sum of the individual figures given before them.

Similarly, in deciding what information to disclose in this report, its materiality was assessed in relation to the annual financial data.

Standards and interpretations issued by the IASB but not yet effective

At the date of authorisation for issue of these consolidated financial statements, following are the main standards and interpretations issued by the IASB but not yet effective, either because their effective date is subsequent to the date of the consolidated financial statements or because they had not yet been endorsed by the European Union:

Standards and interpretations

Standard	Title	Mandatory application for annual periods beginning on or after:
Amendments to IFRS 7 and IFRS 9	Amendments to the classification and measurement of financial instruments	1 January 2026
IFRS 18	Presentation and disclosure in financial statements	1 January 2027
IFRS 19	Subsidiaries without public accountability: Disclosures	1 January 2027

- **Amendments to IFRS 7 and IFRS 9 "Amendments to the classification and measurement of financial instruments"**

On 30 May 2024, the IASB issued amendments to the classification and measurement of financial instruments in responding to comments received in the post-implementation review of the classification and measurement requirements of IFRS 9 Financial Instruments and the related requirements of IFRS 7 Financial Instruments: Disclosures.

The IASB amended requirements relating to:

- the assessment of contractual cash flow characteristics of financial assets, including those having characteristics linked to environmental, social and governance (ESG) factors:
- disclosure requirements relating to investments in equity instruments designated at fair value through other comprehensive income and for financial instruments with contingent characteristics that do not directly relate to the underlying risks and costs of borrowing; and
- the settlement of financial liabilities through an electronic payment system.

No significant impacts on the Group are expected as a result of these amendments.

- **IFRS 18 "Presentation and Disclosure in Financial Statements"**

On 9 April 2024, the IASB published IFRS 18 "Presentation and Disclosure in Financial Statements", the purpose of which is to lay down requirements for presenting and disclosing information in financial statements to help ensure that they provide relevant information that fairly represents an entity's assets, liabilities, equity, income and expenses.

IFRS 18 brings in three sets of new requirements to improve companies' disclosures about their financial performance and provide investors with a better basis for analysing and comparing companies:

- Improved comparability in the statement of profit or loss: introduces three defined categories of income and expenses (operating, investing and financing) to improve the structure of the income statement, and requires all companies to provide new defined subtotals, including operating profit.

- Enhanced transparency of management-defined performance measures: requires companies to disclose explanations of company-specific measures related to the income statement, called management-defined performance measures.
- More useful grouping of information in the financial statements: sets out enhanced guidance on how to organise information and whether to provide it in the primary financial statements or in the notes.

The Group has begun work on the implementation of this standard with the redefinition of the income statement.

- **IFRS 19 "Non-Publicly Accountable Subsidiaries: Disclosures"**

IFRS 19 enables certain eligible entities to elect to apply the reduced disclosure requirements of IFRS 19 while continuing to apply the recognition, measurement and presentation requirements of other IFRS accounting standards.

The Group has no eligible entities that may fall within the scope of this standard and therefore there will be no significant impacts arising from this standard.

Standards and interpretations issued by the International Accounting Standards Board (IASB) that became effective in the first half of 2024

At the date of preparing these condensed interim consolidated financial statements, there are no standards issued by the IASB and effective as of 1 January 2024 that would have a material impact on these financial statements.

1.3 RESPONSIBILITY FOR THE INFORMATION AND FOR THE ESTIMATES MADE

The preparation of the condensed interim consolidated financial statements required the Board of Directors have made certain judgments, estimates and assumptions in order to quantify some of the assets, liabilities, revenues, expenses and obligations shown therein. These judgements and estimates mainly refer to:

- Impairment losses on financial assets, and of the fair value of guarantees associated thereto, according to their classification in accounts, which entail the need to make judgements regarding: i) the consideration of “significant increase in credit risk” (SICR); ii) the definition of default; and iii) the incorporation of forward-looking information and the macro-economic uncertainties – Post Model Adjustment (Notes 3 and 8).
- The measurement of investments in joint ventures and associates (Note 11).
- The methodologies and assumptions used to measure insurance and reinsurance contracts, including, among others, the determination of the risk adjustment for non-financial risks, the discount rates and the investment component (Note 2).
- The classification, useful life of and impairment losses on tangible assets, including right-of-use assets, and intangible assets (Notes 12 and 13).
- The measurement of goodwill and intangible assets (Note 13).
- Impairment losses on non-current assets and disposal groups classified as held for sale (Note 15).
- Actuarial assumptions used to measure post-employment liabilities and commitments (Note 17).
- The measurement of the provisions required to cover labour, legal and tax contingencies (Note 17).
- The income tax expense based on the income tax rate expected for the full year and the capitalisation and recoverability of tax assets (Note 19).
- The fair value of certain financial assets and liabilities (Note 24).
- The term of the lease agreements used in the assessment of the lease liabilities.

These estimates have been carried out according to the best available information on the date that these condensed interim consolidated financial statements were prepared, considering the uncertainty at the time in the economic environment. However, it is possible that future events require them to be modified in upcoming financial years, which, in line with applicable regulations, would take place prospectively, recognising the effects of the estimation change in the corresponding statement of profit or loss.

1.4 COMPARISON OF INFORMATION

The figures corresponding to 31 December 2023, as well as to the six-month period ending on 30 June 2023 included in the consolidated summarised interim financial statements attached, are presented solely and exclusively for comparison purposes.

1.5 SEASONALITY OF OPERATIONS

The nature of the most significant operations carried out by the Group do not have a relevant cyclical or seasonal nature within a single financial year.

1.6. SIGNIFICANT OPERATIONS

- ***Share buyback*** **- July 2024**

  After having received the relevant regulatory authorisation, on 11 July 2024, the Board of Directors agreed to approve a new share buy-back programme for a maximum monetary amount of EUR 500 million (already deducted from the solvency ratios as of June 2024), with the objective of reducing CaixaBank's share capital by redeeming the shares acquired under the programme (see Note 18). The programme will begin on 31 July (announced by OIR published on the same day) and will run until 31 January 2025 at the latest.

- ***Share buyback*** **- March 2024**

  After having received the relevant regulatory authorisation, on 14 March 2024, the Board of Directors agreed to approve a third share buy-back programme within the context of the current strategic plan, for a maximum monetary amount of EUR 500 million, with the objective of reducing CaixaBank's share capital by redeeming the shares acquired in the programme (see Note 18).

  On 10 May 2024, the Programme was terminated after CaixaBank reached the maximum planned investment with the acquisition of 104,639,681 treasury shares, which account for 1.42% of the share capital, and the share capital resulting from the capital reduction was set at EUR 7,268,087,682, represented by 7,268,087,682 shares of EUR 1 par value each, all of the same class and series. The public deed for the share capital reduction was registered in the Valencia Commercial Register on 13 June 2024.

- ***Share buyback*** **- 2023**

  After receiving the appropriate regulatory authorisation, the Board of Directors agreed in September 2023 to approve and commence the second programme for the repurchase of treasury shares (share buy-back) within the framework of the strategic plan for a maximum monetary amount of EUR 500 million with the aim of reducing the share capital by means of their redemption (Note 18).

  In January 2024, the programme was completed after CaixaBank reached the maximum planned investment with the acquisition of a total of 129,404,256 treasury shares, representing 1.72% of the share capital. In order to comply with the Programme's purpose, the Annual General Meeting held on 22 March 2024 agreed to reduce CaixaBank, S.A.'s share capital by EUR 129,404,256 through the redemption of these shares.

  As a consequence of this capital reduction, CaixaBank's share capital has been set at EUR 7,372,727,363, represented by 7,372,727,363 shares of one euro par value each, all belonging to the same class and series. The public deed for the share capital reduction was registered in the Valencia Commercial Register on 3 May 2024.

1.6. EVENTS AFTER THE REPORTING PERIOD

Between 30 June 2024 and the date these condensed interim consolidated financial statements were authorised for issue, no further events occurred with a material impact on the accompanying financial statements that are not described in the remaining explanatory notes.

2. ACCOUNTING PRINCIPLES AND POLICIES AND MEASUREMENT BASES APPLIED

All accounting principles and measurement bases that could have a significant effect were applied in the preparation of the condensed interim consolidated financial statements.

The condensed interim consolidated financial statements of the Group were prepared using the same accounting principles, policies and criteria as those described in Note 2 of the 2023 consolidated financial statements.

3. RISK MANAGEMENT

Note 3 to the Group's 2023 consolidated financial statements describes the risk management framework, which is part of the internal control framework based on the three lines of defence. The risk management framework comprises the following components: governance and organisation, strategic processes for risk identification, assessment, management and monitoring, and risk culture.

The most relevant aspects of risk management in the first half of 2024 are detailed below:

3.1 ENVIRONMENT AND RISK FACTORS

- **Economic context**
  - **Global and eurozone economy**

Amidst heightened uncertainty stemming from latent geopolitical tensions and persistently tight monetary conditions, the global economy outperformed expectations during the first half of 2024. This robust performance was bolstered by robust labour markets, financial reserves for businesses and households, and a partial rebound in purchasing power, buoyed by declining inflation and rising wages. However, beneath this global resilience lie divergent dynamics among major international economies, ranging from the steadfast economic activity in the US to a slowdown surrounding China and the signs of gradual recovery in the euro area.

In the US economic activity remained robust during the first half of the year. However, there were indications of a gradual slowdown toward more sustainable rates of expansion, which are expected to persist in the upcoming quarters. This normalisation was evident in signs of a gradual demand-side deceleration, with consumption growth moderating slightly and labour market saturation easing. On the supply side, positive indicators included continued labour force growth, supporting job creation. Inflation in the US exhibited some persistence in the initial months of 2024, although the second quarter saw a renewed disinflationary trend, which is anticipated to continue gradually in the latter half of the year. In light of these developments, the Federal Reserve (Fed) maintained a cautious stance and adjusted its rate cut projections. In December 2023, the Fed signalled the possibility of a 75 basis point (bp) reduction in rates throughout 2024. However, by June 2024, it revised its outlook to a more modest 25 bp cut. Consequently, financial markets also recalibrated their expectations, shifting from anticipating 150 bp cuts to expecting only 50 bp reductions by the end of the first half of 2024.

Meanwhile, in the eurozone, economic activity rebounded during the first two quarters of 2024 after a lacklustre second half of 2023. Notably, the region managed to sustain quarter-on-quarter GDP growth rates of 0.3%. Nevertheless, no substantial acceleration in economic activity is anticipated for the remainder of the year. While industrial activity has shown some improvement, it remains subdued due to the challenges faced by energy-intensive sectors. Simultaneously, households maintain a cautious approach to spending, even in light of their significant accumulated savings. However, the translation of investments from the NextGenerationEU Recovery Plan (NGEU) into tangible economic impact has been slower than anticipated. Consequently, CaixaBank Research forecasts that overall GDP growth in the euro area for 2024 would hover around 0.8%. Notably, Germany's economy is the least dynamic, with a meagre increase of 0.2%, while France and Italy achieve fairly modest growth rates of less than 1.0%.

Additionally, it is worth mentioning that the European Parliament election results in June led to heightened political uncertainty. Pro-European forces retained their majority, although there was a notable rise of the far right. The results triggered the anticipation of legislative elections in France, which resulted in an increase in the French risk premium, moderately spilling over to the other peripheral economies (Italy, Spain and Greece). This tightening moderated in the wake of the elections. However, the risk premium has remained at comparatively high levels given the difficulties that cohabitation with a fragmented parliament and the situation of France's public finances will pose.

Inflation in the euro area continued to ease in the first half of 2024 thanks to lower food price pressures. Still, inflation in the euro area moderated more slowly given the inertia of services inflation and as it no longer benefited from the disinflationary source of energy, a component that had exhibited sharp year-on-year declines at the end of 2023. In June headline inflation fell to 2.5% and core inflation, which excludes energy and food, remained at 2.9%.

In June, the European Central Bank (ECB) made its first interest rate cut, reducing rates by 25 basis points (bp). This decision was supported by positive monetary transmission, a decline in inflation, and increased confidence that inflation would eventually reach the target of 2%. However, inflation is expected to display greater volatility in the upcoming months due to base effects resulting from the gradual removal of measures implemented during the energy crisis. Additionally, disinflationary pressures are likely to impact inertial components, particularly services. The ECB's cautious message accompanied this rate cut. By the end of June, financial markets were anticipating two additional interest rate cuts in 2024. In contrast, at the close of 2023, expectations had been for a total of six rate reductions throughout the year.

- **Spain and Portugal**

During the first half of 2024, the Spanish economy exhibited remarkable dynamism, surpassing initial projections. This vitality was primarily driven by a notable upswing in tourism-related activities and robust labour market conditions. Notably, the first-quarter GDP growth figure of 0.8% quarter-on-quarter set a positive tone, and indicators for the second quarter suggest that the economy has maintained its dynamic growth trajectory. This positive trend was evident in the PMI manufacturing and services indices, both of which remained in expansionary territory (above 50 points). Additionally, household spending exhibited resilience, and job creation remained robust, with enrolment surpassing 21 million workers —a record high.

With regard to inflation, it resumed its downward trend and stood at 3.4% in June and core inflation, which excludes energy and processed food, at 3.0%.

The Spanish economy's remarkable dynamism during the first half of the year has prompted us to revise our GDP growth forecasts upward: 2.4% for 2024 and 2.3% for 2025. We anticipate that domestic demand will strengthen, driven by demographic growth, rising real household disposable income, and renewed investment. However, external demand's positive contribution will gradually diminish, even as exports recover, due to accelerated imports. Key downside risks arise from the geopolitical environment. However, there are also upside risks, including potential growth in private consumption due to the elevated household savings rate and significant migration flows.

Additionally, the Portuguese economy exceeded expectations in the initial part of 2024. In the first quarter of 2024, GDP expanded by 0.8% compared to the previous quarter, driven by external demand. Indicators indicate that this momentum continued into the second quarter. These developments justify a slight upward revision in the growth forecast for 2024 to 1.8%. Headline inflation fell to 2.8% in June and core inflation to 2.3%. We expect upward pressures to gradually ease over the year, although there will be occasional spikes, bringing the average in 2024 to 2.5% compared to 4.3% in 2023.

- **Regulatory and supervisory context**

Among the most significant developments during the first half of 2024 were:

- **Pillar 3 regulation**

In the prudential regulatory environment, the publication on the legislative proposal to implement the final reforms of Basel III (Banking Package - Capital Requirements Directive (CRD) and Capital Requirements Regulation (CRR)) is of particular note. Furthermore, the ECB published: i) on 10 January the guide on financial conglomerate reporting of significant risk concentrations and intragroup transactions; and ii) on 19 February the updated final internal models guideline. Other public consultations being monitored include: i) the EBA's public consultation of 29 November on the conditions for assessing the materiality of extensions and changes to the use of alternative internal models and changes to the subset of the modellable risk; ii) the EBA's public consultation of 14 December on Pillar 3 disclosures; iii) the EBA's public consultation of 14 December on supervisory reporting with regard to the output floor, credit risk, market risk and the leverage ratio; iv) the EBA's public consultation of 14 December on the standardised approach to counterparty credit risk; v) the EBA's public consultation of 14 December on profit and loss attribution requirements, the risk factor modellability assessment, and the treatment of foreign exchange and commodity risk in the banking book; vi) the public consultation of the Basel Committee on Banking Supervision (BCBS) of 29 November on the disclosure of climate-related financial risks in the banking sector under Pillar 3; vii) the BCBS public consultation of 12 December on specific amendments to the Interest Risk Rate in the Banking Book (IRRBB) rules published in 2016; viii) the EBA's public consultation of 16 January on prudent valuation; ix) the EBA's public consultation of 18 January on draft guidelines on environmental, social and governance (ESG) risk management; x) the EBA's public consultation of 1 February on the draft Regulatory Technical Standards (RTS) on the exemption from the residual risk add-on own funds requirements for certain type of hedges; xi) the EBA's public consultation of 20 February on two Implementing Technical Standards (ITS) to amend the Pillar 3 disclosure and supervisory reporting requirements linked to the introduction of the revised framework for the calculation of own funds requirements for operational risk; xii) the EBA's public consultation of 4 March on RTS for off-balance sheet items under the standardised approach; xiii) the Basel Committee on Banking Supervision (BCBS) public consultation of 7 March on the revised assessment framework for Global Systemically Important Banks (G-SIBs); and xiv) the BdE's public consultation of 16 May on the review of the framework for setting the countercyclical capital buffer (CCB).

Furthermore, also on a European level, there has been a follow-up to the negotiations on the European Commission's proposal to revise the Crisis Management and Deposit Insurance (CMDI) framework for banking crisis management.

- **Sustainable financing and environmental, social and governance (ESG) factors**

In the area of corporate governance and sustainability, at the national level, it is worth highlighting the CNMV's public consultation on the update of the Technical Guide on Audit Committees of Public Interest Entities, the first version of which dates back to 2017. The goal of these technical guidelines is to contribute to the proper functioning of these audit committees in public interest entities (PIEs), with special emphasis on listed companies. The core feature of this update is the treatment of information on sustainability and its associated risks, which were not expressly addressed in the 2017 guide. Participation in the public hearing related to the draft Royal Decree regulating the content of reports on the estimation of the financial impact of risks associated with climate change for financial institutions, listed companies and other large companies is noteworthy. Similarly, the prior public consultation —which ended on 4 March— on the Draft Bill on Sustainability Reporting, transposing specific discretionary aspects of the Directive on sustainability reporting by companies took place; as well as the hearing and public information procedures regarding the Preliminary Draft Organic Law on Equal Representation of Women and Men in Decision-Making Bodies (finalised on 27 March) relating to a better gender balance in the governing bodies and senior management of Spanish listed companies and non-listed public interest entities.

Within Europe, it is worth highlighting its participation in the European Commission's consultation on private investment in energy efficiency. The purpose of the consultation was to highlight the difficulties faced by institutions when financing energy efficiency and to gather proposals to boost such financing, as well as the consultation on the Regulation for ESG rating providers. It is also worth highlighting the consultation of the European Financial Reporting Advisory Group (EFRAG) on the voluntary disclosure standards for SMEs, EFRAG 3, and in the same area, the consultation on the draft XBRL (*eXtensible Business Reporting Language*) taxonomy for the set 1 of sustainability reporting standards (ESRS) and for article 8 disclosures.

Two major directives for the financial sector were also adopted in the first six months of the year: the Corporate Sustainability Due Diligence Directive (CSDDD), the aim of which is to promote sustainable and responsible business behaviour and to anchor human rights and environmental considerations in the operations and corporate governance of organisations, and the Energy Performance of Buildings Directive (EPBD), which includes unprecedented measures to involve banks in financing retrofitting.

Furthermore, the European Supervisory Authorities (ESAs) published final reports on the phenomenon of greenwashing in the financial sector. These documents reiterated the use of a common definition of greenwashing, and included suggestions and recommendations addressed to financial institutions, national competent authorities, the European Commission, and the ESAs themselves.

In the field of sustainability in investment markets and services, in the first half of 2024 the European Parliament adopted the Regulation on ESG rating activities, which aims to increase investor confidence in sustainable products. Furthermore, the European Securities and Markets Authority (ESMA) has published the English version of the ESG Fund Naming Guidelines.

- **Anti-Money Laundering and Terrorism Financing (AML/TF)**

On 19 June, the EU anti-money laundering and terrorist financing regulatory package was published, with the goal of harmonising existing AML/CFT regulations across the EU. The legislative package contains: 1) the Regulation setting up the Anti-Money Laundering and Terrorist Financing Authority (AMLA), based in Frankfurt am Main (Germany). It will have regulatory powers to conduct direct supervision of the financial institutions with the highest risk of money laundering and terrorist financing and indirect supervision of the others, with powers to impose sanctions; 2) the single Regulation which recasts and unifies the AML/CFT rules and addresses the categories of obliged entities. It does so by introducing some new ones such as crowdfunding platforms and their intermediaries; 3) the Directive on anti-money laundering and combating terrorist financing mechanisms, amending Directive (EU) 2019/1937 and repealing Directive (EU) 2015/849 which introduces that EU Member States provide information from centralised bank account registers through a single access point; and 4) the Directive on competent authorities' access to centralised records of bank accounts and on technical measures to facilitate the use of trade repositories.

- **Retail and markets**

Since the close of 2023 and during the first half of 2024, the Spanish government has taken up and driven forward several far-reaching legislative initiatives that were already in the pipeline during the last legislature and which were put on hold as a result of the elections. In the field of retail and markets, the following are noteworthy: (i) the bill regulating customer services, approved on 27 February; and (ii) the bill creating the Independent Administrative Authority for the Defence of Financial Customers for the out-of-court resolution of disputes between financial institutions and their customers, which was approved by the Spanish Council of Ministers on 19 March. Both initiatives contain minor changes compared to those that were partially processed during the previous legislature and for which the Group has already conducted an exhaustive follow-up, which has been taken up again for this new procedure that is now beginning its parliamentary path in the Spanish Parliament.

Also of particular note is the prior public consultation published on 1 March by the Bank of Spain on the draft Circular on requirements and obligations in the field of conduct, information transparency and appropriate treatment of customers, with the purpose of updating Circular 5/2012, to adapt the provisions on the conduct of institutions and information transparency to the current legal framework and to the evolution of business models, and to foster a preventive supervisory approach to the conduct of supervised institutions. CaixaBank was involved in the public consultation, sending its observations and proposals on the matter through CECA.

Similarly, on 12 March, the Spanish Council of Ministers approved the Preliminary Draft Bill on measures for the efficiency of the public justice service and collective actions for the protection and defence of the rights and interests of consumers and users. The text of the draft bill establishes, among other measures, a single procedure for addressing class actions, also determining the entities authorised to take representative actions and incorporating electronic platforms for more agile and simpler processing for the affected users. This bill is currently before the Congress of Deputies.

Also, on 14 May, the Council of Ministers approved the Preliminary Draft Law on Credit Administrators and Credit Purchasers, which regulates, among other matters, the renegotiation of doubtful loans and the purchase and sale of portfolios of non-performing loans by credit institutions. This preliminary draft aims to transpose Directive (EU) 2021/2167 of the European Parliament and of the Council of 24 November 2021 on credit administrators and credit purchasers, the deadline for transposition of which expired on 31 December last. This Preliminary Draft also aims to amend Law 16/2011 on consumer credit contracts and Law 5/2019 on real estate credit contracts. The proposed legislation aims to enhance the protection of financially vulnerable consumers. It includes requirements for institutions to establish debt renegotiation policies and provide debt management solutions. The proposed legislation aims to enhance the protection of financially vulnerable consumers. It includes requirements for institutions to establish debt renegotiation policies and provide debt management solutions. CECA will handle allegations and observations to enhance the initiative.

In the European context, co-legislators have established their respective negotiating positions regarding the Retail Investment Strategy. This strategy encompasses an Omnibus Directive that proposes amendments to the primary rules governing the marketing of financial instruments and insurance (specifically MiFID and IDD), along with other directives. Additionally, the revision of the Packaged Retail Investment Products Regulation (PRIIPs) is part of this initiative. In the first half of 2024, significant progress was made at the EU level in processing various legislative initiatives related to markets. Notably, the European Parliament approved its negotiating position on revising the Benchmark Regulation (BMR), and final approval was granted for the Listing Package and the Clearing Package.

In addition, ESMA has published several public consultations on the development of MiFID and MiFIR technical standards and a Call for Evidence on the UCITS Eligible Assets Directive.

Lastly, in this area, progress in the implementation of Law 8/2021 on the reform of civil and procedural legislation to support people with disabilities in the exercise of their legal capacity should be highlighted during the first half of 2024. Once the scheduled date for the issuance of debit cards to individuals with Legal Capacity Support (ACJ in Spanish) becomes available, and after updating alphabetical indicators, the treatment of individuals, employee training, and the expansion of card offerings to ACJ customers (now including prepaid cards, debit cards, and Day by Day Legal Capacity Support) have been completed, the regulatory requirements of the law can be considered fulfilled.

- **Digital and payments**

At the domestic level, the Ministry of Economy, Trade, and Enterprise (MINECO) has published consultations on regulatory initiatives and technical and operational mechanisms to combat phishing scams via fraudulent phone calls and text messages. Additionally, there is an ongoing consultation on the Draft Bill and Draft Royal Decree for the digitalisation and modernisation of the financial sector, addressing issues related to cyber resilience, crypto-assets, and payment services.

On an EU level, the European Commission published a consultation on the General Data Protection Regulation (GDPR), in order to identify potential issues in the implementation of the measures and to assess potential response actions. In addition, the Official Journal of the European Union (OJEU) published the Regulation on immediate credit transfers in euro. This regulation aims to extend immediate credit transfers and establishes obligations for payment service providers. These providers, including payment institutions and electronic money institutions, must offer immediate payments at the same price or lower than other credit transfers. Additionally, they are required to provide the beneficiary confirmation service free of charge. The Regulation also establishes new rules on Sanction Screening. The OJEU also published the Regulation for the establishment of a European digital identity framework. This framework introduces the European Digital Identity Wallet, defined as an electronic identification method. It allows users to securely store, manage, and validate personal identification data and electronic attribute statements. Users can provide this information to other parties and sign documents using qualified electronic signatures or seals.

In the field of cybersecurity, the European Commission has adopted a series of Delegated Acts implementing the DORA (Digital Operational Resilience Act) Regulation. With regard to the impact on financial institutions, the following are noteworthy: (i) the classification of cyber-incidents, (ii) the harmonisation of security tools, methods, processes and policies in the field of information and communication technology (ICT) risk management, and (iii) the risk elements to be taken into consideration for policies on the use of ICT services that support critical or important functions. Another milestone in the framework of the DORA Regulation is the finalisation of the European Supervisory Authorities' (ESA) public consultation on the second Regulatory Technical Standards (RTS) package of the DORA Regulation, including draft technical standards on: (i) content, timelines and templates on incident reporting, (ii) outsourcing of critical or important functions and (iii) threat-led penetration testing (TLPT), among others. In addition, the European Central Bank (ECB) has published a public consultation on the Guidance for outsourcing cloud services to cloud service providers.

Furthermore, the European Supervisory Authorities (ESAs) have also released consultation documents related to the development of the Markets in Crypto-Assets Regulation (MiCA). These documents cover various aspects, including: (i) Guidelines on Classification of Crypto-Assets as financial instruments, (ii) Guidelines on Reverse Solicitation, (iii) Technical Rules on Market Abuse in Crypto-Assets, and (iv) Suitability Requirements for Certain Crypto-Asset Services and the format of the periodic declaration for portfolio management, among others. Similarly, the European Banking Authority (EBA) has published guidelines on redemption schemes for asset-backed tokens or e-money. These guidelines address situations where the issuer fails to comply with its obligations under the Markets in Crypto Assets Regulation (MiCA).

Lastly, it is worth noting the publication of the Regulation (EU) on immediate credit transfers in euro. This regulation aims to enhance efficiency by minimising delays for retail and corporate customers, particularly small and medium-sized enterprises (SMEs). Banks and other payment service providers (PSPs) must ensure affordable and promptly processed credit transfers: the immediacy of credit transfers must be guaranteed regardless of the day or time; the money must reach the recipient's account within 10 seconds.

- **Competitive and social context**

It is decisive in the Group's strategy and development. In this regard, the Group identifies "strategic events" as the most relevant developments that may result in a significant impact for the Group in the medium term. It solely considers events that have not yet materialised and are not part of the Corporate Risk Catalogue, but to which the Company's strategy is exposed due to outside causes, although the severity of the impact of these events can be mitigated through management. If a strategic event occurs, the impact may be on one or more of the risks of the Catalogue simultaneously. During the first half of 2024, certain significant events took place in relation to Strategic Events:

- **Shocks stemming from the geopolitical and macroeconomic environment**

At the present time, risks in the geopolitical sphere, and the consequences of an escalation of military conflicts on business activity, remain potentially high.

Geopolitical tensions in the Middle East have not generated any lasting turmoil in financial markets in recent months, suggesting that investors do not anticipate very significant effects on the global macroeconomy. Nevertheless, the tensions are a potentially destabilising shock, the impact of which will depend on the extent of the conflict in space and time.

Uncertainty surrounding the war in Ukraine remains very high. Although the risk of restrictions in the natural gas supply to Europe has eased, uncertainty remains very high in the trajectory of energy and other commodity prices, including food prices. A further rise in its price cannot be ruled out, not only as a result of the war in Ukraine itself but also in view of disruptive climatic events and the imposition of certain export barriers.

Moreover, the Chinese economy's capacity for recovery, with its consequent knock-on effect on the rest of the world, is surrounded by a high degree of uncertainty.

In spite of expectations of lower interest rates, there is still a risk, particularly in the United States, that financial tensions similar to those experienced with the *Silicon Valley Bank* episode in 2023 or that of *New*

York Community Bancorp in early 2024 could be repeated. This could undermine confidence and lead to a tightening of financial conditions, with a consequent impact on the real economy.

Internationally, some real estate markets are a source of fragility, since they have experienced sharp price rises in recent years and show signs of overvaluation and high household indebtedness. In this respect, the challenges in the commercial real estate sector and, in particular, in the office segment, are also noteworthy.

Despite the sharp drop in inflation, there is still a high degree of uncertainty as to how fast it will eventually come down to the European target of 2%. If this dynamic is slower than expected, central banks may be forced to keep monetary policy tighter for longer, exacerbating some of the above risks.

Lastly, there is considerable uncertainty surrounding the outcome of the French legislative elections in July. The potential for a cohabitation government in France may diminish the prospects for fiscal adjustments given the existing high deficit levels. This situation could adversely impact financial market sentiment and result in tighter financial conditions through increased risk premia.

- **New competitors and application of new technologies**

The CaixaBank Group has a structured process in place to track new competitors in the sector, enabling early detection of new ways of proceeding with regard to business models, the application of technology and the generation of new products, services and value propositions. No new developments have been identified in this area in the first half of 2024.

In terms of the application of new technologies, there is also constant monitoring of emerging technologies which are expected to have a material impact on the industry, along with the identification of new use cases in monitoring technologies. Furthermore, monitoring is also carried out on the regulatory changes surrounding the use of these technologies and analysing how they could potentially impact their adoption.

The focus of the Group's innovation agenda is to bring together the areas of innovation activity and in 2024, it includes from a technology standpoint: applied artificial intelligence, cyber resilience (Quantum Safe and DeepFake), asset tokenisation and Distributed Ledger Technologies (DLT), new User Interfaces and new computing paradigms; and from a fintech/new business models standpoint: exciting new financial and non-financial products and services, new payment methods and identity management (digital euro, electronic identification, authentication and trust services (eIDAS)) and new consumption models (e. g. sustainability, circular economy, etc.).

- **Cybercrime and data protection**

CaixaBank has a Strategic Plan in place to respond to the main information security threats to which it is exposed, and the Master Plan is being constantly updated to adapt to the changing context at all times. Furthermore, the Bank conducts ongoing measurements of the Group's cybersecurity capabilities against external benchmarking and submits itself to various external benchmark assessments in this area.

To guarantee an independent view, the Group also has an international security consultant that reviews the strategy every six months, allowing the Group to more precisely focus its resources towards the main challenges and trends in information security. The Group also has cybersecurity and incident response certifications, such as ISO27001 (International Organization for Standardization), CERT (Computer Emergency Response Team), CSIRT (Computer Security Incident Response Team), FIRST (Forum of Incident Response and Security Teams), and others.

CaixaBank is one of the most active banks in terms of the European Union's Next Generation cybersecurity innovation projects, which it uses to improve constantly and to collaborate with other organisations. The Group was the first to introduce in Spain "an incentivised internal programme to identify vulnerabilities (“CaixaBank's Bug-Bounty Programme”)”, which allows it to continue improving its key security capabilities and those of both internal and external specialised teams.

The human factor is crucial, which is why human risk, a vital asset for the company, is tracked and focused on through continuous education and training programmes in order to address the major threats in the environment, also including external actions for our customers through the different channels available.

Lastly, in an effort to continue proactively developing its prevention, detection and response strategies, it conducts recurring active defence cybersecurity exercises in which it collaborates with key companies in the sector and with official agencies, notably including the CyberStress test conducted by the ECB at the start of this year.

- **Changes to the legal, regulatory or supervisory framework**

During the first half of 2024, certain regulations have been monitored and projects have been initiated to implement, among others, the following regulations, in chronological order according to their publication in official gazettes:

- Directive (EU) 2022/2464 on sustainability reporting by companies (CSRD).
- Regulation (EU) 2022/2554 on the digital operational resilience of the financial sector and implementing regulation (DORA).
- Law 11/2023, on the transposition of European Union Directives on the accessibility of certain products and services, and national and regional regulations in this field.
- Directive (EU) 2023/2225 on credit agreements for consumers.
- Directive (EU) 2023/2673 on distance contracts for financial services.
- Bank of Spain Guide to the governance and transparency of revolving credit for institutions subject to the supervision of the Bank of Spain.
- Bank of Spain Circular 1/2024, of 26 January, to banks, credit cooperatives and other supervised institutions, on information on capital structure and amending Circular 1/2009, of 18 December, to credit institutions and other supervised institutions, with regard to information on the capital structure and equity shares of credit institutions and their branches.
- Regulation 2024/791 amending Regulation 600/2014 with regard to enhancing data transparency, removing obstacles to the establishment of consolidated reporting systems, optimising trading obligations and prohibiting the receipt of payments for order flow.
- Directive 2024/790 amending Directive 2014/65/EU on markets in financial instruments (MiFID II).
- Regulation (EU) 2024/886 of the European Parliament and of the Council of 13 March 2024 amending Regulations (EU) 260/2012 and (EU) 2021/1230 and Directives 98/26/EC and (EU) 2015/2366 with regard to instant transfers in euros.
- Regulation (EU) 2024/1183 of the European Parliament and of the Council of 11 April 2024 amending Regulation (EU) 910/2014 as regards the establishment of the European digital identity framework (eIDAS).

- **Extreme events and high impact operational incidents**

The business continuity plans intended to mitigate the scenarios identified when analysing risks in certain settings (corporate centres, territorial network and international network) continue to be reinforced.

It fosters, disseminates and seeks the support of the governing bodies for the need to increase the Group's capacities related to resilience in extreme situations, with this last aspect, resilience in its various aspects, constituting one of the main lines of work to be incorporated into a future strategic plan.

The key actions and events in the first half of 2024 include keeping the set of measures necessary to counteract the effects of the armed conflict in Ukraine open, monitored and in a stable situation at the operational level. Similarly, the trend in the field of energy and its potential operational effects continues to being monitored, with no signs of concern for the time being. In the same vein, an approach to the drought situation and potential restrictions that may arise has been initiated. On the basis of this approach, the regulatory, administrative and competence context is complex and monitoring is kept low profile: for the time being, there are no signs that it could have an impact on the Group's activity.

In the framework of the 2024 test plan, specific tests have been continued in order to assess the performance of the Business Continuity Management System in the event of cyberattacks and supplier unavailability scenarios with a view to the global coordination of the various disciplines involved. It is essential to incorporate these tests to ensure the system's responsiveness to unforeseen events that may compromise its operation, as well as to ensure business continuity. These tests are aligned with the requirements of the Digital Operational Resilience Act (DORA) for the financial sector and the ECB's recommendations. By doing so, the Entity seeks to improve resilience, strengthening its capacity to adapt and recover in the face of adverse situations.

3.2 CREDIT RISK

Note 3.4.1. of the consolidated financial statements for 2023 details the policies, definitions and criteria used to manage the Group's credit risk.

Below are the most relevant credit risk management aspects from the first six months of 2024.

3.2.1 Introduction of additional stage 3 accounting criteria according to the prudential view of default

One of the major impacts on the accounting classification by credit risk of operations classified as stage 3 has been the incorporation of prudential default criteria[1]. The implementation of these criteria, which began at the end of 2023, was completed in the second quarter of 2024, resulting in an increase in stage 3 in the first half of 2024 of EUR 579 million. Following this process, practically the entire portfolio identified as default under the prudential criteria (2) is also recorded as stage 3. This inclusion of criteria is supplementary to those required by the applicable accounting standards.

The key criteria for a prudentially defaulted transaction not to be classified as stage 3 can be summarised in 3 main cases:

- Difference in the consideration of the default date. The default date in the prudential view is determined when the overdue balances exceed certain thresholds.[2] and they are maintained while defaults continue to exceed them, even if partial collections have been made. In the accounting view, the date of the oldest receipt in default was updated.
- The existence of a cure period only in the prudential view, which holds the transaction in default for 3 months from the moment the debtor/transaction becomes current.
- In the prudential view, all the debtor's positions are carried over to default in the case of legal persons, whereas the accountant had to be more than 20% in default to produce such a carry-over.

[1] As set out in the Guidance on the definition of default EBA/GL/2016/07.
[2] The thresholds for the retail portfolio are EUR 100 and 1% overdue of total debt, and in the non-retail portfolio they are EUR 500 and 1% overdue of total debt.

3.2.2 Forward-looking *information*

In accordance with accounting standard IFRS 9, scenarios based on internal economic forecasts with different severity and weighting levels were used to estimate the expected losses due to the credit risk.

Forward-looking macroeconomic indicators *
(% Percentages)

	30-06-2024						31-12-2023					
	Spain			Portugal			Spain			Portugal		
	2024	2025	2026	2024	2025	2026	2024	2025	2026	2024	2025	2026
GDP growth												
Baseline scenario	1.9	2.2	2.0	1.8	2.5	2.4	1.4	2.0	2.0	1.8	2.5	2.4
Upside scenario	3.2	3.6	2.7	4.0	3.2	3.0	3.1	3.6	2.7	4.0	3.2	3.0
Downside scenario	(1.2)	0.2	1.8	(0.8)	1.1	1.8	(1.3)	0.2	1.8	(0.8)	1.2	1.8
Unemployment rate												
Baseline scenario	11.8	11.4	11.0	6.5	6.3	6.1	11.8	11.4	11.0	6.5	6.3	6.1
Upside scenario	10.6	9.5	9.4	6.2	5.9	5.6	10.6	9.5	9.4	6.2	5.9	5.6
Downside scenario	14.1	15.6	14.6	9.1	8.8	8.4	14.1	15.6	14.6	9.1	8.8	8.4
Interest rates												
Baseline scenario	2.90	2.30	2.38	2.90	2.30	2.38	3.57	3.10	2.95	3.57	3.10	2.95
Upside scenario	2.27	1.62	1.68	2.27	1.62	1.68	3.11	2.56	2.42	3.11	2.56	2.42
Downside scenario	3.47	2.84	2.65	3.47	2.84	2.65	4.31	3.78	3.39	4.31	3.78	3.39
Evolution of property prices												
Baseline scenario	2.7	2.5	2.4	(0.1)	1.2	2.5	1.4	2.2	2.4	(0.1)	1.2	2.5
Upside scenario	3.0	5.1	3.3	3.4	3.1	2.6	2.8	5.1	3.3	3.4	3.1	2.6
Downside scenario	(0.9)	(3.0)	0.1	(4.5)	(3.7)	1.6	(1.0)	(3.0)	0.1	(4.5)	(3.7)	1.6

(*) Source: CaixaBank Research

The weighting of the scenarios considered in each of the financial years for each sector is as follows:

Weighting of occurrence of the considered scenarios
(% percentages)

	30-06-2024			31-12-2023		
	Baseline scenario	Upside scenario	Downside scenario	Baseline scenario	Upside scenario	Downside scenario
Spain	60	20	20	60	20	20
Portugal	60	20	20	60	20	20

The macroeconomic table and scenario weighting above correspond to the most recent semi-annual recalibration of the models in May 2024. Additionally, the Group retains collective provisions, primarily for Post Model Adjustment (PMA), totalling EUR 515 million as of 30 June 2024 (EUR 127 million less than at 31 December 2023). The adjustment in the first half mainly involves a specific allocation of collective provisions due to recurring parameter recalibration processes, without altering the overall portfolio coverage.

The collective fund is temporary in nature, underpinned by guidelines issued by supervisors and regulators, supported by well-documented processes and subject to strict governance.

3.2.3 Refinancing operations

The breakdown of refinancing by economic sector is as follows:

Refinancing operations - 30-06-2024 *
(Millions of euros)

	Unsecured loans		Secured loans				
					Maximum amount of the collateral		
	No. of operations	Gross carrying amount	No. of operations	Gross carrying amount	Real estate mortgage secured	Other collateral	Impairment due to credit risk
Public administrations	162	117	712	2	2		(3)
Other financial corporations and individual entrepreneurs (financial business)	45	23	22	83	81		(18)
Non-financial corporations and individual entrepreneurs (non-financial business)	18,384	2,722	7,169	1,563	1,046	22	(1,239)
Of which: Financing for real estate construction and development (including land)	*230*	*33*	*770*	*194*	*114*		*(85)*
Other households	48,146	344	75,607	3,451	2,500	5	(1,114)
TOTAL	**66,737**	**3,206**	**83,510**	**5,100**	**3,629**	**27**	**(2,373)**
Of which: in Stage 3							
Public administrations	133	5	532	1			(3)
Other financial corporations and individual entrepreneurs (financial business)	34	23	15	82	81		(18)
Non-financial corporations and individual entrepreneurs (non-financial business)	11,865	1,520	4,608	853	469	4	(1,172)
Of which: Financing for real estate construction and development (including land)	*178*	*8*	*536*	*122*	*53*		*(76)*
Other households	25,623	181	41,695	1,900	1,066	4	(1,028)
TOTAL STAGE 3	**37,655**	**1,729**	**46,850**	**2,835**	**1,615**	**8**	**(2,220)**

(*) There is no financing classified as "Non-current assets and disposal groups classified as held for sale".

Refinancing operations - 31-12-2023 *
(Millions of euros)

	Unsecured loans		Secured loans				
					Maximum amount of the collateral		
	No. of operations	Gross carrying amount	No. of operations	Gross carrying amount	Real estate mortgage secured	Other collateral	Impairment due to credit risk
Public administrations	174	136	741	4	2		(3)
Other financial corporations and individual entrepreneurs (financial business)	49	21	21	85	82		(11)
Non-financial corporations and individual entrepreneurs (non-financial business)	19,510	3,243	8,579	1,737	1,187	23	(1,304)
Of which: Financing for real estate construction and development (including	*211*	*11*	*912*	*239*	*142*		*(96)*
Other households	49,054	327	91,508	3,955	2,796	5	(1,233)
TOTAL	**68,787**	**3,727**	**100,849**	**5,781**	**4,067**	**28**	**(2,551)**
Of which: in Stage 3	*37,427*	*1,698*	*53,230*	*3,079*	*1,604*	*15*	*(2,338)*

(*) There is no financing classified as "Non-current assets and disposal groups classified as held for sale".

3.2.4. Concentration risk

Risk concentration by geographic area

Linked risk by geographic area is as follows:

Concentration by geographic location
(Millions of euros)

	Total	Spain	Portugal	Rest of the European Union	America	Rest of the world
Central banks and credit institutions	80,837	50,510	4,187	12,869	3,777	9,494
Public administrations	146,825	114,477	4,061	23,432	2,956	1,899
Central government	125,953	96,954	1,033	23,114	2,956	1,896
Other public administrations	20,872	17,523	3,028	318		3
Other financial corporations and individual entrepreneurs (financial business)	35,063	10,581	1,151	18,417	2,295	2,619
Non-financial corporations and individual entrepreneurs (non-financial business)	189,629	126,768	14,753	26,621	10,945	10,542
Real estate construction and development (including land)	4,200	3,978	83	1	137	1
Civil engineering	7,558	5,439	988	134	965	32
Other	177,871	117,351	13,682	26,486	9,843	10,509
Large corporates	124,632	74,332	7,027	24,961	8,999	9,313
SMEs and individual entrepreneurs	53,239	43,019	6,655	1,525	844	1,196
Other households	171,950	153,784	16,029	795	274	1,068
Homes	137,020	120,426	14,598	731	258	1,007
Consumer lending	21,017	19,519	1,420	36	10	32
Other purposes	13,913	13,839	11	28	6	29
TOTAL 30-06-2024	**624,304**	**456,120**	**40,181**	**82,134**	**20,247**	**25,622**
TOTAL 31-12-2023	**599,852**	**443,237**	**37,932**	**77,045**	**18,193**	**23,445**

The breakdown of risk by Spanish Autonomous Community is as follows:

Concentration by Autonomous Community
(Millions of euros)

	Total	Andalusia	Balearic Islands	Canary Islands	Castile-La Mancha	Castile and León	Catalonia	Madrid	Navarre	Valencia	Basque Country	Other *
Central banks and credit institutions	50,510	185			1		331	48,596		444	560	393
Public administrations	114,477	1,370	572	926	422	1,592	2,596	5,484	108	1,948	651	1,854
Central government	96,954											
Other public administrations	17,523	1,370	572	926	422	1,592	2,596	5,484	108	1,948	651	1,854
Other financial corporations and individual entrepreneurs (financial business)	10,581	99	11	20	12	40	1,374	7,943	2	77	810	193
Non-financial corporations and individual entrepreneurs (non-financial business)	126,768	9,345	4,752	3,594	2,002	2,490	18,015	60,061	1,776	9,987	3,765	10,981
Real estate construction and development (including land)	3,978	398	196	155	83	108	964	1,392	115	207	232	128
Civil engineering	5,439	430	178	101	90	119	614	2,810	72	356	149	520
Other	117,351	8,517	4,378	3,338	1,829	2,263	16,437	55,859	1,589	9,424	3,384	10,333
Large corporates	74,332	2,392	2,561	1,625	370	577	6,972	48,095	600	4,698	1,758	4,684
SMEs and individual entrepreneurs	43,019	6,125	1,817	1,713	1,459	1,686	9,465	7,764	989	4,726	1,626	5,649
Other households	153,784	23,055	6,980	7,580	4,186	4,652	37,057	31,526	2,924	16,432	4,069	15,323
Homes	120,426	17,596	5,729	5,799	3,324	3,638	28,000	25,567	2,309	12,967	3,390	12,107
Consumer lending	19,519	3,143	765	1,198	555	591	5,139	3,278	338	2,047	440	2,025
Other purposes	13,839	2,316	486	583	307	423	3,918	2,681	277	1,418	239	1,191
TOTAL 30-06-2024	**456,120**	**34,054**	**12,315**	**12,120**	**6,623**	**8,774**	**59,373**	**153,610**	**4,810**	**28,888**	**9,855**	**28,744**
TOTAL 31-12-2023	**443,237**	**33,348**	**12,495**	**12,028**	**6,474**	**8,489**	**57,985**	**141,096**	**4,752**	**28,963**	**9,746**	**28,358**

(*) Includes autonomous communities that combined represent no more than 10% of the total

Concentration by economic sector

Total gross loans to customers by activity were as follows (excluding advances):

Concentration by activity of loans to customers - 30-06-2024
(Millions of euros)

	Total	*Of which real estate collateral*	*Of which other collateral*	Secured loans. Carrying amount based on latest available appraisal (loan to value)				
				≤ 40%	> 40% ≤ 60%	> 60% ≤ 80%	> 80% ≤100%	>100%
Public administrations	18,252	*329*	*220*	161	221	78	46	43
Other financial corporations and individual entrepreneurs (financial business)	13,835	*948*	*406*	173	510	518	13	140
Non-financial corporations and individual entrepreneurs (non-financial business)	146,211	*24,476*	*2,651*	10,274	8,101	4,221	1,248	3,283
Real estate construction and development (including land)	4,016	*3,423*	*23*	1,164	1,088	637	245	312
Civil engineering	6,503	*694*	*147*	420	179	60	28	154
Other	135,692	*20,359*	*2,481*	8,690	6,834	3,524	975	2,817
Large corporates	87,242	*7,547*	*1,564*	2,925	2,481	1,626	303	1,776
SMEs and individual entrepreneurs	48,450	*12,812*	*917*	5,765	4,353	1,898	672	1,041
Other households	171,479	*139,940*	*781*	45,708	43,300	36,823	9,561	5,329
Homes	137,018	*134,261*	*249*	42,489	41,640	36,121	9,240	5,020
Consumer lending	21,008	*1,871*	*340*	1,235	553	236	108	79
Other purposes	13,453	*3,808*	*192*	1,984	1,107	466	213	230
TOTAL	**349,777**	***165,693***	***4,058***	**56,316**	**52,132**	**41,640**	**10,868**	**8,795**
Memorandum items: Refinancing, refinanced and restructured operations	*5,933*	*3,805*	*36*	*1,097*	*1,153*	*683*	*462*	*446*

Concentration by activity of loans to customers - 31-12-2023
(Millions of euros)

	Total	*Of which real estate collateral*	*Of which other collateral*	Collateralised loans carrying amount based on latest available appraisal (loan to value) ≤ 40%	> 40% ≤ 60%	> 60% ≤ 80%	> 80% ≤100%	>100%
Public administrations	17,536	*353*	*223*	157	267	58	49	45
Other financial corporations and individual entrepreneurs (financial business)	11,527	*788*	*428*	192	280	495	91	158
Non-financial corporations and individual entrepreneurs (non-financial business)	145,252	*23,749*	*2,731*	9,834	8,218	3,808	1,341	3,279
Other households	168,225	*141,024*	*799*	47,503	44,266	35,524	8,827	5,703
TOTAL	**342,540**	***165,914***	***4,181***	**57,686**	**53,031**	**39,885**	**10,308**	**9,185**
Memorandum items: Refinancing, refinanced and restructured operations	*6,957*	*4,201*	*41*	*1,200*	*1,275*	*805*	*515*	*447*

Loans and advances to customers by nature were as follows:

Breakdown of credit risk - Loans to customers *
(Millions of euros)

	30-06-2024 Accounting exposure	30-06-2024 Hedge	31-12-2023 Accounting exposure	31-12-2023 Hedge
Public administrations	18,258	(6)	17,543	(7)
Other financial corporations and individual entrepreneurs (financial business)	13,863	(28)	11,560	(33)
Non-financial corporations and individual entrepreneurs (non-financial business)	149,750	(3,539)	148,769	(3,517)
Real estate construction and development (including land)	11,004	(485)	11,155	(496)
Other non-financial companies and individual entrepreneurs	138,746	(3,054)	137,614	(3,021)
Other households	174,903	(3,424)	171,983	(3,758)
Homes	139,090	(2,072)	139,923	(2,267)
Other	35,813	(1,352)	32,060	(1,491)
TOTAL	**356,775**	**(6,998)**	**349,855**	**(7,315)**
Allowance identified individually		(1,408)		*(1,413)*
Allowance identified collectively		(5,590)		*(5,902)*

(*) Includes the balances of loans to customers under the headings "Financial assets not designated for trading compulsorily measured at fair value through profit or loss" and "Financial assets at amortised cost" (not including loans and advances to customers).

Concentration according to credit quality

The risk concentration according to credit quality of credit risk exposures associated with debt instruments for the Group is stated as follows:

Concentration according to credit quality - 30-06-2024

(Millions of euros)

	Banking and other business											Insurance business **		
	FA at amortised cost					FA held for training - Debt sec.	FA not designated for trading* - Debt sec.	FA at FV w/changes in OCI	Financial guarantees, loan commitments and other commitments given			FA held for training - Debt sec.	FA at FV w/changes in OCI - Debt sec.	FA at amortised cost - Debt sec.
	Loans and advances to customers													
	Stage 1	Stage 2	Stage 3	POCI	Debt sec.				Stage 1	Stage 2	Stage 3			
AAA/AA+/AA/AA-	217				13,295	4		2,673	2,217				3,401	467
A+/A/A-	59,539	33	2	16	53,037	529		2,510	34,281	31	1		46,080	3,097
BBB+/BBB/BBB-	52,834	267	2		6,463	372		1,531	18,043	83	1		7,747	778
INVESTMENT GRADE	**112,590**	**300**	**4**	**16**	**72,795**	**905**		**6,714**	**54,541**	**114**	**2**		**57,228**	**4,342**
Allowances for impairment	*(146)*	*(2)*	*(1)*		*(2)*				*(13)*					
BB+/BB/BB-	92,415	5,708	8		592	1		1	48,103	2,624	3		36	
B+/B/B-	18,114	8,512	86		101				7,759	1,756	10			
CCC+/CCC/CCC-	908	4,688	224		5				210	412	25			
No rating	100,418	5,115	9,402	202	3,311	291			42,944	130	882		21	16
NON-INVESTMENT GRADE	**211,855**	**24,023**	**9,720**	**202**	**4,009**	**292**		**1**	**99,016**	**4,922**	**920**		**57**	**16**
Allowances for impairment	*(566)*	*(939)*	*(5,151)*	*(198)*	*(18)*				*(86)*	*(57)*	*(237)*			
TOTAL	**323,733**	**23,382**	**4,572**	**20**	**76,784**	**1,197**		**6,715**	**153,557**	**5,036**	**922**		**57,285**	**4,358**

Concentration according to credit quality - 31-12-2023

(Millions of euros)

	Banking and other business											Insurance business **		
	FA at amortised cost					FA held for training - Debt sec.	FA not designated for trading * - Debt sec.	FA at FV w/changes in OCI	Financial guarantees, loan commitments and other commitments given			FA held for training - Debt sec.	FA at FV w/changes in OCI	FA at amortised cost - Debt sec.
	Loans and advances to customers													
	Stage 1	Stage 2	Stage 3	POCI	Debt sec.				Stage 1	Stage 2	Stage 3			
AAA/AA+/AA/AA-	17,897	3			13,266	3		2,799	13,593	3			2,445	460
A+/A/A-	45,372	92		15	54,922	142		3,357	14,475	17			46,641	2,339
BBB+/BBB/BBB-	62,488	556			5,859	181		1,863	24,959	255			8,065	765
INVESTMENT GRADE	**125,757**	**651**		**15**	**74,047**	**326**		**8,019**	**53,027**	**275**			**57,151**	**3,564**
Allowances for impairment	*(194)*	*(7)*			*(5)*			*(1)*	*(16)*					
BB+/BB/BB-	77,581	7,461	2		559	2		19	47,235	3,601	28		46	
B+/B/B-	14,307	9,812	29						7,811	1,994	2			
CCC+/CCC/CCC-	965	4,694	181		5				246	452	13			
No rating	94,253	6,179	9,550	265	2,749	18		1	43,945	122	834		15	16
NON-INVESTMENT GRADE	**187,106**	**28,146**	**9,762**	**265**	**3,313**	**20**		**20**	**99,237**	**6,169**	**877**		**61**	**16**
Allowances for impairment	*(470)*	*(1,158)*	*(5,256)*	*(234)*	*(19)*				*(86)*	*(79)*	*(265)*			
TOTAL	**312,199**	**27,632**	**4,506**	**46**	**77,336**	**346**		**8,038**	**152,264**	**6,444**	**877**		**57,212**	**3,580**

Debt sec.: Debt securities; FA: Financial assets; FV: Fair value

(*) Compulsorily measured at fair value through profit or loss

(**) Financial assets allocated at fair value through profit or loss are not included, as they primarily cover investments related to life insurance product operations, when the investment risk is taken on by the holder (Unit-links and investments allocated to the Flexible Immediate Life Annuity product).

Sovereign risk

The carrying amounts of the main items related to sovereign risk exposure for the Group are set out below:

Sovereign risk exposure - 30-06-2024
(Millions of euros)

Country / Supranational body	Residual maturity ***	Banking and other business					Insurance business **		
		FA at amort. cost	FA held for trading	FA at FV w/changes in OCI	FA not held for trading *	FL held for trading - Short positions	FA held for trading	FA at FV w/changes in OCI	FA at amortised cost
Spain	< 3 months	6,516	3	40		(10)		394	
	Between 3 months and 1 year	19,700	225	1,304		(232)		1,947	42
	Between 1 and 2 years	5,797	199					2,057	263
	Between 2 and 3 years	8,555		58				3,142	172
	Between 3 and 5 years	10,102	44	986		(2)		6,108	633
	Between 5 and 10 years	16,362	22	19		(22)		6,554	277
	Over 10 years	1,832						20,799	811
	TOTAL	**68,864**	**493**	**2,407**		**(266)**		**41,001**	**2,198**
Italy	< 3 months		227	285		(264)		7	6
	Between 3 months and 1 year							61	
	Between 1 and 2 years	514						101	
	Between 2 and 3 years	145	2					285	8
	Between 3 and 5 years	1,035	14					1,061	8
	Between 5 and 10 years	2,467		563				789	12
	Over 10 years							3,150	150
	TOTAL	**4,161**	**243**	**848**		**(264)**		**5,454**	**184**
Portugal	< 3 months	5	55			(1)			
	Between 3 months and 1 year	81	15					8	8
	Between 1 and 2 years	336		76				37	3
	Between 2 and 3 years	304						56	8
	Between 3 and 5 years	822						56	5
	Between 5 and 10 years	534						100	
	Over 10 years	824							
	TOTAL	**2,906**	**70**	**76**		**(1)**		**257**	**24**

Sovereign risk exposure - 30-06-2024
(Millions of euros)

Country / Supranational body	Residual maturity ***	Banking and other business					Insurance business **		
		FA at amort. cost	FA held for trading	FA at FV w/changes in OCI	FA not held for trading *	FL held for trading - Short positions	FA held for trading	FA at FV w/changes in OCI	FA at amortised cost
US	< 3 months								
	Between 3 months and 1 year	140							
	Between 1 and 2 years	186							
	Between 2 and 3 years								
	Between 3 and 5 years			2,267					
	Between 5 and 10 years								
	Over 10 years								
	TOTAL	**326**		**2,267**					
France	< 3 months							**16**	
	Between 3 months and 1 year		16					4	
	Between 1 and 2 years	51						2	7
	Between 2 and 3 years	30							
	Between 3 and 5 years	1,575						7	
	Between 5 and 10 years	427						3	
	Over 10 years							9	
	TOTAL	**2,083**	**16**					**41**	**7**
Japan	< 3 months								
	Between 2 and 3 years	216							
	Between 3 and 5 years	281							
	Over 10 years								
	TOTAL	**497**							
European Union	< 3 months		132						
	Between 3 months and 1 year	1	70						
	Between 1 and 2 years							151	10
	Between 2 and 3 years	704							
	Between 3 and 5 years	3,148		271					10
	Between 5 and 10 years	1,594							
	Over 10 years			136					
	TOTAL	**5,447**	**202**	**407**				**151**	**20**
Other	< 3 months	95							
	Between 3 months and 1 year	98		1		(5)			
	Between 1 and 2 years	61				(10)			

Sovereign risk exposure - 30-06-2024
(Millions of euros)

Country / Supranational body		Banking and other business					Insurance business **		
	Residual maturity ***	FA at amort. cost	FA held for trading	FA at FV w/changes in OCI	FA not held for trading *	FL held for trading - Short positions	FA held for trading	FA at FV w/changes in OCI	FA at amortised cost
	Between 2 and 3 years	52							10
	Between 3 and 5 years	348						2	10
	Between 5 and 10 years	884						10	
	Over 10 years	718							
	TOTAL	**2,256**		**1**		**(15)**		**12**	**20**
TOTAL		**86,540**	**1,024**	**6,006**		**(546)**		**46,916**	**2,453**
Of which: Debt securities		*67,942*	*1,024*	*6,006*		*(546)*		*46,916*	*2,453*

FA: Financial assets; FL: Financial liabilities; FV: Fair value

(*) Compulsorily measured at fair value through profit or loss

(**) Financial assets allocated at fair value through profit or loss are not included, as they primarily cover investments related to life insurance product operations, when the investment risk is taken on by the holder (unit-links).
(***) Segregation by maturity of the sovereign debt securities corresponding to the insurance activity corresponds strictly to the maturity of these securities, without taking into consideration the swaps (see Note 10) contracted to align flows with the management of obligations with policyholders.

Sovereign risk exposure - 31-12-2023
(Millions of euros)

	Banking and other business					Insurance business **		
Country/Supranational body	FA at amortised cost	FA held for trading	FA at FV w/changes in OCI	FA not designated for trading *	FL held for trading - Short positions	FA held for training	FA at FV w/changes in OCI	FA at amortised cost
Spain	69,243	131	3,275		(22)		41,788	1,848
Italy	3,910	21	857		(16)		5,592	154
Portugal	2,904		76				268	25
US	452		2,218				210	
France	2,076						30	7
Japan	547							
European Union	5,373		412				159	20
Other	2,349		157		(15)		22	19
TOTAL	**86,854**	**152**	**6,995**		**(53)**		**48,069**	**2,073**
Of which: Debt securities	*69,000*	*152*	*6,995*		*(53)*		*48,069*	*2,073*

FA: Financial assets; FL: Financial liabilities; FV: Fair value

(*) Compulsorily measured at fair value through profit or loss.

(**) Financial assets allocated at fair value through profit or loss are not included, as they primarily cover investments related to life insurance product operations, when the investment risk is taken on by the holder (unit-links).

3.2.5 *Information regarding financing for property development, home purchasing, and assets acquired in payment of debts*

The main data regarding financing for real estate development, home purchasing and foreclosed assets are discussed below.

Financing for real estate construction and development

The tables below show financing for real estate construction and development, including developments carried out by non-developers (business in Spain):

Financing for real estate construction and development
(Millions of euros)

	30-06-2024		31-12-2023	
	Total amount	*Of which: Non-performing*	Total amount	*Of which: Non-performing*
Gross amount	4,250	*280*	4,388	*295*
Allowances for impairment	(187)	*(143)*	(205)	*(151)*
CARRYING AMOUNT	**4,063**	***137***	**4,183**	***144***
Excess gross exposure over the maximum recoverable value of effective collateral	956	*133*	935	*155*
Memorandum items: Asset write-offs	*1,808*		*1,823*	
Memorandum items: Loans to customers excluding public administrations (business in Spain) (carrying amount)	*285,906*		*280,739*	

The tables below show the breakdown of financing for real estate developers and developments, including developments carried out by non-developers (business in Spain), by collateral:

Financing for real estate developers and developments by collateral
(Millions of euros)

	Gross amount	
	30-06-2024	31-12-2023
Without mortgage collateral	**625**	**516**
With mortgage collateral	**3,625**	**3,872**
Buildings and other completed constructions	2,432	2,783
Homes	1,638	1,870
Other	794	913
Buildings and other constructions under construction	957	870
Homes	805	746
Other	152	124
Land	236	219
Consolidated urban land	120	104
Other land	116	115
TOTAL	**4,250**	**4,388**

The following table presents financial guarantees given for real estate construction and development, including the maximum level of exposure to credit risk (i.e. the amount the Group could have to pay if the guarantee is called on).

Financial guarantees
(Millions of euros)

	30-06-2024	31-12-2023
Financial guarantees given related to real estate construction and development	**81**	**113**
Amount recognised under liabilities		

The table below provides information on guarantees received for real estate development loans by classification of customer insolvency risk:

Guarantees received for real estate development transactions *
(Millions of euros)

	30-06-2024	31-12-2023
Value of collateral *	**10,349**	**11,037**
Of which: guarantees non-performing risks	*590*	*627*

(*) The maximum amount of the effective collateral that can be considered for the purposes of the impairment calculation, i.e., the estimated fair value of real estate properties based on their latest available appraisal or an update of that appraisal based on the applicable regulations in force. In addition, the remaining collaterals are included as the current value of the collateral that has been pledged to date, not including personal guarantees.

Information regarding financing for home purchasing

Home purchase loans with mortgage at these dates by the loan-to-value (LTV) ratio, based on the latest available appraisal, are as follows:

Home purchase loans by LTV *
(Millions of euros)

	30-06-2024		31-12-2023	
	Gross amount	*Of which: non-performing*	Gross amount	*Of which: non-performing*
Not real estate mortgage secured	**954**	***8***	**971**	***8***
Real estate mortgage secured, by LTV ranges **	**117,236**	***3,286***	**117,925**	***3,338***
LTV ≤ 40%	34,917	*422*	36,474	*433*
40% < LTV ≤ 60%	36,393	*601*	36,954	*601*
60% < LTV ≤ 80%	31,894	*650*	30,539	*650*
80% < LTV ≤ 100%	7,323	*533*	6,885	*533*
LTV > 100%	6,709	*1,080*	7,073	*1,121*
TOTAL	**118,190**	***3,294***	**118,896**	***3,346***

(*) Includes financing for home purchases granted by subsidies Unión de Créditos para la Financiación Inmobiliaria, EFC, SAU (Credifimo) and Corporación Hipotecaria Mutual.
(**) LTV calculated according to the latest available appraisals. The ranges for non-performing transactions are updated in accordance with prevailing regulations.

The table below shows foreclosed assets by source and type of property:

Foreclosed real estate assets - 30-06-2024 *

(Millions of euros)

	Gross carrying amount	Allowances for impairment **	*Of which from foreclosure*	Net carrying amount
Real estate acquired from loans to real estate constructors and developers	**865**	**(336)**	***(238)***	**529**
Buildings and other completed constructions	661	(215)	*(137)*	446
Homes	553	(174)	*(107)*	379
Other	108	(41)	*(30)*	67
Buildings and other constructions under	45	(23)	*(16)*	22
Homes	26	(13)	*(11)*	13
Other	19	(10)	*(5)*	9
Land	159	(98)	*(85)*	61
Consolidated urban land	83	(51)	*(44)*	32
Other land	76	(47)	*(41)*	29
Real estate acquired from mortgage loans to homebuyers	**2,251**	**(634)**	***(422)***	**1,617**
Other real estate assets or received in lieu of payment of debt	**872**	**(294)**	***(234)***	**578**
TOTAL	**3,988**	**(1,264)**	***(894)***	**2,724**

(*) Includes foreclosed assets classified as "Tangible assets – Investment property" amounting to EUR 1,060 million, net, and includes foreclosure rights deriving from auctions in the amount of EUR 112 million, net. Excludes foreclosed assets of Banco BPI, with a gross carrying amount of EUR 2 million, as this is not included in business in Spain.
(**) Cancelled debt associated with the foreclosed assets totalled EUR 5,472 million and total write-downs of this portfolio amounted to EUR 2,750 million, EUR 1,266 million of which are allowances for impairment recognised in the balance sheet.

Foreclosed real estate assets - 31-12-2023 *

(Millions of euros)

	Gross carrying amount	Allowances for impairment **	*Of which from foreclosure*	Net carrying amount
Real estate acquired from loans to real estate constructors and developers	**849**	**(329)**	***(225)***	**520**
Buildings and other completed constructions	651	(213)	*(131)*	438
Buildings and other constructions under	45	(25)	*(16)*	20
Land	153	(91)	*(78)*	62
Real estate acquired from mortgage loans to homebuyers	**2,470**	**(696)**	***(469)***	**1,774**
Other real estate assets or received in lieu of payment of debt	**799**	**(269)**	***(215)***	**530**
TOTAL	**4,118**	**(1,294)**	***(909)***	**2,824**

(*) Includes foreclosed assets classified as "Tangible assets – Investment property" amounting to EUR 1,127 million, net, and includes foreclosure rights deriving from auctions in the amount of EUR 115 million, net. Excludes foreclosed assets of Banco BPI, with a gross carrying amount of EUR 2 million, as this is not included in business in Spain.

(**) Cancelled debt associated with the foreclosed assets totalled EUR 5,685 million and total write-downs of this portfolio amounted to EUR 2,862 million, EUR 1,294 million of which are impairment losses recognised in the balance sheet.

3.3 LIQUIDITY RISK

The following table presents a breakdown of the Group's liquid assets based on the criteria established for determining high-quality liquid assets to calculate the LCR (HQLA) numerator and assets available in facility not formed by HQLAs:

Liquid assets
(Millions of euros)

	30-06-2024		31-12-2023	
	Market value	Applicable weighted amount	Market value	Applicable weighted amount
Level 1 assets	106,081	105,922	100,557	100,522
Level 2A assets	473	402	194	165
Level 2B assets	909	490	1,394	697
TOTAL HIGH-QUALITY LIQUID ASSETS (HQLA) (1)	**107,464**	**106,813**	**102,145**	**101,384**
Available in facility not made up of HQLAs		60,607		58,820
TOTAL LIQUID ASSETS		**167,421**		**160,204**

(1) Assets under the calculation of the LCR (Liquidity Coverage Ratio). It corresponds to high-quality liquid assets available to meet liquidity needs for a 30 calendar day stress scenario.

The total liquid assets amounted to EUR 167,421 million at 30 June 2024, up EUR 7,217 million in the year, mainly due to the favourable evolution of the commercial gap and the contribution of collateral under policy.

There is no balance drawn down on ECB policy as at 30 June following repayment of TLTRO II in December 2023.

The Group's liquidity and financing ratios are set out below:

LCR and NSFR
(Millions of euros)

	30-06-2024	31-12-2023 *
High-quality liquid assets – HQLA (numerator)	106,813	101,384
Total net cash outflows (denominator)	48,938	47,067
Cash outflows	64,625	59,861
Cash inflows	15,686	12,794
LCR (LIQUIDITY COVERAGE RATIO) (%) (1)	**218 %**	**215 %**
NSFR (NET STABLE FUNDING RATIO) (%) (2)	**146 %**	**144 %**

(*) Information corresponding to the consolidated financial statements formulated

(1) According to Commission Delegated Regulation (EU) 2015/61 of 10 October 2014 (and its amendments) to supplement Regulation (EU) No 575/2013 of the European Parliament and of the Council as regards the liquidity coverage requirement for credit institutions. The established regulatory minimum for the LCR is 100%.

(2) Regulation (EU) 2019/876 of the European Parliament and of the Council sets the regulatory minimum for the NSFR ratio at 100%.

The degree of collateralisation and overcollateralisation of CaixaBank's mortgage covered bonds issued is as follows:

Collateralisation of mortgage covered bonds of CaixaBank
(Millions of euros)

		30-06-2024	31-12-2023
Mortgage covered bonds issued	(A)	55,674	56,840
Portfolio of loan and credit collateral for mortgage covered bonds *	(B)	103,653	103,418
COLLATERALIZATION	**(B)/(A)**	**186 %**	**182 %**
OVERCOLLATERALIZATION	**[(B)/(A)]-1**	**86 %**	**82 %**

(*) The liquidity cushion is incorporated into the hedging set. At the close of 2023 and June 2024, there was no liquidity buffer in the total coverage due to no requirement thereof.

Key credit ratings of CaixaBank are displayed below:

CaixaBank credit ratings

	Issuer rating						
	Long-term debt	Short-term debt	Outlook	Preferred senior debt	Assessment date	Rating of mortgage cov. bonds	Last review date of mortgage covered bonds
S&P Global	A-	A-2	Positive	A-	29-04-2024	AA+	18-01-2024
Fitch Ratings	BBB+	F2	Positive	A-	29-05-2024		
Moody's	A3	P-2	Stable	A3	10-07-2024	Aa1	26-01-2024
DBRS	A	R-1(low)	Stable	A	11-03-2024	AAA	12-01-2024

3.4 OTHER RISKS

During the first half of 2024 there have been no material changes in the policies or levels for market risk (relating to the trading portfolio), nor to financial-actuarial risk. This period also saw a reduction in the levels of structural interest rate risk.

Particularly noteworthy in relation to operational risk in the first six months of 2024 was the reduction in the flow of claims and complaints in the core matters related to the marketing of financial products. The exception to this overall trend is mortgage origination fees in contracts predating the enactment of the Real Estate Credit Contracts Act in 2019. Similarly, efforts to enhance awareness, training, and the implementation of preventive controls and fraud detection in payment services contribute to mitigating losses in this domain, especially given the context of high digitalisation and contemporary remote transactions. The Group continues to work intensively to prevent and mitigate operational risk through cross-cutting actions across all lines of defence.

4. CAPITAL ADEQUACY MANAGEMENT

The composition of the Group's eligible own funds is as follows:

Eligible own funds

(Millions of euros)

	30-06-2024		31-12-2023 *	
	Amount	In %	Amount	In %
Net equity	**35,494**		**36,339**	
Shareholders' equity	36,265		38,206	
Capital	7,268		7,502	
Profit/(loss)	2,675		4,816	
Reserves and other	26,322		25,888	
Minority interests and OCI	(771)		(1,867)	
Other CET1 instruments	**(1,790)**		**(2,664)**	
Adjustments applied to the eligibility of minority interests and OCI	385		279	
Other adjustments (1)	(2,175)		(2,943)	
CET1 Instruments	**33,704**		**33,675**	
Deductions from CET1	**(5,142)**		**(5,362)**	
Intangible assets	(3,485)		(3,489)	
Deferred tax assets	(1,298)		(1,544)	
Other deductions from CET1	(359)		(329)	
CET1	**28,562**	**12.2%**	**28,313**	**12.4%**
AT 1 instruments (2)	4,235		4,487	
TIER 1	**32,797**	**14.0%**	**32,800**	**14.4%**
T2 instruments (3)	5,319		6,309	
TIER 2	**5,319**	**2.3%**	**6,309**	**2.8%**
TOTAL CAPITAL	**38,116**	**16.3%**	**39,109**	**17.1%**
Other eligible subordinated instruments. MREL	17,213		14,001	
MREL, SUBORDINATED (4)	**55,329**	**23.7%**	**53,110**	**23.3%**
Other computable instruments MREL	7,628		8,190	
MREL (4)	**62,957**	**26.9%**	**61,300**	**26.8%**
RISK WEIGHTED ASSETS (RWA)	**233,658**		**228,428**	
Individual CaixaBank ratios:				
CET1		11.7%		12.1%
TIER 1		13.6%		14.2%
Total capital		15.9%		17.1%
RWAs	221,941		215,492	

(*) Information corresponding to the consolidated financial statements formulated

(1) Mainly comprising the dividend forecast, the total amount of the share buyback programme announced in July 2024 (EUR 500 million) and the AVAs. In 2023 it also included the transitional adjustment for IFRS9.

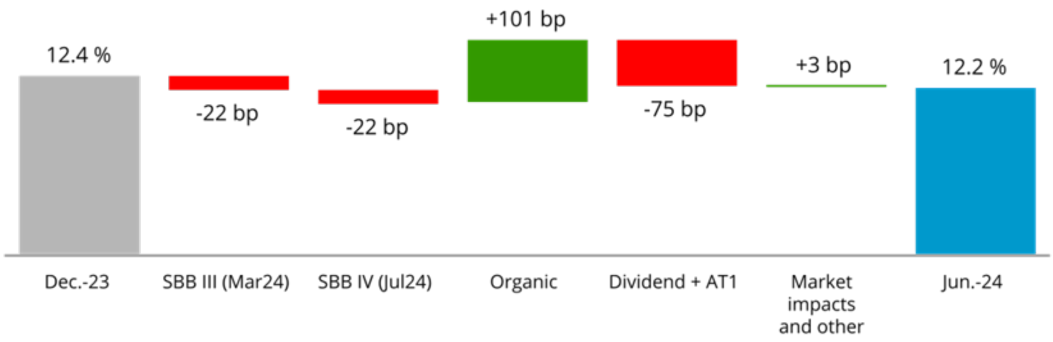
(2) In the first half of 2024, EUR 750 million of Tier 1 eligible instruments were issued (see Note 16) and, in turn, EUR 1,000 million of a previous ATI issue was repurchased.

(3) In the first half of the year, EUR 1,000 million of Tier 2 instruments were redeemed early (see Note 16).

(4) See Note 16 for the senior preferred and senior non-preferred issuances conducted during the year.

The causative details of the main aspects of the first six months of 2024 that have influenced the Group's CET1 ratio are presented below:

Changes in CET1



The Common Equity Tier 1 (CET1) ratio stands at 12.2%. The extraordinary impact from the third SBB programme for EUR 500 million ended in May 2024 has resulted in -22 basis points. At the end of June, it prudentially includes the extraordinary impact of the fourth SBB programme announced in July, which is deducted in full by the maximum amount of the programme (EUR 500 million, -22 basis points).

The organic change in the CET1 ratio in the first half, up 28 basis points (bps), is mainly caused by the organic growth (+101 bps), reduced by the forecast of dividend charged to this year (payout 60%) and AT1 payment coupon (-75 bps) and the performance of the markets and other factors (+3 bps).

The Group's current 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.

The following chart sets out a summary of the minimum requirements of eligible own funds:

Minimum requirements

(Millions of euros)

	30-06-2024		31-12-2023 **	
	Amount	In %	Amount	In %
BIS III minimum requirements				
CET1 *	20,132	8.62%	19,476	8.53%
Tier 1	24,406	10.45%	23,610	10.34%
Total capital	30,100	12.88%	29,120	12.75%

(*) Includes the minimum Pillar 1 requirement of 4.5%; the Pillar 2 requirement (supervisory review process) of 0.98% in 2024; the capital conservation buffer of 2.5%, the estimated countercyclical buffer of 0.13% in June (+3 basis points compared to the previous quarter) and the OEIS (Other Systemically Important Entity) buffer of 0.5%.

(**) Information corresponding to the consolidated financial statements formulated

The following table provides a summary of the applicable minimum MREL requirements, according to the Bank of Spain's communication of March 2024:

MREL requirements

Percentage

	RWA requirement in % (including current CBR) *		LRE requirement in %	
	2024	2023	2024	2023
Total MREL	24.67 %	22.43 %	6.20 %	6.09 %
Subordinated MREL	16.63 %	16.60 %	6.20 %	6.09 %

(*) CBR: Combined buffer requirement (estimated 3.13% for June 2024)

(**) LRE: Leverage Ratio Exposure

The following chart provides a breakdown of the leverage ratio:

Leverage ratio
(Millions of euros)

	30-06-2024	31-12-2023 *
Exposure	588,058	563,578
Leverage ratio (Tier 1/Exposure)	5.6%	5.8%

(*) Information corresponding to prepared consolidated annual financial statements

5. SHAREHOLDER REMUNERATION AND EARNINGS PER SHARESTOCK

5.1. SHAREHOLDER REMUNERATION

The Annual General Meeting held on 22 March 2024 resolved to pay a dividend of EUR 39.19 per share charged to 2023 profits, which represents a payout of 60%, paid on 3 April 2024. Furthermore, the Board of Directors approved on 1 February 2024 the Dividend Policy for 2024, consisting of a cash distribution of between 50% and 60% of consolidated net profit, to be paid in 2 cash payments: an interim dividend in November 2024 for an amount between 30% and 40% of the consolidated net profit corresponding to the first half of 2024 profit and a supplementary dividend in April 2025, subject to final approval at the Annual General Meeting. Under this dividend plan, the minimum amount to be distributed as interim dividend would be around EUR 800 million. The Board of Directors' relevant decision and the final amount of the interim dividend will be approved and defined in October.

After receiving the relevant regulatory approval, the Board of Directors on 14 March 2024 agreed to approve and commence a further share buy-back programme (SBB) with a maximum monetary investment amounting to EUR 500 million, without in any case the number of shares to be acquired together with those already owned by the Company exceeding 10% of the share capital (see Note 1.6). This share buy-back programme ended on 10 May 2024.

Furthermore, after receiving the relevant regulatory approval, the Board of Directors on 11 July 2024 agreed to approve and commence a share buy-back programme (SBB) with a maximum monetary investment amounting to EUR 500 million, without in any case the number of shares to be acquired together with those already owned by the Company exceeding 10% of the share capital (see Note 1.6). The new programme will begin on 31 July (announced by OIR published on the same day).

For the purposes of calculating regulatory capital, and pursuant to applicable prudential regulations, CaixaBank deducts the maximum monetary amount of the share buyback programmes from the moment it receives authorisation from the supervisor (see Note 4).

The following dividends were distributed in this year:

Dividends paid - 2024
(Millions of euros)

	Euros per share	Amount paid in cash	Date of announcement	Date of approval by AGM	Payment date
Dividend	0.3919	2,876	02-02-2024	22-03-2024	03-04-2024
TOTAL	**0.3919**	**2,876**			

5.2 EARNINGS PER SHARE

Basic and diluted earnings per share of the Group are as follows:

Calculation of basic and diluted earnings per share
(Millions of euros)

	30-06-2024	30-06-2023
Numerator	2,537	2,002
Profit attributable to the Parent	2,675	2,137
Less: Preference share coupon amount (AT1)	(138)	(135)
Denominator (millions of shares) (1)	7,310	7,495
Average number of shares outstanding (1)	7,310	7,495
Adjusted number of shares (basic earnings per share)	7,310	7,495
Basic earnings per share (in euros)	0.35	0.27
Diluted earnings per share (in euros) (2)	0.35	0.27

(1) Average number of shares in circulation, excluding the average number of own shares held in treasury stock during the period (in millions). Includes the retrospective adjustments set out in IAS 33.

(2) Preference shares did not have any impact on the calculation of diluted earnings per share, since their capacity to be convertible was unlikely. Additionally, equity instruments associated with remuneration components were not significant.

6. BUSINESS COMBINATIONS, ACQUISITION AND DISPOSAL OF OWNERSHIP INTERESTS IN SUBSIDIARIES

Appendix 1 to the 2023 consolidated financial statements provides information pertaining to the subsidiary entities.

Business combinations – 2024

No business combination has taken place in the first six months of 2024.

7. REMUNERATION OF "KEY MANAGEMENT PERSONNEL"

7.1. REMUNERATION OF THE BOARD OF DIRECTORS

Note 9 to the Group's 2023 consolidated financial statements provides details on remuneration and other benefits paid to members of the Board of Directors and Senior Management in 2023.

Details of remuneration and other benefits received by the members of the Board of Directors of CaixaBank for their membership in that body related to the periods in which they belonged to this group are shown below:

Remuneration of the Board of Directors
(Thousands of euros)

	30-06-2024	30-06-2023
Remuneration for board membership	1,511	1,451
Non-variable remuneration	1,925	1,848
Variable remuneration	769	645
In cash	*292*	*245*
Share-based remuneration schemes	*477*	*400*
Other long-term provisions *	285	270
Other items **	230	202
Of which: life insurance premiums	*226*	*199*
Other positions in Group companies	640	629
TOTAL	**5,360**	**5,045**
Remuneration received for representing the Company on Boards of Directors of listed companies and others in which the Company has a presence, outside of the consolidated group ***	13	13
TOTAL REMUNERATION	**5,373**	**5,058**
Number of persons on the Board of Directors	15	15

(*) Includes insurance premiums and discretionary pension benefits.

(**) Includes remuneration in kind (health and life insurance premiums paid in favour of executive Directors), interest accrued on the cash of deferred variable remuneration, other insurance premiums paid and other benefits.

(***) This remuneration is registered in the statement of profit or loss of the respective companies.

CaixaBank does not have any pension obligations with former or current members of the Board of Directors in their capacity as such.

7.2. REMUNERATION OF SENIOR MANAGEMENT

The total remuneration paid to Senior Management of CaixaBank (Excluding those who are members of the Board of Directors) for the period during which they belonged to this group is set out in the table below. This remuneration is recognised in "Personnel expenses" in the Group's statement of profit or loss.

Remuneration of Senior Management
(Thousands of euros)

	30-06-2024	30-06-2023
Salary (1)	6,476	6,337
Post-employment benefits (2)	767	686
Other long-term provisions (3)	108	64
Other positions in Group companies	713	567
TOTAL	**8,064**	**7,654**
Remuneration received for representing the Entity on Boards of Directors of listed companies and others in which the Company has a presence, outside of the consolidated group (4)	27	17
TOTAL REMUNERATION	**8,091**	**7,671**
Number of persons in Senior Management	15	15

(1) This amount includes fixed remuneration, remuneration in kind and total variable remuneration received by members of the Senior

(2) Includes insurance premiums and discretionary pension benefits.

(3) This item corresponds to the amount of the Risk Policy whose change is not caused by the remuneration policy, but by changes in the technical variables that determine the premiums.

(4) Registered in the income statement of the respective companies.

The value of obligations accrued as defined contribution post-employment commitments with Executive Directors and Senior Management are as follows:

Post-employment commitments with Executive Directors and Senior
(Thousands of euros)

	30-06-2024	31-12-2023
Post-employment commitments	19,220	17,728

8. FINANCIAL ASSETS

8.1. FINANCIAL ASSETS NOT DESIGNATED FOR TRADING COMPULSORILY MEASURED AT FAIR VALUE THROUGH PROFIT OR LOSS

The breakdown of this heading is as follows:

Breakdown of financial assets not designated for trading compulsorily measured at fair value through profit or loss
(Millions of euros)

	30-06-2024		31-12-2023	
	Banking and other business	Insurance business	Banking and other business	Insurance business
Equity instruments *	120	15,663	124	13,261
Debt securities				
Loans and advances				
Customers				
TOTAL	120	15,663	124	13,261

(*) The financial instruments of the insurance activity mainly include investments associated with life insurance products when the investment risk is assumed by the policyholder, both Unit Links and investments related to the Immediate Flexible Life Annuity product, under the VFA model.

8.2. FINANCIAL ASSETS DESIGNATED AT FAIR VALUE THROUGH PROFIT OR LOSS

The breakdown of this heading is as follows:

Breakdown of financial assets designated at fair value through profit or loss
(Millions of euros)

	30-06-2024		31-12-2023	
	Banking and other business	Insurance business *	Banking and other business	Insurance business *
Debt securities		6,480		7,240
Loans and advances				
Credit institutions				
TOTAL		6,480		7,240

(*) The financial instruments of the insurance activity mainly include investments associated with life insurance products when the investment risk is assumed by the policyholder, both Unit Links and investments related to the Immediate Flexible Life Annuity product, under the VFA model.

8.3. FINANCIAL ASSETS AT FAIR VALUE WITH CHANGES IN OTHER COMPREHENSIVE INCOME

The breakdown of this heading is as follows:

Breakdown of Financial assets at fair value with changes in other comprehensive income
(Millions of euros)

	30-06-2024		31-12-2023	
	Banking and other business	Insurance business	Banking and other business	Insurance business
Equity instruments	581	1	1,340	
Shares in listed companies	1		714	
Shares in non-listed companies	580	1	626	
Debt securities	6,715	57,285	8,038	57,212
Spanish government debt securities	2,407	41,001	3,275	41,788
Foreign government debt securities	3,599	5,915	3,720	6,281
Other issuers	709	10,369	1,043	9,143
TOTAL	7,296	57,286	9,378	57,212

Equity instruments

The breakdown of the changes under this heading is as follows:

Changes in equity instruments - 30-06-2024
(Millions of euros)

	31-12-2023	Acquisitions and capital increases	Disposals and capital decreases	Gains (-) / Losses (+) transferred to reserves	Adjustments to market value and exchange differences	Transfers and other	30-06-2024
Telefónica, SA	713		(2,104)	1,095	296		
Banco Fomento de Angola	339				(40)		299
Other	288		(5)	(4)	3	1	283
TOTAL	**1,340**		**(2,109)**	**1,091**	**259**	**1**	**582**

On 10 June 2024, CaixaBank completely divested its 2.546% stake in Telefonica S.A. through two methods: first, by settling swap contracts with a 0.970% ownership share, and second, by selling 1.576% of its stake on the open market. This transaction had no impact on the income statement and resulted in an increase of 5 basis points in the CET1 ratio.

The estimation of the fair value of Banco Fomento de Angola is based on a dividend discount methodology (DDM), subsequently cross-checked with comparable multiples methodologies.

The main assumptions used in the dividend discount model are set out below:

Assumptions used - Banco Fomento de Angola
(Percentage)

	30-06-2024	31-12-2023
Forecast periods	5 years	5 years
Discount rate *	20.9%	20.6%
Objective capital ratio	21.0%	21.0%

(*) This is calculated using the interest rate of the US treasury bond plus a country risk premium and another market risk premium.

8.4. FINANCIAL ASSETS MEASURED AT AMORTISED COST

Debt securities

The breakdown of the net balances under this heading is as follows:

Debt securities *
(Millions of euros)

	30-06-2024		31-12-2023	
	Banking and other business	Insurance business	Banking and other business	Insurance business
Public debt	67,942	2,453	69,000	2,073
Of which: Senior debt - Sareb	*16,557*		*16,755*	
Other Spanish issuers	103	288	131	269
Other foreign issuers	8,739	1,617	8,205	1,238
TOTAL	**76,784**	**4,358**	**77,336**	**3,580**

(*) See rating classification in Note 3.2.4 "Concentration by credit quality" and the breakdown by country of government debt in Note 3.2.3, section "Concentration by sovereign risk".

Loans and advances to customers

The breakdown of the impairment situation of the portfolio of loans and advances to customers from the banking and other business is as follows:

Breakdown of Loans and advances to customers
(Millions of euros)

	30-06-2024					31-12-2023				
				POCI					POCI	
	Stage 1	Stage 2	Stage 3	Not impaired	Impaired	Stage 1	Stage 2	Stage 3	Not impaired	Impaired
Gross carrying	324,445	24,323	9,724	6	212	312,863	28,797	9,762	7	273
Impairment allowances	(712)	(941)	(5,152)		(198)	(664)	(1,165)	(5,256)		(234)
TOTAL	**323,733**	**23,382**	**4,572**	**6**	**14**	**312,199**	**27,632**	**4,506**	**7**	**39**

The breakdown of changes in the gross book value of loans and advances to customers in the banking and other business is as follows:

Changes in Loans and advances to customers - 2024
(Millions of euros)

	To Stage 1:	To Stage 2:	To Stage 3:	Total
Opening balance	**312,863**	**28,797**	**9,762**	**351,422**
Transfers	198	(2,003)	1,805	
From Stage 1:	(8,181)	7,593	588	
From Stage 2:	8,337	(10,018)	1,681	
From Stage 3:	42	422	(464)	
New financial assets	42,706	1,034	352	44,092
Financial asset disposals (other than write-offs)	(31,322)	(3,505)	(926)	(35,753)
Write-offs			(1,269)	(1,269)
CLOSING BALANCE	**324,445**	**24,323**	**9,724**	**358,492**

Changes in the hedging of loans and advances to customers in banking and other business is as follows:

Changes in impairment allowances of loans and advances to customers - 2024
(Millions of euros)

	To Stage 1:	To Stage 2:	To Stage 3:	Total
Opening balance	**664**	**1,165**	**5,256**	**7,085**
Net allowances	61	(207)	630	484
From Stage 1:	(90)	63	158	131
From Stage 2:	12	(102)	455	365
From Stage 3:	(2)	(195)	223	26
New financial assets	163	47	130	340
Disposals	(22)	(20)	(336)	(378)
Amounts used			(797)	(797)
Transfers and other	(13)	(17)	63	33
CLOSING BALANCE	**712**	**941**	**5,152**	**6,805**

The breakdown of guarantees received in the approval of the Group's lending transactions is as follows:

Guarantees received *

(Millions of euros)

	30-06-2024	31-12-2023
Value of collateral	**434,024**	**442,995**
Of which: guarantees watch-list risks	*32,651*	*35,403*
Of which: guarantees non-performing risks	*10,906*	*10,963*

(*) Reflects the maximum amount of the effective collateral that can be considered for the purposes of the impairment calculation, i.e. the estimated fair value of real estate properties based on their latest available valuation or an update of that valuation based on the applicable standard in force. In addition, the remaining collaterals are included as the current value of the collateral that has been pledged to date, not including personal guarantees.

8.5. ASSET WRITE-OFFS

Changes in the items derecognised from the balance sheet because recovery was deemed remote are summarised below. These financial assets are recognised under "Suspended assets" in memorandum accounts:

Changes in written-off assets

(Millions of euros)

	30-06-2024
OPENING BALANCE	**18,053**
Additions:	**1,452**
Disposals:	**(1,299)**
Cash recovery of principal	(132)
Disposal of written-off assets	(450)
Due to expiry of the statute-of-limitations period, forgiveness or any other cause	(717)
CLOSING BALANCE	**18,206**

9. REINSURANCE CONTRACT ASSETS AND INSURANCE CONTRACT LIABILITIES

The breakdown of the balances of these headings is as follows:

Breakdown of reinsurance contract assets and insurance contract liabilities
(Millions of euros)

	30-06-2024	31-12-2023
Assets under reinsurance contract	**66**	**54**
Insurance contract liabilities	**72,556**	**70,240**
Estimated Present Value of Future Cash Flows (PVCF)	66,601	64,694
Risk adjustment (RA)	535	509
Contractual Service Margin (CSM)	3,835	3,456
Liabilities for incurred claims (LIC)	1,585	1,581

10. DERIVATIVES - HEDGE ACCOUNTING (ASSETS AND LIABILITIES)

The breakdown of the balances of these headings is as follows:

Breakdown of hedging derivatives (product and counterparty)
(Millions of euros)

	30-06-2024		31-12-2023	
	Assets	Liabilities	Assets	Liabilities
Interest rates	82	34	208	29
Equity instruments		1	51	
Currencies and gold		5		3
Other		103		102
Total banking and other business	**82**	**143**	**259**	**134**
Net position - insurance business *	576	5,589	680	6,399
Total insurance business	**576**	**5,589**	**680**	**6,399**
TOTAL FAIR VALUE HEDGES	**658**	**5,732**	**939**	**6,533**
Interest rates		22		
Currencies and gold	170	221	267	70
Other	1	1,087		1,074
Total banking and other business	**171**	**1,330**	**267**	**1,144**
Interest rate	1	85		
Other	9	484		
Total insurance business	**10**	**569**		
TOTAL CASH FLOW HEDGES	**181**	**1,899**	**267**	**1,144**
TOTAL	**839**	**7,631**	**1,206**	**7,677**
Memorandum items				
Of which: OTC - credit institutions	*839*	*7,631*	*1,206*	*7,677*
Of which: OTC - other financial corporations				
Of which: OTC - other				

(*) Corresponds to the position in derivatives entered into by VidaCaixa in order to neutralise the impact on economic value caused by interest rate fluctuations on the net position of the bond portfolio and liabilities associated with commitments with policyholders. This means that VidaCaixa ensures that the market value of the investments assigned to insurance transactions is equal to or higher than the present value of the flows corresponding to the obligations arising from the contracts and that the sensitivity to changes in interest rates of the present values of assets and liabilities is equivalent.

In fair value macro-hedges, gains or losses arising on the hedged items attributable to interest rate risk are recognised directly in the statement of profit or loss, but the balancing entry is recognised in "Assets – Fair value changes of the hedged items in portfolio hedge of interest rate risk" or "Liabilities – Fair value changes of the hedged items in portfolio hedge of interest rate risk" depending on the substance of the hedged item, rather than in the items under which the hedged items are recognised.

11. INVESTMENTS IN JOINT VENTURES AND ASSOCIATES

Annexes 2 and 3 to the 2023 consolidated financial statements specify the investments in joint ventures and associate companies.

The changes in investments in joint ventures and associates in the first half of 2024 are as follows:

Changes in investments - 2024

(Millions of euros)

	31-12-2023		Acquisitions and capital increases	Disposals and capital decreases	Measurement using the equity method	Transfers and other	30-06-2024	
	Carrying amount	% Stake					Carrying amount	% Stake
UNDERLYING BOOK VALUE	1,631				72	(30)	1,673	
Coral Homes	366	20.00%			(10)	(34)	322	20.00%
SegurCaixa Adeslas	709	49.92%			75	16	800	49.92%
Other	556				7	(12)	551	
GOODWILL	380						380	
SegurCaixa Adeslas	300						300	
Other	80						80	
IMPAIRMENT ALLOWANCES	(99)					(1)	(100)	
Coral Homes	(60)						(60)	
Other	(39)					(1)	(40)	
TOTAL ASSOCIATES	**1,912**				**72**	**(31)**	**1,953**	
UNDERLYING BOOK VALUE	6						6	
Other	6						6	
TOTAL JOINT VENTURES	**6**						**6**	

Allowances for impairment of associates and joint ventures

The Group has a methodology in place (described in Note 17 to the consolidated annual financial statements for 2023) for assessing recoverable amounts and potential impairment of its investments in associates and joint ventures.

The Group carries out, at least annually, a verification of the value of shares by updating the projected cash flows, with a sensitivity analysis on the most significant variables. At the closing date of the balance sheet, an assessment of signs of impairment has been carried out on the most significant shares, contrasting certain indicators with external and internal sources, using the assessment methodology and hypotheses (discount rate and growth rate), consistent with those of 2023. If there was a sign significantly and persistently calling into questioning the fundamental indicators of these shares, the Group would estimate the recoverable value of the assets.

At 30 June 2024, after value adjustments made where applicable, there are no signs that question whether the recoverable amount of the shares exceeds their book value.

12. TANGIBLE ASSETS

This heading in the accompanying condensed interim consolidated balance sheet includes the acquired properties held to earn rentals or for own use.

In the first six months of 2024, there were no significant gains or losses on any individual sale.

At 30 June 2024, the Group had no significant commitments to acquire items of property and equipment.

In addition, property, plant and equipment for own use are primarily allocated to the banking business cash-generating unit (CGU) (see Note 13).

13. INTANGIBLE ASSETS

There were no relevant movements in this heading in the first half of 2024.

As set out in Note 20 to the 2023 consolidated financial statements, the Group carries out, at least annually, a verification of the value of the fixed assets assigned to the CGU of the banking business and insurance business by updating the projected cash flows, with a sensitivity analysis on the most significant variables.

On 30 June 2024, the test of existing impairment was reviewed using the information available, and in particular the exceptional conditions resulting from the current economic situation (see Note 3.1). The existence of possible impairments was also assessed using sensitivity scenarios.

The projections are determined using assumptions based on the macroeconomic data applicable to the Group's activity, contrasted by means of renowned external sources and the entities' internal information.

A summary of the ranges of assumptions used and the ranges of contrasting sensitivity at 30 June 2024 are provided below:

Assumptions used and banking business CGU sensitivity scenarios
(Percentage)

	30-06-2024	31-12-2023	Sensitivity
Discount rate (after taxes) *	9.9%	9.9%	[-0.5%; + 2.5%]
Growth rate **	1.0%	1.0%	[-0.5%; + 1.0%]
Net interest income over average total assets (NII) ***	[1.30% - 1.58%]	[1.30% - 1.60%]	[-0.05%; + 0.05%]
Cost of risk (CoR)	[0.31% - 0.44%]	[0.31% - 0.44%]	[-0.1%; + 0.1%]

(*) Calculated on the yield for the German 10-year bond, plus a risk premium. The pre-tax discount rate at 30 June 2024 and at 31 December 2023 was 14.1%.
(**) Corresponds to the normalised growth rate used to calculate the residual value.
(***) Net interest income on average total assets.

With respect to the assets assigned to the Insurance Business CGU, at 30 June 2024, the existing impairment test was reviewed, taking into consideration the new information available, and, in particular, the exceptional nature of the current economic climate (see Note 3.1). As a result of this analysis, no impairment was found to be necessary.

14. OTHER ASSETS AND LIABILITIES

The breakdown of these items in the balance sheet is as follows:

Details of other assets
(Millions of euros)

	30-06-2024	31-12-2023
Inventories	70	93
Other assets	2,001	1,727
Prepayments and accrued income	1,007	734
Net pension plan assets	176	137
Ongoing transactions	572	613
Dividends on equity securities accrued and receivable	46	44
Other	200	199
TOTAL	**2,071**	**1,820**

Breakdown of other liabilities
(Millions of euros)

	30-06-2024	31-12-2023
Prepayments and accrued income *	1,361	1,431
Ongoing transactions	1,230	1,630
Other	59	35
TOTAL **	**2,650**	**3,096**

(*) In January 2022, CaixaBank reached an agreement with Mutua Madrileña and SegurCaixa Adeslas for the payment of compensation in the amount of EUR 650 million for the increase in Bankia's network in the current distribution arrangement. The income is accrued over a period of 10 years, consistent with the accrual of the expense for part of the compensation for the breaking of the non-life agreements with Mapfre.

(**) Includes the amount of all the liability accrual accounts, except those corresponding to interest, and the amount of the remaining liabilities not included in other categories.

15. NON-CURRENT ASSETS AND DISPOSAL GROUPS CLASSIFIED AS HELD FOR SALE

The proceeds from sales of "Non-current assets and disposal groups classified as held for sale" during the first six months of 2024 do not include individually material operations.

The remaining changes in the first half of 2024 related to ordinary business transactions, with no additional individual transaction for a material amount.

16. FINANCIAL LIABILITIES

16.1. FINANCIAL LIABILITIES HELD FOR TRADING

The breakdown of this heading is as follows:

Breakdown of financial liabilities held for trading

(Millions of euros)

	30-06-2024		31-12-2023	
	Banking and other business	Insurance business	Banking and other business	Insurance business
Derivatives	1,637		2,189	
Short positions	632		64	
TOTAL	**2,269**		**2,253**	

16.2. FINANCIAL LIABILITIES DESIGNATED AT FAIR VALUE THROUGH PROFIT OR LOSS

The breakdown of this heading is as follows:

Breakdown of financial liabilities designated at fair value through profit or loss

(Millions of euros)

	30-06-2024		31-12-2023	
	Banking and other business	Insurance business *	Banking and other business	Insurance business
Deposits		**3,396**		**3,281**
Customers		3,396		3,281
Other financial liabilities		**3**		**2**
TOTAL		**3,399**		**3,283**

(*) These correspond primarily to financial liabilities of certain BPI Vida e Pensões products that do not incorporate a significant transfer of insurance risks and are, therefore, classified and measured under the scope of IFRS 9.

16.3. FINANCIAL LIABILITIES AT AMORTISED COST

The breakdown of this heading is as follows:

Breakdown of financial liabilities at amortised cost

(Millions of euros)

	30-06-2024		31-12-2023	
	Banking and other business	Insurance business	Banking and other business	Insurance business
Deposits	**440,980**	**754**	**416,172**	**738**
Central banks	610		548	
Credit institutions	18,403	1	18,863	
Customers	421,967	753	396,761	738
Debt securities	**54,439**		**56,755**	
Other financial liabilities	**6,470**	**242**	**6,447**	**338**
TOTAL	**501,889**	**996**	**479,374**	**1,076**

The net issuances placed on the market carried out in 2024 are set out below:

Issuances made - 2024

(Million euros / Million pounds sterling / Million US dollars / Million Swiss francs / Million Australian dollars)

Issue	Amount	Currency	Issue date	Maturity	Cost *
Additional Tier 1	750	EUR	16-01-2024	Perpetual	7.50% (mid-swap + 5.295%)
Senior non-preferred debt	1,250	EUR	09-02-2024	8 years	4.182% (mid-swap + 1.50%)
Senior non-preferred debt	1,000	USD	15-03-2024	6 years	5.673% (UST+ 1.60%)
Senior non-preferred debt	1,000	USD	15-03-2024	11 years and 3 months	6.037% (UST + 1.95%)
Senior preferred debt	300	CHF	19-03-2024	6 years	2.175% (SARON mid-swap + 1.05%)
Senior preferred debt	100	AUD	17-05-2024	3 years	5.120%
Senior preferred debt	60	EUR	25-06-2024	7 years	3.624% (mid-swap 0.87%)
Covered Bond - BPI	500	EUR	22-02-2024	6 years and 1 month	3.308% (mid-swap + 0.64%)
Covered Bond - BPI	300	EUR	27-06-2024	8 years	3.038% (mid-swap 0.33%)

(*) Meaning the yield on issuance, calculated at the date of issuance.

17. PROVISIONS

Note 24 to the 2017 consolidated financial statements discloses the nature of the recorded provisions. The breakdown of the changes of the balance under this heading is as follows:

Changes in provisions - 2024

(Millions of euros)

	Pensions and other post-employment defined benefit obligations	Other long-term employee benefits	Pending legal issues and tax litigation		Commitments and guarantees given		Other provisions
			Legal contingen.	Provisions for taxes	Contingent risks	Contingent commitments	
BALANCE AT 31-12-2023	**599**	**2,083**	**627**	**299**	**326**	**120**	**418**
With a charge to the statement of profit or loss	9	35	115	(9)	(44)	(11)	78
Actuarial (gains)/losses	(25)						
Amounts used	(25)	(208)	(110)	(1)			(122)
Transfers and other		(9)	7	12	1	2	(12)
BALANCE AT 30-06-2024	**558**	**1,901**	**639**	**301**	**283**	**111**	**362**

17.1 PENSIONS AND OTHER POST-EMPLOYMENT DEFINED BENEFIT OBLIGATIONS

Provisions for pensions and similar obligations – Defined benefit post-employment plans

The assumptions used in the calculations referring to businesses in Spain are as follows:

Actuarial and financial assumptions in Spain

	30-06-2024	31-12-2023
Discount rate of post-employment benefits (1)	3.48%	3.03%
Long-term benefit discount rate (1)	3.37 %	3.00 %
Mortality tables	PERM-F/2000 - P	PERM-F/2000 - P
Annual pension review rate (2)	0.35 %	0.35 %
Annual cumulative CPI (3)	2.97 %	2.89 %
Annual salary increase rate (4)	3% 2025-2026; CPI+0.5% 2027 and onwards	CPI +0.5%

(1) Rate resulting from using a rate curve based on high-rated corporate bonds, with the same currency and terms as the commitments assumed. Rate informed on the basis of the weighted average term of these commitments.

(2) Depending on each obligation. Based on the Agreement to Amend Employment Conditions signed on 1 July 2021, a fixed rate of 0.35% has been considered as a future revaluation for pension commitments arising from collective systems, covenants and/or agreements.

(3) Using the Spanish zero coupon inflation curve. Rate informed on the basis of the weighted average term of the commitments.

(4) The salary growth assumption includes future changes in the employee category. However, the entire defined benefit group is currently a beneficiary group. Thus, this assumption has no impact on the accounting valuation.

The assumptions used in the calculations regarding business in Portugal are as follows:

Actuarial and financial assumptions in Portugal

	30-06-2024	31-12-2023
Discount rate (1)	3.65%	3.20%
Mortality tables for males	TV 88/90 - 1 year	TV 88/90 - 1 year
Mortality tables for females	TV 90/01 - 2 years	TV 90/01 - 2 years
Annual pension review rate	2.00% 2025; 0.75% and onwards	2.50% 2024; 2.00% 2025; 0.75% and onwards
Annual salary increase rate	[2.50 - 3.50]% 2025; [1.25 - 2.25]% onwards	[3.00 - 4.00]% 2024; [2.50 - 3.50]% 2025; [1.25 - 2.25]% onwards

(1) Rate resulting from using a rate curve based on high-rated corporate bonds, with the same currency and terms as the commitments assumed.

17.2 PROVISIONS FOR PENDING LEGAL ISSUES AND TAX LITIGATION

Litigiousness in the field of banking and financial products is subject to comprehensive monitoring and control to identify risks that may lead to the outflow of funds from the entity, making the necessary allocations and taking the appropriate measures in terms of adaptation and improving procedures, products and services. FY 2020 was marked by some highly irregular flows that were conditioned by the effect that the health crisis and State of Alarm caused on the normal operation of the justice system, though its operation could be deemed to have returned to normal in 2022. However, 2023 was again affected by the declaration of successive strikes by civil servants in the Administration of Justice, which had an impact on admissions, notifications and the development of a significant number of legal proceedings, a circumstance that has been normalised in the course of the current financial year 2024.

The dynamic nature of litigiousness and the high disparity of judicial criteria frequently drive changes in scenarios, without prejudice to which the Group has established monitoring mechanisms to control the progress of claims, actions and different judicial sensitivities on the contentious matters that make it possible to identify, define and estimate risks, based on the best information available at any given time.

In the case of disputes under general conditions, generally linked to the granting of mortgage loans to consumers (e.g. floor clauses, multi-currency clauses, mortgage expenses, advance maturity, etc.), the necessary provisions are held and the Group maintains ongoing dialogue with customers in order to explore agreements on a case-by-case basis. Similarly, CaixaBank leads the adherence to extrajudicial dispute resolution systems promoted by certain judicial bodies that resolve these matters, in order to promote amicable solutions that avoid litigating with customers and help alleviate the judicial burden.

In the same way, CaixaBank and its Group has adapted its provisions to the risk of ongoing actions arising from claims for the amounts of payments on account for the purchase of off-plan housing, banking, financial and investment products, excessive and abnormal price of interest rates, right to reputation or statements of subsidiary civil liability arising from the potential conduct of persons with employment links.

Lastly, a criterion of prudence is adopted for constituting provisions for possible punishable administrative procedures, for which hedging is allocated in accordance with the economic criteria that may be laid down by the specific administration regarding the procedure, without prejudice to the full exercise of the right of defence in instances, where applicable, in order to reduce or annul the potential sanction.

The content of the main sections of this heading is set out below. The expected timing of outflows of funds embodying economic benefits, should they arise, is uncertain.

IRPH (Mortgage Loan Reference Index)

The four rulings handed down by the Court of Justice of the European Union (CJEU) to date have brought clarity to the judgment of claims challenging the lack of transparency of loans that included the IRPH index —Judgment of 3 March 2020, Orders of 17 November 2021 and Order of 28 February 2023. The judgments issued by the First Chamber of the Spanish High Court have also implemented the CJEU doctrine.

The chief legal conclusion of the current judicial framework and without prejudice to its eventual change, is the validity of mortgage loans that include such an index.

On the one hand, in mortgage loans where the IRPH had been included in the context of Public Agreements in order to facilitate access to social housing, the Spanish High Court deems that there was transparency in the procurement; The core elements relating to the calculation of the variable interest laid down in the contract were easily accessible, the consumer adhered to a financing system established and regulated by a regulatory rule, regularly reviewed by successive Councils of Ministers, the clause expressly referred to this regulation and these agreements and both the former and the latter enjoy publicity arising from their publication in the Official State Gazette (BOE).

In cases not covered by the abovementioned scenario, pre-contractual and contractual information provided to consumers of mortgage loans including such an index should be examined on a case-by-case basis, in order to determine whether or not they suffer from lack of transparency, since there are no assessed means of testing material transparency. In any case, the important thing is that any declaration of lack of transparency requires the Spanish High Court —according to repeated legal principle of the CJEU— to make a judgment of abuse, and such abuse —due to the existence of bad faith and major imbalance— has no place in such cases. In the opinion of the Spanish High Court, on the one hand, good faith is not infringed when offering an official index, recommended by the Bank of Spain since the end of 1993 as one of the rates that could be used for mortgage lending operations and when the central Government and several autonomous governments —through various regulatory provisions— had established the IRPH index as a reference for financing (borrowing) for the purchase of social housing. On the other hand, there is also no significant imbalance at the time of procurement, since the subsequent evolution is irrelevant and it cannot be ignored that hypothetically, by replacing the Savings Banks IRPH or Banks IRPH with the index proposed by the CJEU as a replacement in case of abuse and lack of agreement, the Entities IRPH would be applied as the supplementary legal index, which presents virtually no differences with the Savings Banks IRPH or Banks IRPH.

Notwithstanding the clarity of the CJEU's rulings and the Spanish High Court's coherent criterion with their postulates, further questions have continued to be referred for preliminary rulings by various courts concerning the clause that establishes the IRPH as the reference index. A new ruling has recently been handed down by the CJEU which establishes that it is appropriate to offer the customer, prior to taking out the mortgage loan, information on the "negative differential", as a new element for assessing a possible lack of transparency. However, the positive and decisive point of this ruling is that it confirms that, in the event that a lack of transparency is declared, it is necessary to carry out an abusiveness control (the parameters of which are not altered compared to the already established doctrine: it is deemed that there is good faith and that an imbalance is not generated for the consumer).

Taking the present context of the known doctrine of the CJEU and the Spanish High Court as a starting point, we understand that the full validity of the procurement and the absence of current risk on the eventual outflow of funds due to a possible declaration of lack of transparency have been clarified.

In accordance with the current legal validity and reasonableness of the foregoing, in addition to the best information available to date, the Group does not maintain provisions for this item, without prejudice to the availability of a fund to cover potential isolated disbursements in specific cases where the Court applies a doctrine that conflicts with that established by the Spanish High Court.

On 30 June 2024, the total amount of mortgages up to date with payments tied to the IRPH index, held by individuals, is approximately EUR 3,858 million (the majority with consumers, but not all).

Litigation linked to the formalisation costs clause in mortgage loans

The ruling of the First Chamber of the Spanish High Court of 23 December 2015 led to an increase in claims and lawsuits relating to the general conditions regulating the application of origination fees in mortgage loans.

The Group has aligned its conduct with the relevant rulings handed down by the Spanish High Court, analyses customer claims on a case-by-case basis and maintains provisions to cover the best-estimated risk in this area.

Similarly, the Group maintains a consolidated approach to agreements and has signed several protocols of express agreements in Courts and Provincial Courts specialising in this matter, in order to reach agreements with its customers and de-judicialise this matter. The agreements are reached in accordance with the distribution of expenses doctrine established by the Spanish High Court.

The average amount linked to claims and lawsuits has been gradually reduced with the gradual consolidation of the doctrine recognising the attribution of the expense of the Stamp Duty Tax to the borrower (until the entry into force of Royal Decree Law 17/2018, of 8 November, which amended the revised text of the Law on Property Transfer and Stamp Duty Tax).

Currently, there is an ongoing judicial debate regarding the scope of the statute of limitations in actions related to cost restitution. The existence of this open debate on the scope of the statute of limitations is encouraging the filing of claims and lawsuits.

Specifically, in this area, the CJEU handed down three judgments, one on 25 January 2024 and two on 25 April 2024, which resolved the questions referred for a preliminary ruling by the County Court of Barcelona, the Spanish High Court and Barcelona Court of First Instance 20 (joined cases C-810/21, C-811/21, C-812/21, C-813/21, Cases C-481/21 and C-561/21 and Cases C-481/21 and C-561/21). The Spanish High Court interpreted these decisions in accordance with national law, ruling on 14 June 2024, establishing that the starting date of the limitation period for the action for restitution of mortgage expenses unduly paid by a consumer will be the date on which the judgment declaring the nullity of the clause obliging such payments becomes final, except in those cases where the lender proves that, within the framework of its contractual relations, that specific consumer could have known at an earlier date that this stipulation (expenses clause) was abusive.

At 30 June 2024 the Group has a provision of EUR 79 million set up to cover this contingency. Based on our best estimate based on the information available to date, we consider the provisions currently made by the Group to be sufficient.

Litigation linked to consumer credit contracts ("revolving" cards) through the application of the Usury Repression Act of 1908, following the doctrine of the Spanish High Court established between 2020 and 2023

The Spanish High Court has issued several rulings on revolving credit between 2020 and 2023. The Spanish High Court has progressively completed the applicable legal framework for assessing when the interest in this specific type of financing is significantly higher than the market price.

The gradual establishment of this legal framework over a three-year period has meant that, in the interim, there has been a huge dispersion of legal criteria, which has resulted in considerable litigation in a context of marked legal uncertainty for this specific type of financing.

Currently the legal framework defined by the Spanish High Court is determined by the following factors, namely i) revolving cards are a specific market within credit facilities, ii) the Bank of Spain publishes a specific reference interest rate for this product in its Boletín Estadístico, which is the initial reference for determining what the "normal interest rate of money" is, iii) the Bank of Spain publishes the so-called TEDR (Restricted Denomination Cash Rate), iv) in order to establish whether an interest rate is "grossly disproportionate", the Annual Percentage Rate of Charge (APR) should be compared, v) a contract will be deemed usurious if the interest exceeds by six percentage points the APR that can be deemed as the normal interest rate, which will be the average interest rate in the credit card and revolving section of the Bank of Spain's statistics, and if the TEDR is published and not an APR (as is the case so far), it will have to be increased by 20 or 30 hundredths of a percentage point, vi) with regard to revolving card contracts prior to June 2010, when determining the "normal interest rate" as a benchmark, the most recent specific information from the Bank of Spain statistics (credit card and revolving card section) should be used as the closest point in time, vii) in cases where an open-ended financial services contract provides for the possibility of unilaterally changing the interest rate of the credit operation (with prior notification to the borrower and with the option for the borrower to terminate the contract and simply pay what is due at the agreed interest rate), each interest change is to be deemed to entail the conclusion of a new contract fixing a new interest rate.

Accordingly, developments in this field of litigation have resulted in a lower-risk scenario, characterised by the following factors, which are developed below:

1. The Ruling of the First Chamber of the Spanish High Court no. 258/2023 of 25 February offers legal certainty and validates the legality of a good portion of the current portfolio of revolving and/or deferred payment loans about which, until now, there had been some uncertainty. For practical purposes, contracts with APRs between 24% and 27%, depending on the date of contracting, cannot be annulled on the grounds of usury.
2. There is an ongoing class action by the Association of Consumers and Users (ASUFIN) against CaixaBank, and its card issuing subsidiary, CPC, for lack of transparency. The action has been dismissed by the Provincial Court of Valencia. The cassation appeal is pending.
3. To date, the High Court has not set parameters for analysing a specific transparency analysis for these products. The lower court rulings analysing transparency are providing adequate results without identifying, to date, a material outflow of appeals based on this ground.

Decrease in risk since High Court Ruling 258/2023

On 25 February 2023, the Plenary of the First Chamber of the Spanish High Court handed down a ruling (258/2023) that offers certainty and legal certainty in the application of the criteria of the Usury Repression Act to revolving credit, by establishing that revolving card interest is "notably higher" —and therefore usurious— if the difference between the average market rate (TEDR) and the agreed rate exceeds 6 percentage points, with an additional range of 0.20/0.30 additional points to equate TEDR and APR. This is a criterion that is close to other standards within the European Union (in Germany 12 points are applied, in France a margin of 33%, in Denmark a margin of 35%, in Sweden a margin of 40%).

This new criterion, in addition to providing legal certainty, places the validity of drawdowns made at APRs of less than 24-27%, depending on the date of the applicable economic conditions.

A decrease in the inflow of claims for the above reasons —which has already been progressively felt in recent months— is to be expected.

It remains for the Spanish High Court to address the transparency test in relation to this particular contract.

Dismissal of ASUFIN class action

There have been no new developments in the collective action brought by ASUFIN against CaixaBank and its card-issuing subsidiary, CPC. The cassation appeal filed by ASUFIN before the High Court is still pending.

The process was reduced to an action of eventual cessation of general conditions; the possibility of claiming refunds of amounts was rejected for the ASUFIN and in favour of CaixaBank. Later, the ruling reaffirms this situation, rejects the claim against CaixaBank in its entirety and only asks CaixaBank to cease the early maturity clause, rejecting all the other requests regarding the lack of transparency in the operation of the cards, the methods of calculating interest, the right to offset debts or the change of conditions in contracts of indefinite duration. After both parties appealed the judgment, the 9th Section of the Valencia Provincial Court issued ruling no. 1152/2021 of 3 October 2021, by virtue of which it dismissed ASUFIN's appeal and upheld CaixaBank Payments and Consumer's appeal, and consequently dismissed the claim in its entirety, partially overturning the first instance judgment.

Estimate of the perimeter involved

The maximum amounts that can be claimed from the Group -which should in no case be confused with the amounts that are subject to effective legal risk- considering the nature and dynamic singularity of consumption through this credit facility, are exceptionally complex to estimate. In this regard, the amount potentially to be returned for each contract depends on the arrangements actually made by each client from the beginning of the contract's life (in some cases >20 years), the type of credit card in question (with the possibility of payment at the end of the month, instalment payment or deferred payment), the payment method proactively selected by the client in case of having different possibilities for each arrangement made (end of the month, instalment payment or deferred payment), the interest rate modifications that have been applied under Article 33 of Royal Decree Law

19/2018, of 23 November, on payment services and other urgent financial measures, or any other type of agreement that affects the contract price.

It should also be recalled that the actual legal risk of the perimeter involved is not based solely on the thresholds currently set by the Spanish High Court. The case law also takes into account, whenever it is subject to proof, the specific circumstances of the case that may justify departing from these thresholds (e.g. refinancing cases, behaviour with previous defaults, etc.).

Therefore, in accordance with IAS 37.92, the Group does not disclose the maximum amounts that could be claimed from the Group.

To date, the Group has been —and will continue to be— conducting ongoing monitoring of the risk and evolution of litigation associated with this specific kind of financing, as well as establishing a provision to cover the potential outflow of funds in terms of financial prudence, according to the best estimate at any given time. It also adopted a series of effective measures in the field of contracting and customer service with a view to improving transparency, risk prevention and understanding of customers' concerns. It will continue in this endeavour, taking into consideration that the legal framework now in place facilitates greater legal certainty regarding the concretisation and implementation of any specific action.

Based on the best information available to date, the heading "Provisions for litigation and outstanding tax liabilities" includes the estimate of present obligations that could arise from legal proceedings, including those relating to revolving and/or deferred payment cards or, to a lesser extent, from personal loans at the interest rate subject to judicial review under these jurisprudential considerations, the occurrence of which has been considered probable. In any case, any disbursements that may ultimately be necessary will depend on the specific terms of the judgments which the Group must face, and/or the number of claims that are brought, among others. Given nature of these obligations, the expected timing of the outflow of financial resources is uncertain, and, in accordance with the best available information today, the Group also deems that any responsibility arising from these proceedings will not, as a whole, have a material adverse effect on the Group's businesses, financial position or the results of its operations.

At 30 June 2024 the Group has a provision of EUR 95 million set up to cover this contingency. Based on our best estimate based on the information available to date, we consider the provisions currently made by the Group to be sufficient.

Coral Homes

On 28 June 2018, CaixaBank, S.A., the Company and Coral Homes Holdco, S.L.U., a company belonging to the Lone Star group, executed an investment agreement for the purpose of establishing the terms on which the Company and Coral Homes Holdco, S.L.U. would be —through a newly created company called Coral Homes, S.L.— the owners and managers of the business consisting of a specific group of real estate assets owned by the Company and 100% of the share capital of Servihabitat Servicios Inmobiliarios, S.L., a company dedicated to the provision of real estate management services. As part of the operation, Servihabitat Servicios Inmobiliarios, S.L. will go on servicing the Group's property assets during a period of 5 years under a new contract concluded on market terms.

The sale entered into with Lone Star contemplated a representations and warranties clause in relation to, among other matters, the ownership of the real estate assets transferred to Coral Homes, S.L. which, under specific circumstances, could give rise to claims against the Company until June 2020.

In July 2020, Coral Homes Holdco, S.L.U. brought arbitration proceedings before the International Court of Arbitration of the International Chamber of Commerce in order to unwind the contribution of a small group of real estate assets included in the business transferred to Coral Homes, S.L. and to claim alleged damages.

The arbitration proceedings that are currently underway and their resolution, after certain vicissitudes that have led to their prolongation, are expected before the end of the second six months of 2024. In the event that the arbitration is not successful, it is not expected to have a material impact on equity not included in the financial statements closed at 30 June 2024.

In the first half of 2024, the subsidiary BuildingCenter, S.A.U. reached an agreement with Coral Homes Holdco, S.L.U. and Coral Homes, S.L. whereby BuildingCenter will assume ownership and provisional management of certain assets that were removed from the balance sheet by Coral Homes, S.L. in 2020. However, as a result of this agreement, the amounts recorded by the Group in the income statement for the six months ended 30 June 2024 in this connection were not material. The aforementioned agreement does not affect the current arbitration proceedings before the International Court of Arbitration.

Sareb Bonds

Sociedad de Gestión de Activos Procedentes de la Reestructuración Bancaria, S.A. (Sareb) requests the Court to declare "that the Senior Bonds issued by Sareb from the 2017-3 and 2018-1 and successive Issues, may generate negative yields, as well as to oblige the defendant Financial Institutions to comply with said declaration".

The Group deems that this dispute has already been finally and bindingly resolved in law by the Decision, favourable to the Entities, rendered on 30 October 2018 by the College of Arbitrators (the "Decision"), and therefore the matter is res judicata. This and other arguments well-founded in law that have been raised by the defendant entities in their defence and the absolute reasonableness of the arbitrators' conclusions (the bonds cannot generate interest in favour of Sareb), lead the Group to consider the risk of this claim being upheld to be remote. In the proceedings, a ruling has been handed down rejecting the claim filed by Sareb, which has been appealed by SAREB.

Mapfre, proceedings after termination of insurance banking alliance with Bankia

There are two proceedings related to the termination of Mapfre's insurance banking alliance with Bankia.

The first involves an arbitration in which Mapfre and CaixaBank agreed to submit the issue of whether CaixaBank was required, under the bancassurance agreements between Bankia and Mapfre, to pay Mapfre an additional amount equivalent to 10% of the valuations of the life and non-life business as calculated by the independent expert chosen by both parties (Oliver Wyman). The arbitration was concluded in July 2023, with an award that found that the merger of Bankia and CaixaBank should be interpreted —according to the contractual provisions— as a change of control of Bankia and that, consequently, the price to be paid for the life and non-life insurance business should be increased by 120% (and not 110%) over the valuation given to these businesses. This amount (10%) over and above the amount that had been paid at the time, with interest and costs (a total of EUR 52.9 million) was paid to Mapfre after notification of the Award.

The second process comprises a lawsuit filed by Mapfre against Oliver Wyman and CaixaBank because the former disagrees with Oliver Wyman's valuation of the Bankia Vida (BV) shares (life business). Mapfre requests the Court to declare the Oliver Wyman's breach of the order received to conduct the valuation of the BV shares and that this valuation be replaced by a higher valuation to be fixed in court, condemning CaixaBank to pay the difference between the price already paid for 51% of the BV shares and the price arising from the new valuation fixed in court. The proceedings are still at a very early stage. The lawsuit has been contested by the co-defendants and a pre-trial hearing has been set for October 2025. The Group understands that Oliver Wyman complied with the assignment and has a strong case to dispute this claim, and therefore no provision has been made.

Judicial proceedings relating to the 2011 Bankia rights offering

<u>Civil proceedings in respect of the nullity of the subscription of shares</u>

Claims are currently still being processed, although in a very small number, requesting both the cancellation of share purchases in the rights offering made in 2011 on the occasion of the listing of Bankia and those relating to subsequent purchases, in relation to the latter scenario, however, they are residual claims.

On 19 July 2016, Bankia was notified of a collective claim filed by ADICAE; the processing of the proceedings is currently suspended.

The judgment of 3 June 2021, of the Court of Justice of the European Union, which resolved a preliminary question raised by the Spanish High Court, clarifying that in cases of issuances intended both for retail investors and to qualified investors, the latter may bring an action for damages based on inaccuracies of the prospectus, although the national court will have to take into account whether such investor had or should have knowledge of the economic situation of the issuer of the public offer of subscription of shares and besides the prospectus. Applying this criterion in the proceedings that gave rise to this question, the Spanish High Court considered that, in the specific case in question, it was not proven whether the plaintiff had access to information other than the prospectus, which is why it upheld the claim. In other judgments handed down later, however, the SC understood that the decision to subscribe the shares was not based on the information in the prospectus, and therefore considered the dismissal of the claims to be justified.

At 30 June 2024, there is already residual litigation for civil proceedings for claims arising from the Bankia IPO and subsequent ongoing purchases (corresponding to institutional, retail and secondary market claims). At the 30 June 2024 there are a total of 120 proceedings in progress with a provision of EUR 6.6 million to cover this contingency. Based on our best estimate based on the information available to date, we consider the provisions currently made by the Group to be sufficient.

Legal proceedings brought by Banco de Valencia shareholders

Very few individual claims have been brought in civil courts, and they have been brought late, as claims for damages are time-barred, and therefore, CaixaBank does not consider this to constitute a material contingency requiring the creation of a specific provision (it is a residual claim). This provision expressly lays down a three-year statute of limitations period for liability actions arising from damages caused to holders of securities as a result of the annual and half-yearly financial information not providing a true and fair view of the issuer, and determines the *dies a quo* for calculating the statute of limitations on the day on which the claimant could have become aware that the information does not provide a true and fair view of the issuer. Our case law, and in particular the Provincial Court of Valencia, has consistently held that the three-year limitation period provided for in this rule must be calculated as from 28 February 2012, which is when Banco de Valencia's accounts for 2011 were approved (Sentence of the Provincial Court of Valencia, section 8, of 11 June 2020, decision number 340/2020; Sentence of the Provincial Court of Valencia, section 7, number 164/2018 of 16 April; Sentence of the Provincial Court of Valencia, section 9, number 728/2018 of 16 July; Sentence of the Provincial Court of Valencia, number 3/2018 of 5 January; Sentence of the Provincial Court of Valencia, section 11, number 252/2019; Sentence of the Provincial Court of Valencia, section 11, number 146/2018 of 18 April). As a result, CaixaBank does not deem it necessary to set up a specific provision for this type of claim.

Banco de Valencia shareholders criminal proceedings

In 2012, the Banco de Valencia Small Shareholders' Association "Apabankval" filed a lawsuit against the members of the Board of Directors of Banco de Valencia and the external auditor for corporate offences. No amount of civil liability has been determined.

Subsequently, a second claim was brought by several individuals (“Banco de Valencia”) against various directors of Banco de Valencia, the external auditor and Bankia, S.A. (“as a substitute for Bancaja"), for a corporate crime of falsification of accounts set out in article 290 of the Criminal Code.

On 13 March 2017, the Criminal Chamber, section 3 of the National Court, issued an order confirming that i) Bankia cannot be held liable for criminal acts and, ii) Bankia must be continue to be the secondary civilly liable party.

On 13 December 2017, Central Investigation Office no. 1 issued an Order agreeing to bring BFA, Tenedora de Acciones, S.A.U. and the Bancaja Foundation to the proceedings as secondary civilly liable parties.

On 2 December 2019, the Central Investigation Office no. 1 issued the conversion order agreeing to the continuation of these previous proceedings through the abridged procedures for the alleged participation in an ongoing corporate crime of falsehood in the annual accounts of Banco de Valencia for the fiscal years 2009-2010, punishable under art. 290 paragraphs 1 and 2 and art. 74 of the Criminal Code, against the members of the board of directors of Banco de Valencia and against various companies as secondary civilly liable parties, which include: BFA, Bankia, Bankia Hábitat S.L. and Valenciana de Inversiones Mobiliarias, S.L.

On 31 October 2022, an order was issued to open the oral hearing, confirming the subsidiary civil liability of the former companies. After the submission of the defence briefs, the trial has been scheduled from 9 September to 19 December 2024.

The National Court has had CaixaBank as the successor in Bankia's position as a consequence of the merger of Bankia (acquired company) with CaixaBank (acquiring company).

CaixaBank has considered the outcome of this lawsuit as a contingent liability given that it deems it unlikely that CaixaBank will be convicted of an outflow of resources, in accordance with IAS 37 paragraph 10.1. It is unlikely that the Group will have to pay any amount for these criminal proceedings given that it deems that there is no “alleged” accounting crime relating to the accounts of Banco de Valencia for 2009 and 2010 of which the members of the Board of Directors are accused and, additionally, it has not been possible to quantify the alleged damage in the course of the preliminary investigation. Upon being consulted by the investigating court, the CNMV reported (sic) that “the estimation of such damages is a highly complicated exercise that would require an individualised analysis of each investor's case: when it bought and why, when it sold, whether it would have sold before having known the information beforehand, etc. On top of this, it is also difficult to estimate the impact that the publication of the negative information referred to above had on the evolution of the share price (…) any estimate of damages would need to be based on an analysis of the various types of situations that could have occurred in reality, the number of investors and the investment volumes that could be referred to in each type of situation, etc."

Ongoing investigation in Central Investigation Office No. 2 (PD 16/18)

In April 2018, the Anti-Corruption Prosecutor's Office started legal proceedings against CaixaBank, the Entity's former head of Regulatory Compliance and 11 employees, for events that could be deemed to constitute a money laundering offence, primarily due to the activity carried out in 10 branches of CaixaBank by alleged members of certain organisations formed of Chinese nationals, who allegedly conducted fraud against the Spanish Treasury between 2011 and 2015. The judge has asked the Public Prosecutor's Office to instigate the next steps. In addition, as of today, the filing of proceedings has already been agreed for four employees. Neither CaixaBank nor its legal advisers consider the risk associated with these criminal proceedings as being likely to arise. The potential impact of these events is not currently considered material, although CaixaBank is exposed to reputational risk due to these ongoing proceedings.

Investigation dismissed before the Central Investigation Office No. 6 (PD 96/17) Separate part No. 21. Potential subsidiary civil liability

The criminal liability of the legal person was dismissed. The process is presently at an intermediate stage. Potential subsidiary civil liability. Recently, the Public Prosecutor's Office requested the subsidiary civil liability of CaixaBank for an amount of EUR 8,000. This is strictly a financial and subsidiary liability, for a non-material amount and which will have to be the subject of prosecution.

As a consequence, the potential impact that could arise, where applicable, from the possible subsidiary civil liability for the events described is not material, although CaixaBank is exposed to reputational risk as a result of the processing of these proceedings. A trial has recently been scheduled to be held in different sessions between 20 January and 27 February 2025.

Environmental litigation

CaixaBank implements continuous monitoring systems to identify potential litigation or claims relating to this area.

At 30 June 2024, there were no signs of a trend towards litigation in this area in the various areas identified in relation to different international operators, such as claims for damages, preventive requests for the adoption of measures or claims for the prosecution of cases of greenwashing or climate washing.

17.3 OTHER PROVISIONS

Class action brought by the ADICAE association (floor clauses)

The legal case through which a class-action suit was brought by ADICAE due to the application of the minimum interest rate clause that is present in some of the Group's mortgages, is currently being appealed on procedural grounds to the Spanish High Court. A ruling dated 29 June 2022 agreed to raise several issues for preliminary rulings in which the Spanish High Court considers if, as part of a class-action suit as complex as this one, it is possible to analyse separately the transparency of how minimum-rate clauses are marketed, keeping in mind the need to evaluate any concurrent circumstances at the time the mortgage is signed, as well as other parameters, such as the evolution of the average consumer. On 4 July 2024, the CJEU ruled that it is indeed possible to judge transparency in a collective action and to consider that the concept of the average consumer can evolve over time depending on the level of information and attention the consumer has at the time of the contract's conclusion. The Spanish High Court will have to decide on the appeals raised taking into account the criteria of the CJEU ruling. The Group does not foresee any change in risk in this matter, nor does it foresee any material adverse impact as a result of this CJEU ruling.

With the available information, the risk derived from the disbursements that could arise due to these litigation proceedings is reasonably covered by the corresponding provisions.

Contingent liabilities linked to deposit for irrevocable payment commitments (IPCs) of the SRF

Since 2016, the CaixaBank Group's banking companies have opted to pay a percentage of the annual contribution to the Single Resolution Fund in the form of irrevocable payment commitments (IPCs), for which cash collateral has been provided. At 30 June 2024, the accumulated amount of IPCs amounted to EUR 240 million without any provision having been recognised. Since the first quarter of 2018, the IPCs of the Single Resolution Fund have been deducted from CET1.

18. EQUITY

18.1. SHAREHOLDERS' EQUITY

Share capital

Selected information on the figures and type of share capital figures is presented below:

Information about share capital

	30-06-2024	31-12-2023
Number of fully subscribed and paid up shares (units) *	7,268,087,682	7,502,131,619
Par value per share (euros)	1	1
Closing price at year-end (euros)	4.943	3.726
Market cap at year end, excluding treasury shares (million euros) **	35,888	27,450

(*) All shares have been recognised by book entries and provide the same rights.

(**) CaixaBank's shares are traded on the continuous electronic trading system, forming part of the Ibex-35.

- ***Share buyback*** - **July 2024**

  After having received the relevant regulatory authorisation, on 11 July 2024, the Board of Directors agreed to approve a new share buy-back programme for a maximum monetary amount of EUR 500 million (already deducted from the solvency ratios as of June 2024), with the objective of reducing CaixaBank's share capital by redeeming the shares acquired under the programme. The programme will be commenced at any time after 31 July, and in any case it will have a maximum duration up to 31 January 2025.

- ***Share buyback*** - **March 2024**

  After having received the relevant regulatory authorisation, on 14 March 2024, the Board of Directors agreed to approve and commence a third share buy-back programme as part of the current strategic plan, for a maximum monetary amount of EUR 500 million, with the goal of reducing CaixaBank's share capital by redeeming the shares acquired under the programme.

  On 10 May 2024, the Programme was terminated after CaixaBank reached the maximum planned investment with the acquisition of 104,639,681 treasury shares, which account for 1.42% of the share capital, and the share capital resulting from the capital reduction was set at EUR 7,268,087,682, represented by 7,268,087,682 shares of EUR 1 par value each, all of the same class and series.

  The public deed for the share capital reduction was registered in the Valencia Commercial Register on 13 June 2024.

- ***Share buyback*** - **2023**

  After receiving the appropriate regulatory authorisation, the Board of Directors agreed in September 2023 to approve and commence the second share buy-back programme within the framework of the strategic plan for a maximum monetary amount of EUR 500 million with the aim of reducing the share capital by means of their redemption.

  In January 2024, the programme was completed after CaixaBank reached the maximum planned investment with the acquisition of a total of 129,404,256 treasury shares, representing 1.72% of the share capital. In order to comply with the Programme's purpose, the Annual General Meeting held on 22 March 2024 agreed to reduce CaixaBank, S.A.'s share capital by EUR 129,404,256 through the redemption of these shares.

  As a consequence of this capital reduction, CaixaBank's share capital has been set at EUR 7,372,727,363, represented by 7,372,727,363 shares of one-euro par value each, all belonging to the same class and series.

  The public deed for the share capital reduction was registered in the Valencia Commercial Register on 3 May 2024.

Treasury shares

The breakdown of the changes of the balance under this heading is as follows:

Changes in treasury shares - 2024

(Number of shares / Million euros)

	31-12-2023	Acquisition and other *	Disposals and other	30-06-2024
Number of treasury shares	135,005,666	113,219,493	(240,571,808)	7,653,351
% of share capital	1.787%	1.558%	(3.310%)	0.035%
Cost / Sale	519	533	(1,019)	33

(*) Acquired primarily within the framework of the treasury share buy-back programme.

18.2. OTHER COMPREHENSIVE INCOME

The main movements in Accumulated other comprehensive income are specified in the Statement of other comprehensive income.

19. TAX MATTERS

19.1. TAX CONSOLIDATION

The consolidated tax group for Corporation Tax includes CaixaBank, as the parent, and subsidiaries include Spanish companies in the commercial group that comply with the requirements for inclusion under regulations, including the "la Caixa" Banking Foundation and CriteriaCaixa.

The other companies in the commercial group file taxes in accordance with applicable tax legislation.

Similarly, CaixaBank and some of its subsidiaries have belonged to a consolidated tax group for value added tax (VAT) since 2008, the parent company of which is CaixaBank.

19.2. DEFERRED TAX ASSETS AND LIABILITIES

The changes in the balance of these headings is as follows:

Changes in deferred tax assets - 2024

(Millions of euros)

	31-12-2023	Regulari-sations	Additions due to changes in the period	Disposals due to changes in the period	30-06-2024
Contributions to pension plans and funds for pre-retirement liabilities	860			(19)	841
Allowances for credit losses	9,094			(190)	8,904
Provision for foreclosed property	2,594			(54)	2,540
Other temporary differences *	2,304		91	(271)	2,124
Unused tax credits	318			(187)	131
Tax loss carryforwards	1,784			(141)	1,643
TOTAL	**16,954**		91	(862)	**16,183**
Of which: monetisable	*12,548*			(263)	*12,285*

(*) Includes, inter alia, eliminations from intra-group operations and those corresponding to different provisions, and other adjustments due to differences between accounting and tax rules.

Changes in deferred tax liabilities - 2024

(Millions of euros)

	31-12-2023	Regularisa tions	Additions due to changes in the period	Disposals due to changes in the period	30-06-2024
Revaluation of property on first time adoption of IFRS	261			(3)	258
Intangible assets generated in business combinations	210			(18)	192
Others from business combinations	124			(23)	101
Other	751		3	(116)	638
TOTAL	**1,346**		3	(160)	**1,189**

The type of deferred tax assets segregated by jurisdiction of origin are set out below:

Nature of the deferred tax assets recognised in the consolidated balance sheet - 30-06-2024

(Millions of euros)

	Temporary differences	*Of which are monetisable **	Tax loss carryforwards	Unused tax credits
Spain	14,270	12,257	1,642	131
Portugal	140	28		
TOTAL	**14,410**	**12,285**	**1,642**	**131**

(*) These correspond to monetisable timing differences with the right to conversion into a credit with the Treasury.

At 30 June 2023, the Group has a total of EUR 3,121 million of tax assets deferred by unregistered tax credits, of which EUR 2,853 million correspond to tax loss carryforwards and EUR 268 million to deductions.

Twice per year, in collaboration with an independent expert, the Group assesses the recoverable amount of its recognised deferred tax assets in the balance sheet, on the basis of a budget consisting in a 6-year horizon with the forecasted results used to estimate the recoverable value of the banking CGU (see Note 13) and forecast, subsequently, applying a sustainable net interest income (NII) to the average total assets and a normalised cost of risk (CoR) of 1.30% and 0.44%, respectively.

In keeping with the projections and the assessment exercise, the maximum timeline for recovering the tax assets in their entirety remains below 15 years.

The Group carries out sensitivity analyses on the key flow projection assumptions of the recovery model (see Note 13) with no significant variations concluded in the estimated term in the baseline scenario.

The exercises to evaluate the recoverability of tax assets, which have been carried out since 2014, are strengthened by backtesting exercises, which show stable behaviour.

In light of the existing risk factors (see Note 3) and the reduced deviation with respect to the estimates used to elaborate the budgets, the Administrators consider that, despite the limitations for applying different monetisable timing differences, tax loss carryforwards and unused tax credits, the recovery of all activated tax credits is still probable with future tax benefits.

19.3. OTHER

Banking sector levy

Under Law 38/2022 of 28 December to establish, inter alia, temporary levies on the banking sector of 4.8% on net interest income and net fee and commission income, CaixaBank and certain Group entities are subject to this law and, at 1 January 2024 and 2023, recognised a total of EUR 493 million and EUR 373 million under "Other operating expenses" in the income statement.

Pillar 2

The Group has commenced a specific project to assess the impact and implementation of this reform, which is not expected to have a significant impact on the CaixaBank Group.

The Group has applied the temporary and mandatory exception to the requirements to recognise and disclose deferred tax assets and liabilities relating to income taxes.

20. RELATED-PARTY TRANSACTIONS

The table below shows the most significant balances between CaixaBank and subsidiaries, joint ventures and associates, and with CaixaBank Directors, Senior Management and other related parties (relatives and companies with links to "key management personnel") and those with other related parties, as well as with the employee pension plan. Details are also provided of the amounts recognised in the statement of profit or loss from transactions carried out. All transactions between related parties form part of the ordinary course of business and are carried out under normal market conditions.

Related-party balances and operations
(Millions of euros)

	Significant shareholder (1) (2)		Associates and joint ventures		Directors and senior management (3)		Other related parties (4)		Employee pension plan	
	30-06-2024	31-12-2023	30-06-2024	31-12-2023	30-06-2024	31-12-2023	30-06-2024	31-12-2023	30-06-2024	31-12-2023
ASSETS										
Loans and advances to credit institutions										
Loans and advances	15	15	1,045	976	7	7	20	22		
Mortgage loans	*14*	*14*			*7*	*7*	*11*	*10*		
Other	*1*	*1*	*1,045*	*976*			*9*	*12*		
Of which: valuation adjustments			*(1)*	*(2)*			*(2)*	*(1)*		
Equity instruments			1	1						
Debt securities (Note 8.4.)	16,557	16,755								
TOTAL	**16,572**	**16,770**	**1,046**	**977**	**7**	**7**	**20**	**22**		
LIABILITIES										
Customer deposits	1,580	387	684	693	20	18	18	19	42	199
TOTAL	**1,580**	**387**	**684**	**693**	**20**	**18**	**18**	**19**	**42**	**199**
PROFIT OR LOSS										
Interest income			20	36						
Interest expense	(6)	(3)	(10)	(8)						
Fee and commission income		1	181	375						
Fee and commission expenses			(1)	(2)						
TOTAL	**(6)**	**(2)**	**190**	**401**						
OTHER										
Contingent liabilities	50	32	17	17			1	1		
Contingent commitments	1	1	76	99	1	1	2	2		
Assets under management (AUMs) and assets under custody (5)	31,360	28,287	1,068	1,142	42	31	25	24	3,301	3,351
TOTAL	**31,411**	**28,320**	**1,161**	**1,258**	**43**	**32**	**28**	**27**	**3,301**	**3,351**

(1) They refer to balances and transactions carried out with the "Fundación la Caixa" Banking Foundation, CriteriaCaixa, BFA Tenedora de Acciones, SAU, the FROB and its dependent companies. At 30 June 2024, CriteriaCaixa's and BFA's stakes in CaixaBank were 31.2% and 17.9%, respectively.

(2) As regards the cost of lawsuits relating to preferential shares and subordinate obligations of the former Bankia, pursuant to the agreement with BFA to distribute costs in this field, Bankia already assumed a maximum loss of EUR 246 million resulting from the costs related to the execution of the sentences in which it was convicted in the various proceedings against Bankia (now CaixaBank) due to the aforementioned issues. The potential contingency arising from current and future claims including interest and costs would be, where applicable, paid by BFA under the said agreement. In any case, litigation in this area is currently residual. In the first half of 2024, a total of 4 applications were received from individual investors with low economic risk.

(3) Directors and Senior Management of CaixaBank.

(4) Family members and entities related to members of the Board of Directors and Senior Management of CaixaBank.

(5) Includes collective investment institutions, insurance contracts, pension funds and securities depositary.

There are no Related-party Transactions, as defined in Article 529s of the Spanish Capital Companies Act that have exceeded, either individually or aggregated, the thresholds for their breakdown.

There were no significant transactions between Group companies during the first half of 2024.

In 2023, the Group selected Solvía Intrum, Azzam and Haya Real Estate for property sales and maintenance and property rental management for a period of 3, 2 and 3 years, respectively (extendable between 12 and 18 months, depending on the case). This award, effective between February and April 2024, terminates the current *servicing* contracts held, inter alia, with Servihabitat Servicios Inmobiliarios, SLU (a subsidiary of Coral Homes HoldCo, SLU, an associate of the Group).

21. SEGMENT INFORMATION

The objective of business segment reporting is to allow internal supervision and management of the Group's activity and profits. The information is broken down into several lines of business according to the Group's organisation and structure. The segments are defined and segregated taking into account the inherent risks and management characteristics of each one, based on the basic business units which have accounting and management figures.

The following is applied to create them: i) the same presentation principles are applied as those used in Group management information, and ii) the same accounting principles and policies as those used to prepare the financial statements.

The Group is made up of the following business segments:

- **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:** includes the investees allocated to the equity investments business in the segmentation effective, that is, BFA, BCI, Coral Homes, Gramina Homes and Telefónica (up until its sale in June 2024). This line of business shows earnings from the stakes net of funding expenses.

  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. Specifically, the corporate expenses at Group level are assigned to the corporate centre.

The performance of the Group by business segment is shown below:

Consolidated statement of profit or loss of CaixaBank Group - By business segment
(Millions of euros)

	Banking and insurance				BPI		Corporate centre		CaixaBank Group	
	January-June				January-June		January-June		January-June	
	2024		2023							
		Of which: Insurance activity		*Of which: Insurance activity*	2024	2023	2024	2023	2024	2023
NET INTEREST INCOME	**5,060**	***127***	**4,185**	***66***	**486**	**430**	**26**	**9**	**5,572**	**4,624**
Dividend income and share of profit/(loss) of entities accounted for using the equity method	106	*95*	153	*139*	19	12	94	125	219	290
Net fee and commission income	1,687	*66*	1,700	*64*	168	146			1,855	1,846
Gains/(losses) on financial assets and liabilities and others	120	*14*	165	*(6)*	17	17		(40)	137	142
Profit/(loss) from the insurance service	594	*583*	501	495					594	501
Other operating income and expense	(650)	*3*	(683)	1	(22)	(41)	(4)	(6)	(676)	(730)
GROSS INCOME	**6,917**	***888***	**6,021**	***759***	**668**	**564**	**116**	**88**	**7,701**	**6,673**
Administration expenses, depreciation and amortisation	(2,739)	*(74)*	(2,614)	*(76)*	(256)	(254)	(33)	(31)	(3,028)	(2,899)
PRE-IMPAIRMENT INCOME	**4,178**	***814***	**3,407**	***683***	**412**	**310**	**83**	**57**	**4,673**	**3,774**
Impairment losses on financial assets and other provisions	(660)		(517)		(21)	(38)			(681)	(555)
NET OPERATING INCOME/(LOSS)	**3,518**	***814***	**2,890**	***683***	**391**	**272**	**83**	**57**	**3,992**	**3,219**
Gains/(losses) on disposal of assets and others	(52)	*(3)*	(36)			1	(1)	(30)	(53)	(65)
PROFIT/(LOSS) BEFORE TAX FROM CONTINUING OPERATIONS	**3,466**	***811***	**2,854**	***683***	**391**	**273**	**82**	**27**	**3,939**	**3,154**
Income tax	(1,138)	*(209)*	(947)	*(159)*	(125)	(88)	1	17	(1,262)	(1,018)
PROFIT/(LOSS) AFTER TAX FROM CONTINUING OPERATIONS	**2,328**	***602***	**1,907**	***524***	**266**	**185**	**83**	**44**	**2,677**	**2,136**
Profit/(loss) attributable to minority interests	2		(1)						2	(1)
PROFIT/(LOSS) ATTRIBUTABLE TO THE GROUP	**2,326**	***602***	**1,908**	***524***	**266**	**185**	**83**	**44**	**2,675**	**2,137**
Total assets *	585,760	*90,980*	*562,423*	*88,947*	40,408	38,524	4,203	6,220	630,371	607,167

(*) The comparative information relating to Total Assets corresponds to 31 December 2023.

The banking and insurance businesses have an integrated Banking-Insurance management model. Under a regulatory framework with similar accounting and supervision objectives, sales and risks are managed jointly, as the model is integrated. The results of the Banking-Insurance business are presented as a single business segment in the segment reporting because of this integrated Banking-Insurance management model.

The income of the Group by segment, geographical area and distribution of ordinary income is as follows:

Distribution of interest and similar income by geographical area
(Millions of euros)

	January–June			
	CaixaBank		CaixaBank Group	
	2024	2023	2024	2023
Domestic market	**8,069**	**6,127**	**9,125**	**7,069**
International market	**526**	**326**	**1,357**	**932**
European Union	522	322	1,352	925
Eurozone	349	194	1,179	797
Non-eurozone	173	128	173	128
Other	4	4	5	7
TOTAL	**8,595**	**6,453**	**10,482**	**8,001**

Distribution of ordinary income *
(Millions of euros)

	January–June					
	Ordinary income from customers		Ordinary income between segments		Total ordinary income	
	2024	2023	2024	2023	2024	2023
Banking and insurance	**13,550**	**11,439**	**68**	**66**	**13,618**	**11,505**
Spain	12,869	10,979	68	66	12,937	11,045
Other countries	681	460			681	460
BPI	**1,010**	**756**	**45**	**38**	**1,055**	**794**
Portugal/Spain	1,010	755	45	38	1,055	793
Other countries		1				1
Corporate centre	**91**	**89**	**51**	**51**	**142**	**140**
Spain	30	35	35	35	65	70
Other countries	61	54	16	16	77	70
Ordinary adjustments and eliminations between segments			**(164)**	**(155)**	**(164)**	**(155)**
TOTAL	**14,651**	**12,284**			**14,651**	**12,284**

(*) Corresponding to the following items in the Group's public statement of profit or loss:
1. Interest income
2. Dividend income
3. Share of profit/(loss) of entities accounted for using the equity method
4. Fee and commission income
5. Gains/(losses) on derecognition of financial assets and liabilities not measured at fair value through profit or loss, net
6. Gains/(losses) on financial assets and liabilities held for trading, net
7. Gains/(losses) on assets not designated for trading compulsorily measured at fair value through profit or loss, net
8. Gains/(losses) on financial assets and liabilities designated at fair value through profit or loss, net
9. Gains/(losses) from hedge accounting, net
10. Other operating income
11. Insurance revenue

22. AVERAGE WORKFORCE AND NUMBER OF BRANCHES

The following table shows the breakdown of average headcount by gender:

Average number of employees *

(Number of employees)

	30-06-2024		30-06-2023	
	CaixaBank	CaixaBank Group	CaixaBank	CaixaBank Group
Male	15,468	19,684	15,314	19,416
Female	20,897	25,410	20,762	25,236
TOTAL	**36,365**	**45,094**	**36,076**	**44,652**

(*) At 30 June 2024 there are 632 employees with a disability greater than or equal to (596 employees at 30 June 2023).

The branches of the Group are specified below:

Branches of the Group

(No. of branches)

	30-06-2024	31-12-2023
Spain	3,830	3,876
Portugal	308	315
Abroad	9	8
TOTAL	**4,147**	**4,199**

23. GUARANTEES AND CONTINGENT COMMITMENTS GIVEN

The detail of the balance of this heading in the accompanying condensed interim consolidated balance sheet is as follows:

Breakdown of exposure and hedging on guarantees and contingent commitments - 30-06-2024
(Millions of euros)

	Exposure			Hedge		
	Stage 1	Stage 2	Stage 3	Stage 1	Stage 2	Stage 3
Financial guarantees given	8,994	530	195	(7)	(19)	(100)
Loan commitments given	115,270	2,840	401	(70)	(12)	(29)
Other commitments given	29,293	1,666	326	(22)	(26)	(108)

Breakdown of exposure and hedging on guarantees and contingent commitments - 31-12-2023
(Millions of euros)

	Exposure			Hedge		
	Stage 1	Stage 2	Stage 3	Stage 1	Stage 2	Stage 3
Financial guarantees given	9,202	986	131	(7)	(11)	(117)
Loan commitments given	113,178	3,584	407	(78)	(13)	(28)
Other commitments given	29,884	1,874	339	(17)	(55)	(120)

The provisions relating to contingent liabilities and commitments are recognised under “Provisions” in the accompanying consolidated balance sheet (see Note 17).

24. INFORMATION ON THE FAIR VALUE

Note 42 of the Group's consolidated financial statements for 2023 describes the classification criteria by levels, according to the methodology used to obtain their fair value. In this regard, there were no significant changes in the first six months of 2024 with respect to those described in the consolidated financial statements for the previous year.

24.1. FAIR VALUE OF ASSETS AND LIABILITIES MEASURED AT FAIR VALUE

The fair value of financial instruments measured at fair value recorded on the balance sheet, together with their breakdown by level and carrying amount, is presented below:

Fair value of financial assets measured at fair value (FV) - Banking and other business

(Millions of euros)

		30-06-2024					31-12-2023				
		Carrying amount	Fair value				Carrying amount	Fair value			
	NOTE		Total	Level 1	Level 2	Level 3		Total	Level 1	Level 2	Level 3
Financial assets held for trading		**7,064**	**7,064**	**1,604**	**5,429**	**31**	**6,993**	**6,993**	**680**	**6,273**	**40**
Derivatives		5,525	5,525	65	5,429	31	6,344	6,344	35	6,273	36
Equity instruments		342	342	342			303	303	303		
Debt securities		1,197	1,197	1,197			346	346	342		4
Non-marketable financial assets mandatorily valued at fair value through profit or loss	8.1	**120**	**120**	**50**	**6**	**64**	**124**	**124**	**50**	**6**	**68**
Equity instruments		120	120	50	6	64	124	124	50	6	68
Debt securities											
Loans and advances											
Financial assets at FV with changes in other comprehensive income	8.3	**7,296**	**7,296**	**6,716**		**580**	**9,378**	**9,378**	**8,752**		**626**
Equity instruments		581	581	1		580	1,340	1,340	714		626
Debt securities		6,715	6,715	6,715			8,038	8,038	8,038		
Derivatives - Hedge accounting	10	**253**	**253**		**253**		**526**	**526**		**526**	

Fair value of financial assets measured at fair value (FV) - Insurance business

(Millions of euros)

	NOTE	30-06-2024 Carrying amount	30-06-2024 Fair value Total	Level 1	Level 2	Level 3	31-12-2023 Carrying amount	31-12-2023 Fair value Total	Level 1	Level 2	Level 3
Non-marketable financial assets mandatorily valued at fair value through profit or loss	8.1	**15,663**	**15,663**	**15,478**	**185**		**13,261**	**13,261**	**13,229**	**32**	
Equity instruments		15,663	15,663	15,478	185		13,261	13,261	13,229	32	
Financial assets designated at FV through profit or loss	8.2	**6,480**	**6,480**	**6,458**	**3**	**19**	**7,240**	**7,240**	**7,219**	**3**	**18**
Debt securities		6,480	6,480	6,458	3	19	7,240	7,240	7,219	3	18
Loans and advances											
Financial assets at FV with changes in other comprehensive income	8.3	**57,286**	**57,286**	**55,260**	**2,011**	**15**	**57,212**	**57,212**	**56,338**	**860**	**14**
Equity instruments		1	1			1					
Debt securities		57,285	57,285	55,260	2,011	14	57,212	57,212	56,338	860	14
Derivatives - Hedge accounting	10	**586**	**586**		**586**		**680**	**680**		**680**	

Fair value of financial liabilities (FL) measured at fair value (FV) - Banking and other business

(Millions of euros)

	NOTE	30-06-2024 Carrying amount	30-06-2024 Fair value Total	Level 1	Level 2	Level 3	31-12-2023 Carrying amount	31-12-2023 Fair value Total	Level 1	Level 2	Level 3
Financial liabilities held for trading	16.1	**2,269**	**2,269**	**669**	**1,571**	**29**	**2,253**	**2,253**	**92**	**2,127**	**34**
Derivatives		1,637	1,637	37	1,571	29	2,189	2,189	28	2,127	34
Short positions		632	632	632			64	64	64		
Derivatives - Hedge accounting	10	**1,473**	**1,473**		**1,473**		**1,278**	**1,278**		**1,278**	

Fair value of financial liabilities (FL) measured at fair value (FV) - Insurance business
(Millions of euros)

	NOTE	30-06-2024 Carrying amount	30-06-2024 Fair value Total	Level 1	Level 2	Level 3	31-12-2023 Carrying amount	31-12-2023 Fair value Total	Level 1	Level 2	Level 3
Financial liabilities designated at FV through profit or loss	16.2	**3,399**	**3,399**	**3,399**			**3,283**	**3,283**	**3,283**		
Deposits		3,396	3,396	3,396			3,281	3,281	3,281		
Other financial liabilities		3	3	3			2	2	2		
Derivatives - Hedge accounting	10	**6,158**	**6,158**		**6,158**		**6,399**	**6,399**		**6,399**	

Changes and transfers of financial instruments in Level 3

In the first six months of 2024 and in 2023 there were no material changes in the Level 3 balance on instruments carried at fair value.

24.2. FAIR VALUE OF ASSETS AND LIABILITIES MEASURED AT AMORTISED COST

The fair value of the financial instruments at amortised cost recognised in the balance sheet, broken down by associated carrying amount and level is as follows:

Fair value of financial assets measured at amortised cost - Banking and other business
(Millions of euros)

	NOTE	30-06-2024 * Carrying amount	30-06-2024 * Fair value Total	Level 1	Level 2	Level 3	31-12-2023 Carrying amount	31-12-2023 Fair value Total	Level 1	Level 2	Level 3
Financial assets at amortised cost	8.4	**442,261**	**445,522**	**48,392**	**18,643**	**378,487**	**433,091**	**438,579**	**49,523**	**18,683**	**370,373**
Debt securities		76,784	72,205	48,272	17,290	6,643	77,336	73,196	49,444	17,617	6,135
Loans and advances		365,477	373,317	120	1,353	371,844	355,755	365,383	79	1,066	364,238

(*) The difference between carrying amount and fair value is EUR 3,261 million (EUR 3,592 million adjusted for macro interest rate hedges).

Fair value of financial assets measured at amortised cost - Insurance business

(Millions of euros)

		30-06-2024					31-12-2023				
			Fair value					Fair value			
	NOTE	Carrying amount	Total	Level 1	Level 2	Level 3	Carrying amount	Total	Level 1	Level 2	Level 3
Financial assets at amortised cost	8.4	**4,766**	**4,606**	**4,163**	**183**	**260**	**4,090**	**3,991**	**3,449**	**175**	**367**
Debt securities		4,358	4,198	4,163	5	30	3,580	3,481	3,449	2	30
Loans and advances		408	408		178	230	510	510		173	337

Fair value of financial liabilities measured at amortised cost - Banking and other business

(Millions of euros)

		30-06-2024 *					31-12-2023				
			Fair value					Fair value			
	NOTE	Carrying amount	Total	Level 1	Level 2	Level 3	Carrying amount	Total	Level 1	Level 2	Level 3
Financial liabilities at amortised cost	16.3	**501,889**	**469,457**	**47,277**	**2,536**	**419,644**	**479,374**	**447,538**	**49,987**	**2,314**	**395,237**
Deposits		440,980	409,646	461		409,185	416,172	385,796	435		385,361
Debt securities issued		54,439	53,341	46,776	2,536	4,029	56,755	55,295	49,524	2,314	3,457
Other financial liabilities		6,470	6,470	40		6,430	6,447	6,447	28		6,419

(*) The difference between carrying amount and fair value amounted to EUR 32,432 million (EUR 29,209 million adjusted for macro interest rate hedges).

Fair value of financial liabilities measured at amortised cost - Insurance business

(Millions of euros)

		30-06-2024					31-12-2023				
			Fair value					Fair value			
	NOTE	Carrying amount	Total	Level 1	Level 2	Level 3	Carrying amount	Total	Level 1	Level 2	Level 3
Financial liabilities at amortised cost	16.3	**996**	**996**		**754**	**242**	**1,076**	**1,134**		**742**	**392**
Deposits		754	754		754		738	742		742	
Other financial liabilities		242	242			242	338	392			392

APPENDIX I. BALANCE SHEET OF CAIXABANK, SA

Assets

(Millions of euros)

	30-06-2024
Cash and cash balances at central banks and other demand deposits	**48,368**
Financial assets held for trading	**13,564**
Derivatives	12,025
Equity instruments	342
Debt securities	1,197
Financial assets not designated for trading compulsorily measured at fair value through profit or loss	**63**
Equity instruments	63
Financial assets at fair value with changes in other comprehensive income	**6,027**
Equity instruments	90
Debt securities	5,937
Financial assets at amortised cost	**415,651**
Debt securities	71,775
Loans and advances	343,875
Credit institutions	15,235
Customers	328,641
Derivatives - Hedge accounting	**256**
Fair value changes of the hedged items in portfolio hedge of interest rate risk	**(259)**
Investments in joint ventures and associates	**9,089**
Group entities	9,072
Associates	17
Tangible assets	**5,483**
Property, plant and equipment	5,428
For own use	5,428
Investment property	55
Intangible assets	**928**
Other intangible assets	928
Tax assets	**16,490**
Current tax assets	1,541
Deferred tax assets	14,949
Other assets	**3,565**
Insurance contracts linked to pensions	1,800
Inventories	11
Remaining other assets	1,754
Non-current assets and disposal groups classified as held for sale	**523**
TOTAL ASSETS	**519,749**
Memorandum items	
Off-balance-sheet exposures	
Loan commitments given	89,568
Financial guarantees given	9,831
Other commitments given	29,044
Financial instruments loaned or delivered as collateral with the right of sale or pledge	
Financial assets held for trading	513
Financial assets at fair value with changes in other comprehensive income	2,900
Financial assets at amortised cost	24,764
Tangible assets acquired under a lease	**1,482**
Investment property, leased out under operating leases	**55**

Liabilities

(Millions of euros)

	30-06-2024
Financial liabilities held for trading	**8,763**
Derivatives	8,131
Short positions	632
Financial liabilities at amortised cost	**473,593**
Deposits	415,187
Central banks	610
Credit institutions	17,500
Customers	397,077
Debt securities issued	52,291
Other financial liabilities	6,116
Derivatives - Hedge accounting	**1,468**
Fair value changes of the hedged items in portfolio hedge of interest rate risk	**(3,241)**
Provisions	**3,806**
Pensions and other post-employment defined benefit obligations	557
Other long-term employee benefits	1,881
Pending legal issues and tax litigation	809
Commitments and guarantees given	344
Other provisions	215
Tax liabilities	**2,692**
Current tax liabilities	1,975
Deferred tax liabilities	717
Other liabilities	**2,148**
TOTAL LIABILITIES	**489,230**
Memorandum items	
Subordinated liabilities	
Financial liabilities at amortised cost	8,803

Equity

(Millions of euros)

	30-06-2024
SHAREHOLDERS' EQUITY	**31,066**
Capital	**7,268**
Share premium	**12,708**
Other equity items	**38**
Retained earnings	**12,240**
Other reserves	**(4,373)**
(-) Treasury shares	**(30)**
Profit/(loss) for the period	**3,214**
ACCUMULATED OTHER COMPREHENSIVE INCOME	**(547)**
Items that will not be reclassified to profit or loss	**(34)**
Actuarial gains or (-) losses on defined benefit pension plans	(48)
Fair value changes of equity instruments measured at fair value with changes in other comprehensive income	14
Failed fair value hedges of equity instruments measured at fair value with changes in other comprehensive income	
Fair value changes of equity instruments measured at fair value with changes other comprehensive income [hedged instrument]	
Fair value changes of equity instruments measured at fair value with changes in other comprehensive income [hedging instrument]	
Items that may be reclassified to profit or loss	**(513)**
Hedging derivatives. Reserve of cash flow hedges [effective portion]	(312)
Fair value changes of debt securities measured at fair value with changes in other comprehensive income	(200)
TOTAL EQUITY	**30,519**
TOTAL LIABILITIES AND EQUITY	**519,749**

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24

CaixaBank

Consolidated
Interim
Management Report

January-June 2024

Legal notice

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The aim of this document is purely informative, and it does not claim to provide a financial advisory service or the offer of a sale, exchange, acquisition or invitation to acquire any kind of securities, product or financial services of CaixaBank, S.A. (hereinafter, "CaixaBank" or "the Entity"), or of any other companies mentioned within it. The information contained therein is subject to, and should be treated as complementary to, all other publicly available information. The information refers to CaixaBank Group; where there is a different scope for data or information, this will be specified. Anyone who purchases a security at any time must do so solely on the basis of their own judgment or the suitability of the security for their own purposes, and exclusively on the basis of the public information set out in the public documentation drawn up and registered by the issuer in the context of this specific information, availing themselves of advice if they consider this necessary or appropriate in accordance with the circumstances, and not on the basis of the information set out in this document.

CaixaBank cautions that this document may contain statements on provisions and estimates of future business and profitability, particularly in relation to the financial and non-financial information relating to CaixaBank Group (such as environmental, social and governance (ESG) performance targets), 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, as well as our capacity to meet ESG expectations and obligations, which can mainly depend on the actions of third parties, such as our decarbonisation targets, etc. These risk factors, together with any others mentioned in past or future reports, could adversely affect our business and its level of performance, or the achievement of future objectives, including those relating to ESG 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 CaixaBank 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 some entities in the CaixaBank Group.

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. 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.

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

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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 2023 Consolidated Management Report written by the Board of Directors on 16 February 2024.

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

From 1 January 2024 until the time that this report was written, no significant events took place in terms of the development of the Group, not mentioned herein.

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CaixaBank

01

Our **identity**

01.1 Presentation of the CaixaBank Group

CaixaBank is a financial group with a **sustainable banking model and a long-term outlook** that is based on quality, engagement and specialisation.

It 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.

01.1 Presentation of the CaixaBank Group

/ Impact on Society

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 that 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.

We do this by:

- standing by people for everything that matters.

We do this with:

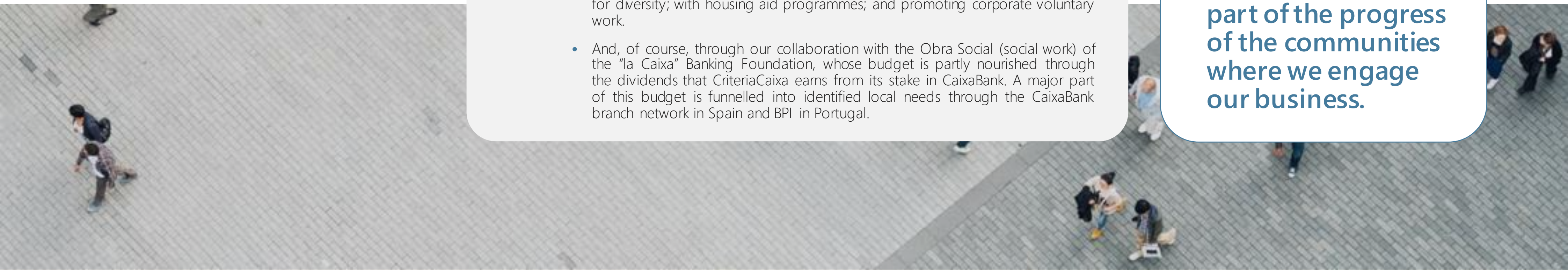
- specialised advice,
- personal finance simulation and monitoring tools,
- comfortable and secure payment methods,
- a broad range of saving, pension and insurance products,
- responsibly-granted loans,
- and, overseeing the security of our customers' personal information.

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" Banking 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.

Besides contributing to our customers' **financial well-being, our aim 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.**



01.2 CaixaBank in the 1st half of 2024

> Customers

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

20.2m customers

18.3m Spain

1.9m Portugal

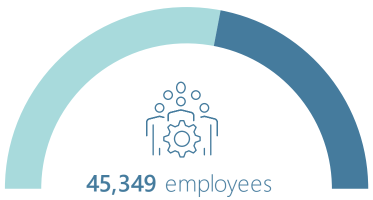
12.7m digital customers

4,138 branches

Best Bank in Spain and Portugal 2024, by Euromoney

> Employees

Commitment to **diversity**



45,349 employees

56.3% Female

43.7% Male

efr A Certificate with excellence level A

43.3% of women in managerial positions at CaixaBank, S.A.

> Shareholders and investors

Growth in quality of results

€2,675m Attributed profit/(loss)

€8,124m Core income

Balance Sheet Strength

12.2% CET1

2.7% NPL ratio

Improvement in profitability and cost-income

14.4% 12 months ROE

39.0% Cost-to-income ratio

> High liquidity

€167,421m Total Liquid Assets

218% Liquidity Coverage Ratio (LCR).

Creating value for shareholders

€2,876m Dividend paid on account fiscal year 2023

€0.3919 by action Represents 60% *Pay-out* in cash

Share buyback programmes 2024

€500m Bought back[1] + **€500m** Announced[2]

[1] Corresponds to the 3rd share buyback program.
[2] Corresponds to the announcement of the 4th share buyback program.

> Sustainability

Mobilising Sustainable Finance Target achieved

Spain

€67,157m Mobilised Group Spain[1] (2022-2024)

Target €64,000m

Portugal

€4.663m Mobilised by BPI (2022-2024)

Target €4,000m

[1] Does not include BPI. Includes amounts mobilized outside Spain.

> Environment and climate

33,840 + 50,749 KtCO2 Financed emissions Scope 1+2/3

\+ **9**[1] Sectors with decarbonisation targets set

Member of PCAF and founding member of Net Zero Banking Alliance (NZBA)

Board-approved Statement on Nature

[1] The initial 9 sectors have become 12 sectors.

> Society

Committed to the **senior collective**

2 social bonds issued for **€1,568m**

Commitment to financial inclusion

21 Ofibuses

804 Municipalities

\+ **52,000** Km/month

375,621 MicroBank Beneficiaries (accum. 2022-2024)

01.3 Milestones in the 1st half of 2024

January

- CaixaBank recognised for the third consecutive year by Top Employers for **excellence in its practical human resources policies.**
- CaixaBank extends the coverage of its mobile branch service to municipalities at risk of financial exclusion. The mobile branch service covered 804 towns and villages at the end of June.
- Launch of **MyBox VidaCare**, the first insurance policy to cover needs caused by neurodegenerative diseases.

February

- CaixaBank **issues 1.25 billion euros in its seventh green bond issue**. As of 30 June, 8 green bond issues have been issued for €7.15 billion since the start of the issue in 2020.
- Approval by the Board of Directors of the Statement on Nature.

March

- Global Finance names CaixaBank the **'World's Best Bank for Sustaining Communities 2024'**
- Moody's upgrades CaixaBank's rating to baa2 from baa3, thanks to an improvement in its assessment of the bank's intrinsic strength and operating environment.

April

- CaixaBank pays its shareholders a dividend of €2,876m, €0.3919 per share, **70% more than in the previous year.**
- Publication of the remaining Decarbonisation Targets, within the framework of the Net Zero Banking Alliance (NZBA).
- CaixaBank has been named **"Best Bank in Spain" by Global Finance magazine for a decade in a row.**

May

- CaixaBank celebrates Social Month, hosting more than **2,690 charitable activities** throughout Spain.
- The third CaixaBank share buyback programme is completed, with an investment of €500 million.

June

- CaixaBank named **"Most Innovative Bank in Western Europe" by Global Finance.**
- Reinforcement of products for senior collective with the launch of the MyBox Tranquilidad Senior, which allows you to meet the expenses that may arise because of an accident or death.
- OpenWealth becomes the largest consulting firm for senior's assets and "family offices" of Spain.

01.4 Responsible and ethical 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 2024, as regards ethics and integrity policies, the **Corporate Policy on Conflicts of Interest was updated.** The purpose of this Policy is to establish a global and harmonised framework of general principles and action procedures for the management of potential and real conflicts of interest arising in the exercise of the activities and services developed. This Policy serves as a guide for:

- Identifying areas and situations which, due to their nature, are more prone to potential conflicts of interest.
- Definition and adoption of measures to prevent, identify, manage, and disclose conflicts of interest.

The principal changes made to the Policy in this update were as follows:

- Incorporation of new regulatory references.
- With regard to the criteria for resolving conflicts of interest, it is explicitly stated that, in any case, the criteria will be resolved by placing the interests of customers, the Group and its shareholders before personal interests.
- Training for Covered Parties: the percentage of training courses given is included as an additional aspect to be reviewed by Regulatory Compliance.

| Renewal of certifications

In the first half of 2024, the following certifications issued by AENOR have been renewed:

- UNE 37301 Compliance Management Systems: this is an international standard that specifies the requirements and provides a guide to compliance management systems and recommended practices.
- UNE 37001 Anti-Bribery Management Systems: it 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: 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.

01.4 Responsible and ethical behaviour

| Internal information system

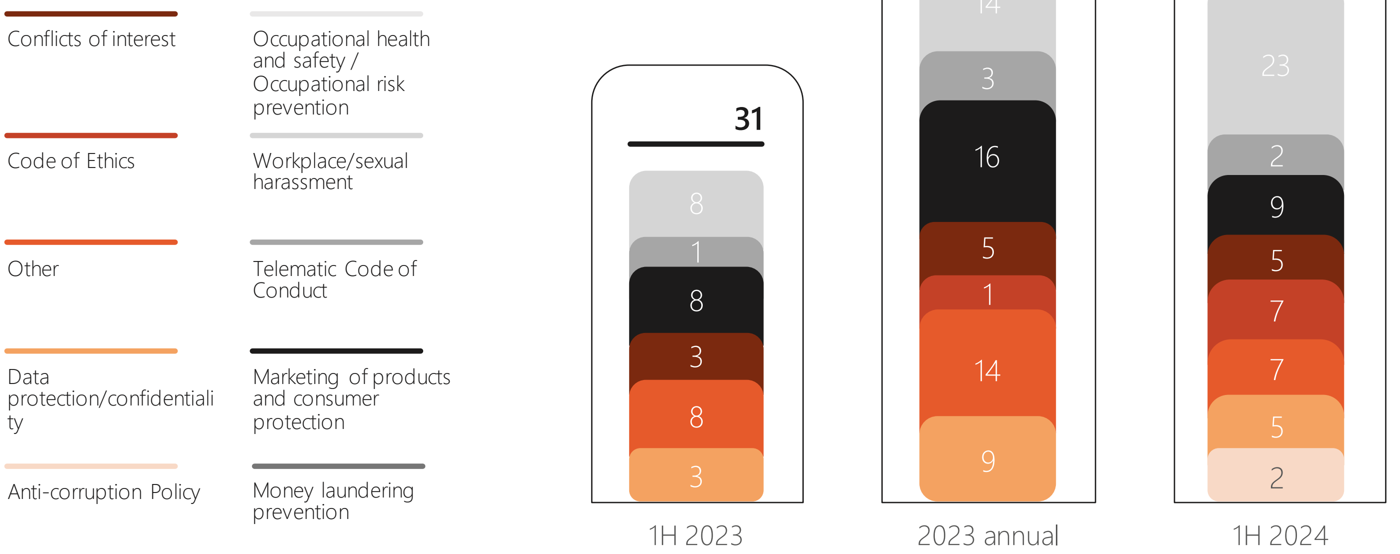
The Internal Information System (IIS) comprises the various internal information channels, including the **Whistleblowing Channel** as the main channel for reporting actions or omissions that may represent breaches of European Union law and/or that may constitute a serious or very serious criminal or administrative offence, as set out in the Corporate Policy of the internal information system.

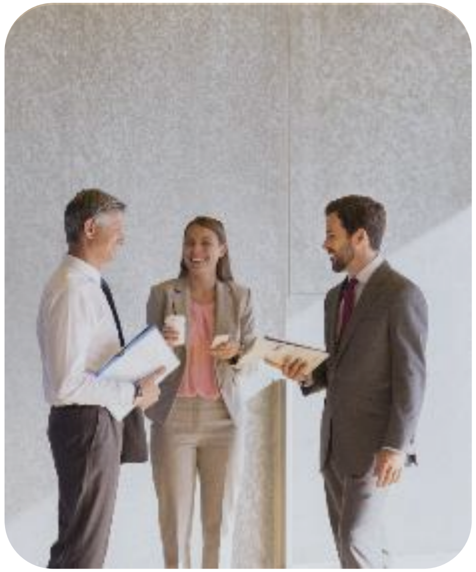
The Whistleblowing Channel is also the appropriate channel for reporting any situation of workplace and sexual harassment against employees.

In the first half of 2024, the following activities were carried out in relation to the improvement of the Internal Information System:

- The identification of incoming channels for communications under the IIS for the application of Law 2/2023 regulating the protection of persons who report regulatory infringements and the fight against corruption has been completed.
- Review of the information provided to those reported ('access to the file').

> Classification of report received (Whistleblowing Channel):





Evolution of the volume of complaints

In the first half of 2024, 62 **communications were received:**28 were accepted (45%), 31 were rejected (50%) and 3 are in progress (5%).

A majority of communications are categorised as workplace and sexual harassment (37%), followed by integrity (including Code of Ethics, Anti-Corruption Policy and Conflicts of Interest) (23%) and product marketing (15%).

02

Corporate strategy

02.1 Environment

Global economic resilience, but with regional disparity

/ Economic environment

| Global and eurozone evolution

Amidst heightened uncertainty stemming from latent geopolitical tensions and persistently tight monetary conditions, the global economy outperformed expectations during the first half of 2024. This robust performance was bolstered by robust labour markets, financial reserves for businesses and households, and a partial rebound in purchasing power for homes, buoyed by declining inflation and rising wages. However, beneath this global resilience lie divergent dynamics among major international economies, ranging from the steadfast economic activity in the U S to a slowdown surrounding China and the signs of gradual recovery in the euro area.

In the US economic activity remained robust during the first half of the year. However, there were indications of a gradual slowdown toward more sustainable rates of expansion, which are expected to persist in the upcoming quarters. This normalisation was evident in signs of a gradual demand-side deceleration, -with consumption growth moderating slightly and labour market saturation easing. On the supply side, positive indicators included continued labour force growth, supporting job creation. Inflation in the US exhibited some persistence in the initial months of 2024, although the second quarter saw a renewed disinflationary trend, which is anticipated to continue gradually in the latter half of the year. In light of these developments, the Federal Reserve (Fed) maintained a cautious stance and adjusted its rate cut projections. In December 2023, the Fed signalled the possibility of a 75 basis point (bp) reduction in rates throughout 2024. However, by June 2024, it revised its outlook to a more modest 25 bp cut. Consequently, financial markets also recalibrated their expectations, shifting from anticipating 150 bp cuts to expecting only 50 bp reductions by the end of the first half of 2024.

Meanwhile, in the eurozone, economic activity rebounded during the first two quarters of 2024 after a lackluster second half of 2023. Notably, the region managed to sustain quarter-on-quarter GDP growth rates of 0.3%. Nevertheless, no substantial acceleration in economic activity is anticipated for the remainder of the year. While industrial activity has shown some improvement, it remains subdued due to the challenges faced by energy-intensive sectors. Simultaneously, households maintain a cautious approach to spending, even in light of their significant accumulated savings. However, the translation of investments from the NGEU into tangible economic impact has been slower than anticipated. Consequently, CaixaBank Research forecasts that overall GDP growth in the euro area for 2024 would hover around 0.8%. Notably, Germany’s economy is the least dynamic, with a meagre increase of 0.2%, while France and Italy achieve fairly modest growth rates of less than 1.0%.

Additionally, it is worth mentioning that the European Parliament election results in June have contributed to heightened political uncertainty. Pro-European forces have reaffirmed their majority control of the chamber, but there has been a notable surge in far-right support. Notably, in France, the far-right emerged as the most voted force, securing 31% of the votes. This outcome prompted the advancement of legislative elections and led to an increase in the French risk premium, which had a moderate spillover effect on other peripheral economies (such as Italy, Spain, and Greece).

Meanwhile, inflation in the euro area continued to moderate during the first half of 2024 thanks to lower food price pressures, albeit at a slower pace. The change in dynamics reflects the latter stages of the disinflationary process, with energy no longer contributing to disinflation, as this component had exhibited with strong year-on-year declines at the end of 2023.

In June, the European Central Bank (ECB) made its first interest rate cut, reducing rates by 25 basis points (bp). This decision was supported by positive monetary transmission, a decline in inflation, and increased confidence that inflation would eventually reach the target of 2%. However, inflation is expected to display greater volatility in the upcoming months due to base effects resulting from the gradual removal of measures implemented during the energy crisis. Additionally, disinflationary pressures are likely to impact inertial components, particularly services. The ECB’s cautious message accompanied this rate cut. By the end of June, financial markets were anticipating two additional interest rate cuts in 2024. In contrast, at the close of 2023, expectations had been for a total of six rate reductions throughout the year.

02.1 Environment

| Spain and Portugal Evolution

Spain

During the first half of 2024, the Spanish economy exhibited remarkable dynamism, surpassing initial projections. This vitality was primarily driven by a notable upswing in tourism-related activities and robust labour market conditions. Notably, the Q1 GDP growth figure of 0.8% quarter-on-quarter set a positive tone, and indicators for Q2 suggest that the economy has maintained its dynamic growth trajectory. This positive trend was evident in the PMI manufacturing and services indices, both of which remained in expansionary territory (above 50 points). Additionally, household spending exhibited resilience, and job creation remained robust, with enrolment surpassing 21 million workers —a record high.

Inflation resumed its downward trend and stood at 3.4% in June, thanks to a fall in fuel and food prices to 3.4%. However, the resilience of inflation in the services sector makes it difficult for core inflation to fall below 3.0%.

The Spanish economy's remarkable dynamism during the first half of the year has prompted us to revise our GDP growth forecasts upward: 2.4% for 2024 and 2.3% for 2025. We anticipate that domestic demand will strengthen, driven by demographic growth, rising real household disposable income, and renewed investment. However, external demand's positive contribution will gradually diminish, even as exports recover, due to accelerated imports. Key downside risks arise from the geopolitical environment and political uncertainty. However, there are also upside risks, including potential growth in private consumption due to the elevated household savings rate and significant migration flows.

The Spanish economy **shows more buoyancy** than expected at the start of the year

Portugal

Additionally, the Portuguese economy exceeded expectations in the initial part of 2024. In Q1 2024, GDP grew by 0.8% quarter-on-quarter, driven by external demand, which contributed one percentage point to the quarter-on-quarter growth. Available indicators suggest that this buoyancy continued in Q2. This favourable development justifies a slight upward revision of the GDP growth forecast for 2024 to 1.8%.

Headline inflation fell to 2.8% in June and core inflation to 2.3%. We expect upward pressures to gradually ease over the year, although there will be occasional spikes, bringing the average in 2024 to 2.5% compared to 4.3% in 2023.

Strong external demand boosts growth in Portugal

02.1 Environment

/ Business environment: sector, technology and sustainability

| Business profitability and capital adequacy

The Spanish banking sector's profitability remains robust in the first quarter of 2024, bolstered by net interest income contributions.

Thus, return on equity (ROE) came to 12.3% in the first quarter of 2024[1], 1 p.p. above the figure recorded a year earlier.

The trend in net interest income has continued to reflect the change in monetary policy that drove interest rates higher than initially expected. Nevertheless, the recent decision of the European Central Bank (ECB) to begin lowering interest rates, which has been reflected in the evolution of Euribor, seems to confirm a change in the monetary policy cycle, thus limiting the growth potential of banks' net interest income.

Banking sector activity has been constrained by the **tightening of monetary policy,** resulting in a **contraction of funding.** Notably, the credit portfolio to the private sector in Spain declined by 2% in May 2024 compared to May 2023. The recent decrease in interest rates has helped mitigate this contraction, and a revival in credit demand is anticipated for 2024.

Credit quality remains broadly stable. In April 2024, the non-performing loans (NPL) ratio stood at 3.6%, marking a cumulative increase of 5 basis points compared to the previous year. However, when compared to pre-pandemic levels in February 2020, it has experienced a decline of 122 basis points.

Notably, the recent evolution of Euribor **suggests a potential end to the monetary policy tightening cycle** and anticipates a revival in credit demand throughout 2024.

[1] Bank of Spain, Supervisory Statistics for the first quarter of 2024. Consolidated sector figures.

02.1 Environment

Signs of early impairment of credit quality have been relatively modest. Thus, credit on special watch increased by 3.2%[1] in 2023. According to EBA data, the weight of loans on special watch (or Stage 2) stands at 7.2%[2] in March 2024. In ICO-guaranteed loans to companies, the proportion of those classified as being on special watch stood at 23%[1], which is 3.3 percentage points higher than the previous year. It is worth highlighting that one of the key factors in the increase in this ratio was the considerable reduction in the total amount of these loans (-29% in 2023).

Capital ratios are also at robust levels and continue to have a comfortable margin over regulatory requirements. In Spain, the CET1 ratio stood at 13.2% in the first quarter of 2024[3]. These capital levels are well above those recorded in the previous financial crisis and give the banking sector in Spain a high capacity to absorb potential losses. This resilience is further evidenced by the results of recent stress tests[4], highlighting the Spanish banking sector's ability to withstand adverse scenarios.

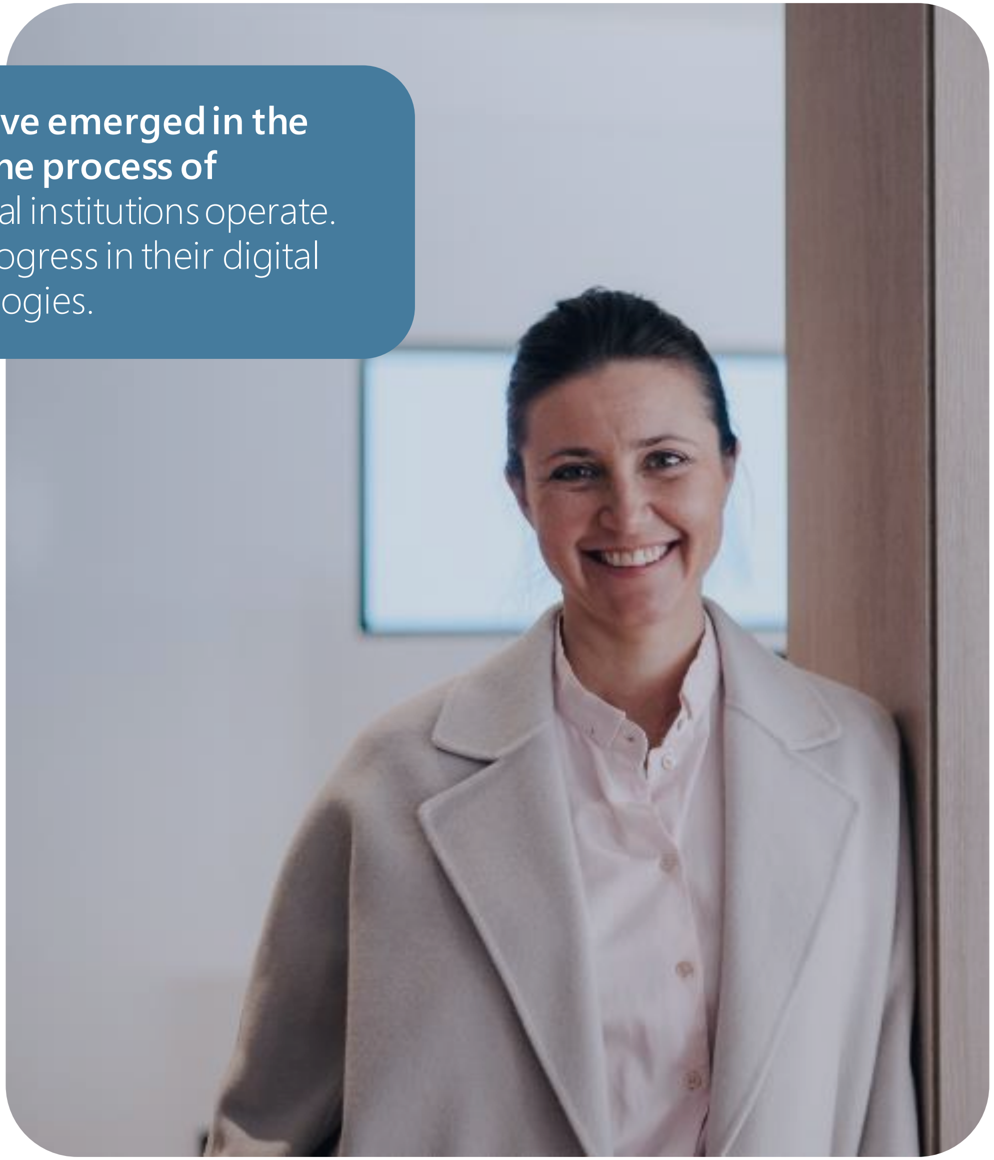
However, it is worth noting that the **bank tax has a significant impact on the Spanish banking sector's income statement** and, as a result, on the capacity to generate organic capital.

Liquidity levels in the Spanish financial sector remain high. The system's liquidity coverage ratio (LCR) reached 179.8% in the first quarter of 2024[3] (+6.7 p.p. above March 2023), comfortably exceeding the regulatory requirement of 100%.

[1] Bank of Spain, Spring 2024 Financial Stability Review.
[2] EBA Risk Dashboard. Consolidated sector data (significant institutions).
[3] Bank of Spain, Supervisory Statistics 1Q24. Consolidated sector figures.
[4] Bank of Spain, own methodological framework FLESB (Forward Looking Exercise on Spanish Banks)

02.1 Environment

| 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. Since then, institutions have continued to make progress in their digital transformation by adopting new tools and technologies.

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, 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 the first quarter of 2024, global fintech funding fell at a global scale by 54% year-on-year, down to pre-2019 levels)[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.

[1] Source: CB Insights, State of Fintech Report

02.1 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.

Furthermore, **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 new technology-based alternative payment solutions) and is starting to introduce alternative types of money and private payment methods, such as stablecoins.

In this case, the expansion of the crypto-assets and stablecoins market in recent years has driven investment in technologies such as Distributed Ledger Technology (DLT) or cryptography, which allow the development of new value-added features in payments (such as the ability to programme payments through Smart Contracts). This trend gains further momentum due to the implementation of the MICA regulation and the pilot EU DLT scheme, which enhance regulatory clarity in this domain.

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, and that the money they issue continues to act as a monetary anchor (supporting the stability, integration and efficiency of the financial and payment systems).

Thus, in the eurozone, the **European Central Bank (ECB) is exploring the possibility of issuing a digital euro** to supplement cash and as an additional payment solution. Following a two-year research phase, which focused on developing a proposal to design the digital euro, technical exploration and learning, the ECB decided in November to move on to the next phase of the project, the preparatory phase. This new phase, which is expected to be fully completed by October 2025, will focus on laying the groundwork for the possible issuance of a digital euro in the future. The last phase of the project (pre-launch phase) will be devoted to developing and rolling out the various use cases for the digital euro. Meanwhile, in June 2023**, the European Commission published the legislative proposal laying down the legal framework for a possible digital euro,** a proposal that still needs to be agreed by the European Parliament and the European Council**.**

The European Commission also presented other legislative proposals geared towards aligning payment services and the financial sector in general with the digital transformation of the European economy, and which have a high potential for disruption. In particular, the proposal for a framework for Financial Data Access Regulation (FIDAR), which will lay down rights and obligations in the exchange of customers' financial data beyond payment accounts, is noteworthy.

[1] Source: CB Insights, State of Fintech Report.

02.1 Environment

Also prominent is the **proposal to update the European Payments Directive**, which, among other aspects, will introduce changes in the management of customer payment data permissions and measures to combat and mitigate fraud in electronic payments. Nevertheless, these proposals still need to go through the legislative process before being adopted.

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 blends major physical capillarity with high digital capabilities —proof of this is that the company 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, generative AI 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 owns 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.

02.1 Environment

| 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.

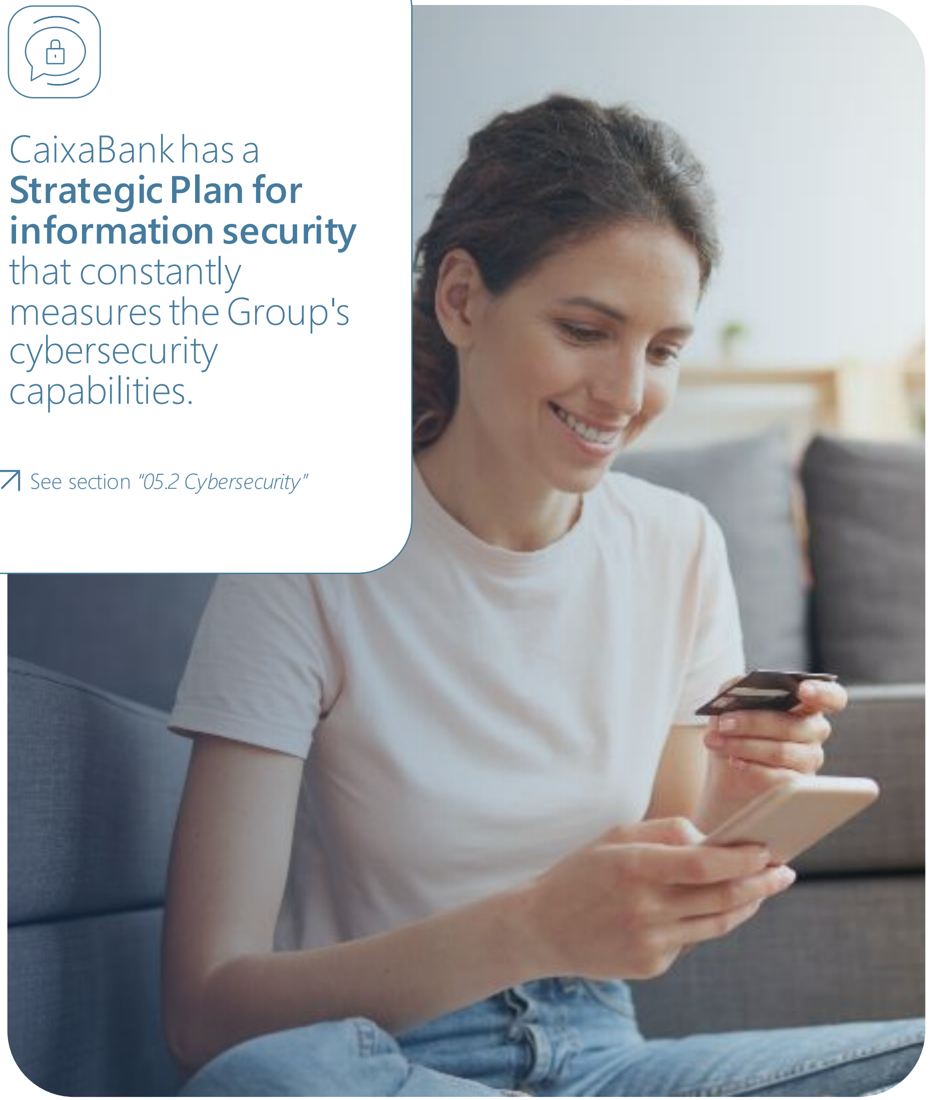
Furthermore, the cyber threat landscape is in **constant evolution** and is becoming **increasingly complex** as a result of the growing digitalisation of the economy, increasing dependencies on third parties and geopolitical tensions. In addition, the cost of cyber incidents has been steadily and significantly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

In that regard, **the European Union (EU) is responding to cyber risk with several initiatives**, including the **Digital Operational Resilience Act (DORA),** in force since January 2023 and intended to create a regulatory framework to ensure that financial institutions can withstand, respond to and recover from any kind of disruption and threat related to ICTs.

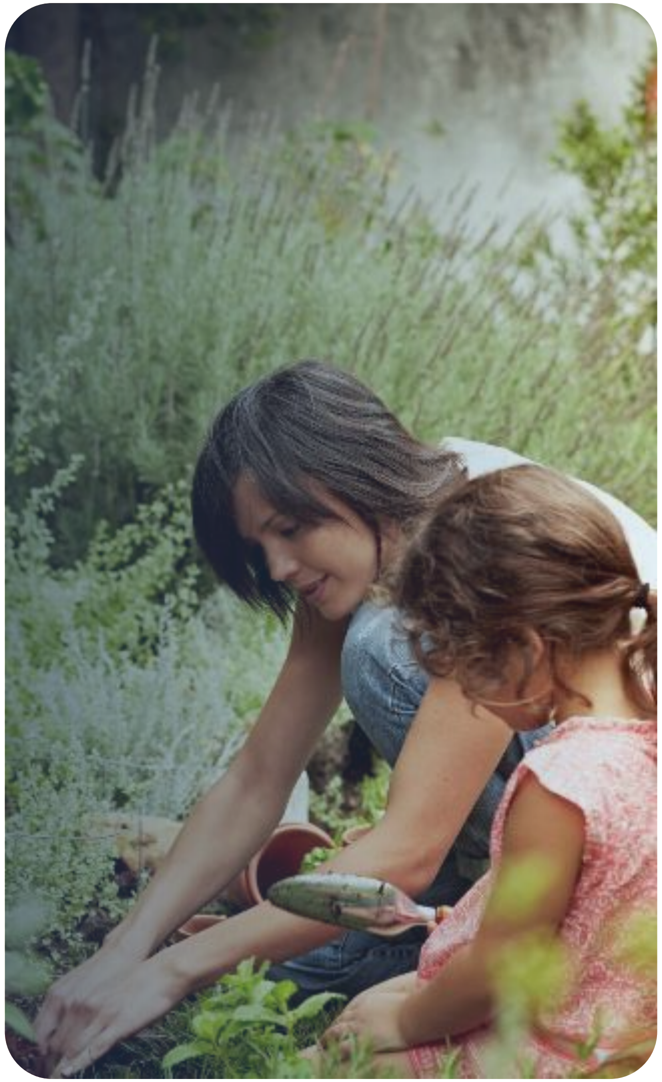
CaixaBank is aware of the level of threat and considers cybersecurity to be a priority. To that end, it has a **Strategic Plan for information security** that constantly measures the Group's cybersecurity capabilities and it seeks to keep the Entity at the forefront of data protection, in accordance with the best market standards.

CaixaBank has a **Strategic Plan for information security** that constantly measures the Group's cybersecurity capabilities.

See section *"05.2 Cybersecurity"*



02.1 Environment



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 (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).

Similarly, it is also worth highlighting the approval of the new **Sustainability Reporting Directive (CSRD)** in 2022, the roll-out of which in 2024 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.

Also, in the area of banking supervision, **it is worth noting the ECB's action plan 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.

The **European Banking Authority (EBA) also has a work plan to mainstream ESG aspects into the regulatory and supervisory framework**. Among the different initiatives is the inclusion of climate risks in the framework of stress exercises to gauge the resilience of the European banking sector to climate risks. In that regard, the EBA, alongside other European supervisory authorities, the ECB and the European System Risk Board (ESRB) are engaged in an exercise to assess the financial sector's preparedness and resilience to the package of legislative measures (on energy, transport, emission reductions, land use and forestry) included in the "Fit-for-55", to cut the bloc's GHG emissions by 55% by 2030. The exercise was kicked off in the last quarter of 2023 and the results will be published in the first quarter of 2025.

Additionally, **the EU ratified the European Climate Law in 2021**, committing to emission reduction targets for 2030 and carbon neutrality by 2050. The EU has already initiated measures and reforms across various economic sectors (including housing, energy, and transportation) to align with these targets and transition toward a decarbonised economy. In addition, following the Russian invasion of Ukraine, the European Commission presented the REPowerEU plan to dramatically accelerate the energy transition . In Spain, **the Next Generation EU Recovery Plan (NGEU)** has allocated approximately €13.5 billion[1] between 2022 and 2023, **with an estimated additional €3,900 million[1] earmarked** for renewable energy investments, sustainable mobility, and energy-efficient building rehabilitation by 2024, thus advancing the green transition.

In this context, **CaixaBank prioritizes transitioning toward a low-carbon economy that fosters sustainable development, social inclusivity, and strong corporate governance.** To operationalise this commitment, **Sustainability** —encompassing environmental, social, and governance aspects— is **one of the three pillars of the Group's 2022-24 Strategic Plan.** The specific initiatives aligned with this strategic focus are detailed in the 2022-24 Sustainable Banking Plan.

[1] IGAE Budget execution General State Administration and Bodies

02.2 Strategy

Following the presentation of the **2022-2024 Strategic Plan** (hereinafter "the Strategic Plan") in May 2022, the macroeconomic context and the market situation have changed significantly. While the primary market trends identified —such as shifts in consumer habits, the adoption of new technologies, and the increasing emphasis on sustainability— continue to hold, the recent change in monetary policy has had a significant impact. On the one hand, during 2022 and 2023, there was higher inflation and higher reference rates for longer than anticipated in the Strategic Plan, enabling net interest income to grow more than initially expected. On the other hand, this increase in interest rates had a negative impact on the demand for credit.

Overall, and with only a few months to go before the end of the Strategic Plan, it is progressing favourably in terms of the strategic objectives defined.

In November 2024, CaixaBank will unveil its new Strategic Plan for the period 2025-2027

/ 2022-2024 Strategic Plan

CaixaBank Group's new 2022–2024 Strategic Plan, 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:**

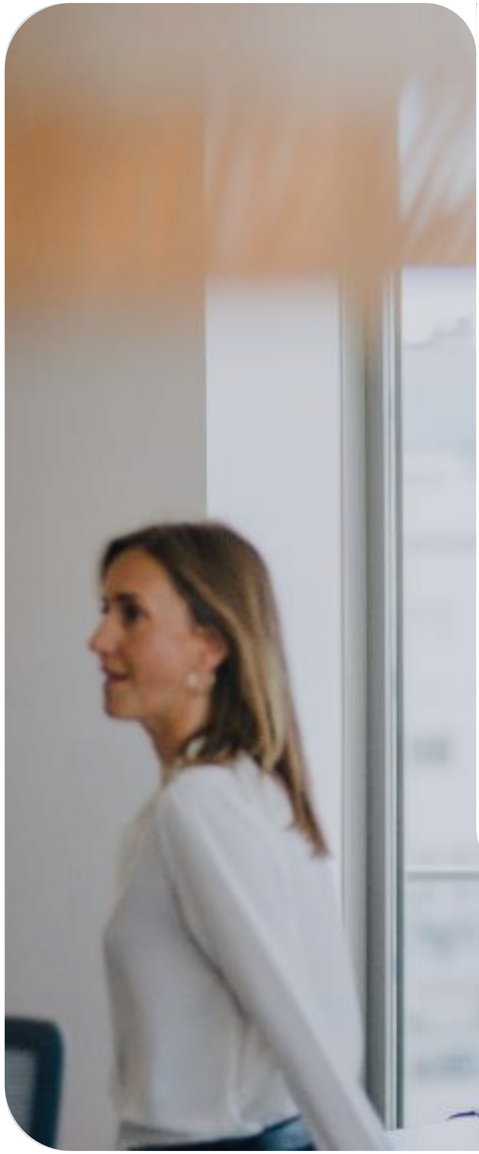
Business growth	Operating an efficient service model	Sustainability	Cross-cutting enablers
Developing the best value proposition for our customers.	Maximally tailored to customer preferences.	Benchmarks in Europe.	Technology People

CaixaBank Group companies have a Strategic Plan **fully aligned with the CaixaBank Strategic Plan.**

This new Strategic Plan is aligned with the Materiality analysis carried out by the Entity. The Materiality Study is conducted annually in order to identify and prioritise those fields that could have significant impacts on Environmental, Social and Governance issues. For more information on the 2023 Materiality Study, please refer to the CaixaBank Group's 2023 Management Report.

The Group is currently working to adapt the Materiality analysis to the requirements of the CSRD and associated ESRS, and taking into consideration the EFRAG guidelines publicly available at the time of implementation.

02.2 Strategy



/ 1 Business growth

It is geared towards **driving business growth, developing the best value proposition for our customers.** CaixaBank has developed a leading financial supermarket in the Spanish market, featuring a commercial offer built around customer experiences. Throughout this Plan, we will continue to expand the capabilities of this financial supermarket, increasing the penetration of our products and services to customers, endeavouring to progress the commercial offer and making a quantitative and qualitative leap in the construction of ecosystems. This line's core ambitions include:

- Strengthening **leadership in retail banking** through new housing and consumer banking products and greater penetration in insurance and long-term savings products.
- Achieving leadership in the corporate, companies and SMEs segments.
- Driving ecosystems as a new source of income in housing, mobility, seniors, health, entertainment, business and seniors.

With regard to the objectives set for **business growth**, the Group continued to consolidate its leadership in retail banking, with a positive performance in the main market shares. Particularly noteworthy was the positive evolution of CIB lending, backed by significant growth in the International Banking portfolio, which exceeded the target set for the end of the Strategic Plan in 2024.

	Starting point 2021	2022	2023	June 2024	2024 target
Share of long-term saving (%)	29.4	29.5	29.3	29.6[3]	~30%
Share of non-financial company portfolio[1] (%)	23.8	23.8	23.5	23.5[2]	~24%

[1] Business in Spain
[2] Given on 31 May 2024
[3] Combined market share including mutual funds, pension plans and savings insurance. Based on INVERCO and ICEA data. For savings insurance, sector data for June, are internal estimates.

02.2 Strategy

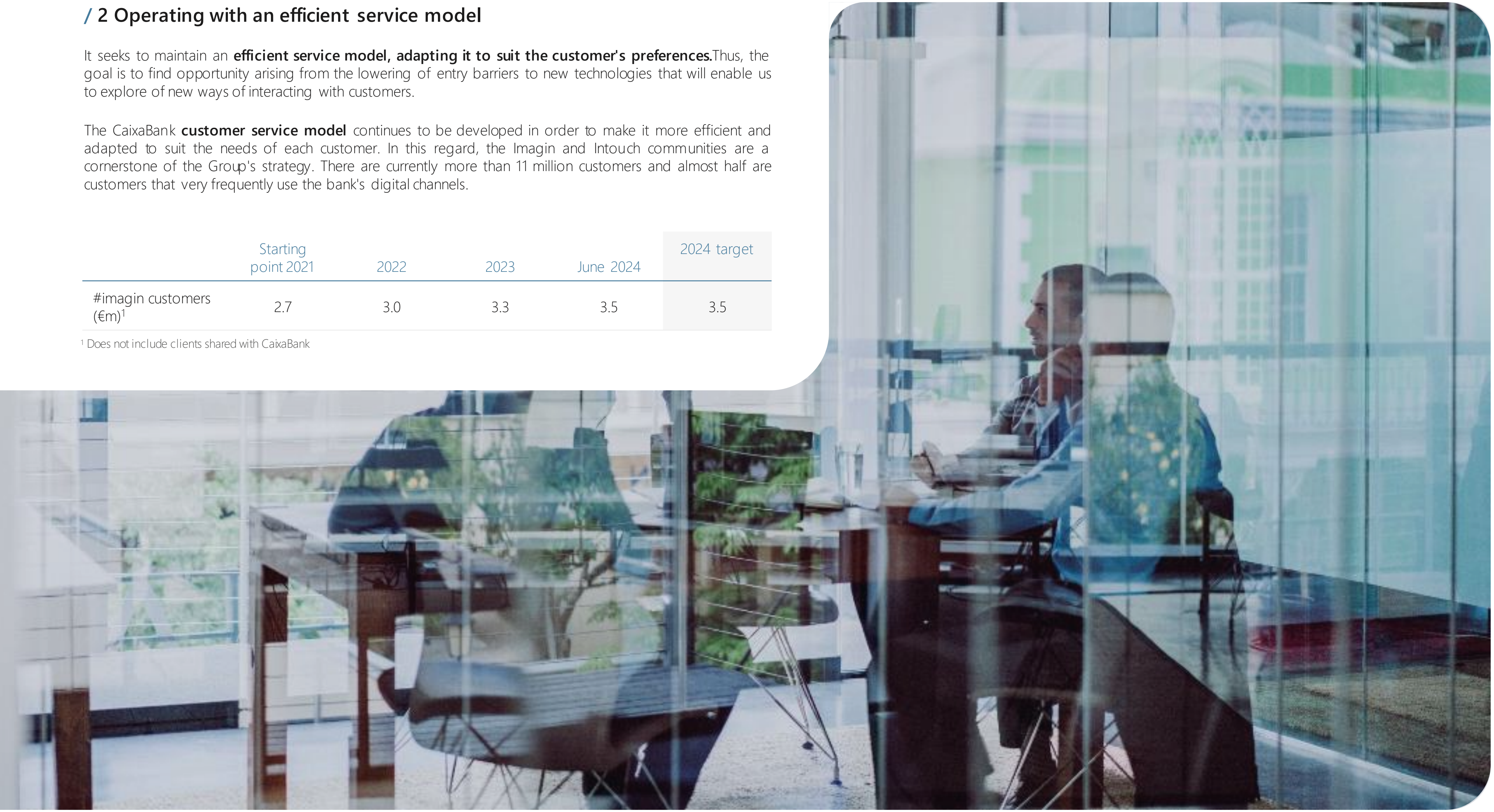
/ 2 Operating with an efficient service model

It seeks to maintain an **efficient service model, adapting it to suit the customer's preferences.** Thus, the goal is to find opportunity arising from the lowering of entry barriers to new technologies that will enable us to explore of new ways of interacting with customers.

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. 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	2023	June 2024	2024 target
#imagin customers (€m)[1]	2.7	3.0	3.3	3.5	3.5

[1] Does not include clients shared with CaixaBank



02.2 Strategy

/ 3 Sustainability

Consolidating CaixaBank's position as a sustainability benchmark in Europe. Prioritising environmental, social and governance areas on the European agenda gives us a unique opportunity to take advantage of the competitive advantages inherent to CaixaBank's way of banking, highlighting social commitment as a foundational value and our status as European leaders in microfinance. The main initiatives are as follows:

- Accompanying our customers in their energy transition
- Commitment to our own transition

- Leading the positive social impact
- Fostering financial inclusion

- Fostering a responsible culture
- Being a leader in governance

To date, the cumulative mobilisation of sustainable funds is developing very positively, exceeding the target set for 2024. The rating average received from ESG rating agencies remains at A, as set in the 2024 target.

	Starting point 2021	2022	2023	June 2024	2024 target
Mobilisation of sustainable financing (cumulative 2022-2024)[1] (€m)	18,531	23,583	50,813	67,157	64,000
Number of active volunteers[2]	4,997[(3)]	14,000	17,240	19,808	10,000

[1]Mobilisation of Group companies based in Spain.
[2]Includes Social Month volunteers.
[3]Social Month was not completed because of the COVID-19 pandemic.

See section "07. Our commitment to sustainability"

02.2 Strategy

/ Cross-cutting enablers

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

First of all, 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.

Boosting its employees' development programmes and career plans, featuring a more proactive people development model for training teams and focusing on critical skills.

Fostering new forms of collaborative work, promoting remote working and helping its employees to develop their potential with equal opportunities through a culture based on meritocracy and diversity.

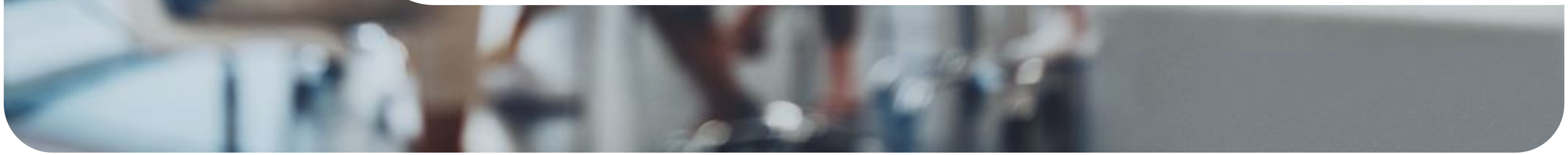
	Starting point 2021	2022	2023	June 2024	Target 2024[2]
Women in managerial positions (%)[1]	39.9	41.8	43.0	43.3	43.0

The development of the necessary capacities outlined in the cross-cutting enablers of people is progressing as identified in the Strategic Plan. The Group continued to strengthen the growth of people as a cornerstone of the Strategic Plan. In this regard, CaixaBank has risen to 2nd position in the Merco Talent 2023 ranking of the most attractive companies in the banking sector for attracting and retaining talent. The Group has also concluded the process of identifying critical skills for the Entity in order to evaluate and plan strategic processes and activities and define upskilling and reskilling actions to improve the value proposition for employees. Also of note was the 43.3% rise in the number of women in management positions.

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

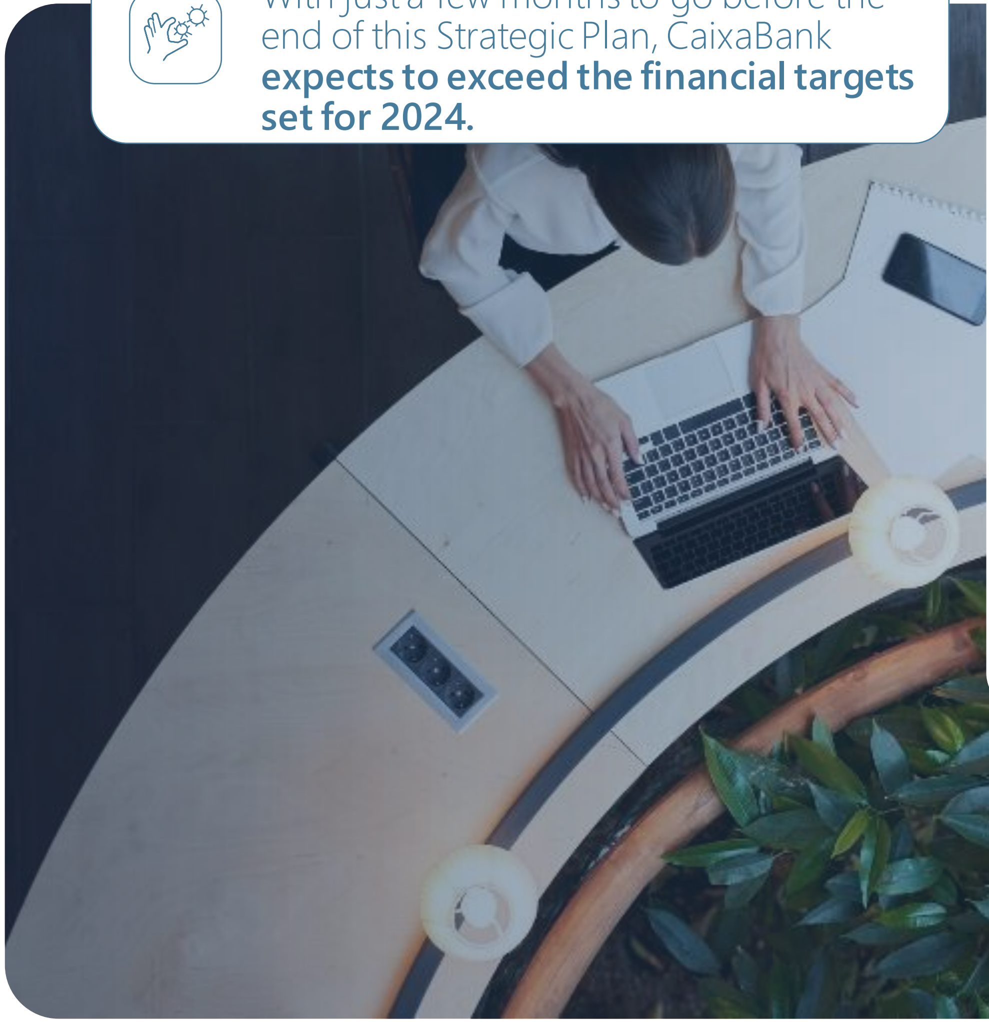
The second enabler is geared towards **technology**. CaixaBank has outstanding technological capabilities, in which it will continue to invest to continue to drive the business forward.

	Starting point 2021	2022	2023	June 2024	Target 2024
Cloud absorption (%)	21	25	30	32.55	32



02.2 Strategy

With just a few months to go before the end of this Strategic Plan, CaixaBank **expects to exceed the financial targets set for 2024.**



The Group has set as targets in the presentation of the Strategic Plan to achieve a ROTE above 12% and a cost-to-income ratio[1] of below 48%. It also committed to offering attractive shareholder remuneration with a pay-out ratio of over 50% and set the objective of generating capital of approximately 9,000 million euros for distribution purposes (cumulative amount in the 2022-2024[2] period)[1]. The foregoing comes while leveraging on a solid balance sheet position with an NPL ratio of under 3%, normalisation of the cost of risk below 0.35% (2022–2024 average) and keeping a strong capital position, with a CET1 target without IFRS9 transitional adjustments of between 11–12%.

With a few months to go before the end of this Strategic Plan, the main financial metrics show very positive results. In this regard, the Group has presented updated targets for 2024, including a new expected target ROTE above 16% and a capital distribution capacity (cumulative in the period 2022-2024) of €12,000m (of which €7,400m have been distributed so far and an additional €1,300m have been announced) while maintaining a strong capital position with a CET1 ratio of between 11.5 - 12%.

Thus, of particular note in the performance of the business activity 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 2021	2022	2023	June 2024	Target[3] 2024
ROTE (%) (cumulative 12 months)	7.6	9.8	15.6	16.9	>12
NPL ratio (%)	3.6	2.7	2.7	2.7	< 3
Recurring cost-to-income ratio (%)[1]	57.7	49.8	40.8	39.0	<48

[1] Includes the share buyback (SBB) programme for 2022 plus the excess capital generated in 2022-24 above 12% of the CET1 ratio (without IFRS 9 for TA purposes).
[2] The Cost-to-income Ratio Target was set under IFRS 4. It is estimated that the impact of the implementation of IFRS17 could be -2 pp. 1 Recurrent cost-to-income ratio (excluding one-off expenses)
[3] Targets defined at the launch of the Strategic Plan. Given the good evolution of the financial metrics, these 2024 targets have been subsequently updated.

03

Corporate governance

03.1 Share structure

| Share capital

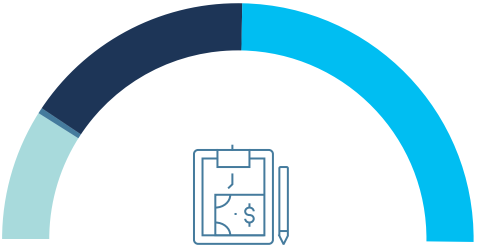
At 30 June 2024, **CaixaBank's share capital amounted to 7,268,087,682 euros**[1], **represented by 7,268,087,682 shares, each with a face value of 1 euro**, all belonging to a single class and series and all with identical voting and dividend rights. The shares are represented through book entries. The Company's Bylaws do not contain the provision for double voting shares through loyalty.

Share tranches	Shareholders[2]	Shares	%Share Capital
From 1 to 499	268,406	49,821,313	0.7
From 500 to 999	102,455	73,874,931	1.0
From 1,000 to 4,999	155,027	337,434,664	4.6
From 5,000 to 49,999	39,489	445,656,363	6.1
From 50,000 to 100,000	813	54,809,491	0.8
More than 100,000[3]	579	6,306,490,920	86.8
Total	**566,769**	**7,268,087,682**	**100**

[1] Corresponds to the effective share capital following the capital reductions carried out during the financial year 2024, although the shares corresponding to the share buy-back programme announced in March 2024 were delisted on 3 July 2024.
[2] 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.
[3] Includes the equity share.
[4] Information provided by Fundación Bancaria "la Caixa" (and its subsidiary Criteria Caixa, S.A.U.) and by FROB (and its subsidiary BFA, Tenedora de Acciones, S.A.) as of June 30, 2024.

| 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 Fundación Bancaria "la Caixa" and the FROB, which differs from the regulatory calculation.



17.9% FROB[4]

0.1% Treasury shares and held by Board

31.2% Fundación Bancaria "la Caixa"[4]

50.8% Free float

26.2% Retail

1.3% Employees

63.7% International institutional

8.7% National institutional

03.1 Share structure

| Treasury stock

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 2024 is included in Note 18 "Equity" to the accompanying Consolidated Interim Financial Statements.

With regard to the share buyback programmes (SBB), the second and third share buyback programmes were completed in January and May 2024, having acquired 129,404,256 treasury shares for a total amount of €500m and 104,639,681 treasury shares for a total amount of €500m, respectively.

Moreover, in May and June 2024, the deeds for the **reduction of the share capital by 129,404,256 euros and 104,639,681 euros, corresponding to the second and third share purchase programme, respectively, were registered in the Commercial Register**. Consequently, the resulting share capital is fixed at 7,268,087,682 shares, each with a par value of 1 euro.

3rd share buy-back programme

On March 14, 2024, after receiving the relevant regulatory authorization, the Board of Directors agreed to approve and start a third share buy-back program within the framework of the current Strategic Plan, with the aim of reducing CaixaBank's share capital by amortizing the own shares acquired in the Buyback Program.

On May 10, 2024, this Program was concluded after CaixaBank reached the maximum planned investment with the acquisition of 104,639,681 own shares, which represent 1.42% of the share capital. The public deed of reduction of share capital was registered in the Commercial Register of Valencia on June 13, 2024.

> **The programme finished on 10 May 2024**, with following amounts:

€500m
Amount bought back

104,639,681
Shares bought back
representing **1.42% of the share capital**

4th share buy-back programme

On 11 July 2024, following receipt of the relevant regulatory authorisation, the Board of Directors has resolved to approve a fourth treasury share buy-back programme under the current Strategic Plan, which will commence sometime after 31 July. The Programme has following characteristics:

Purpose

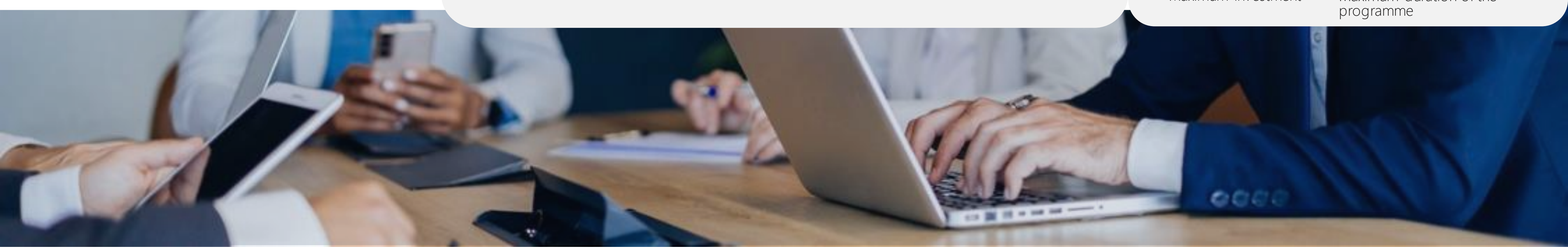
reduce CaixaBank's share capital by redeeming treasury shares acquired under the Share Buy-back Programme.

Maximum number of shares

which will depend on the average price at which purchases take place. Added to the treasury shares held by CaixaBank at any given, these will not **in any case exceed 10% of the Bank's share capital.**

€500m
Maximum investment

6 months
Maximum duration of the programme



CaixaBank

03.1 Share structure

| Evolution of the share in the first half of 2024

CaixaBank's share price closed at 4.943 euros per share on 30 June 2024, representing an appreciation of +32.7% in the year to date. The performance in the first half of the year compares favourably both with that of the general aggregates (+8.3% for the Ibex 35 and +8.2% for the Eurostoxx 50) and with that of the benchmark banks (+15.6% for the Eurostoxx Banks and +20.1% for the Ibex 35 Banks). In the first half of 2024, trading volume in number of securities[1] was -1.9% lower than in the first half of 2023, and i euros[1], it was +19.7% higher.

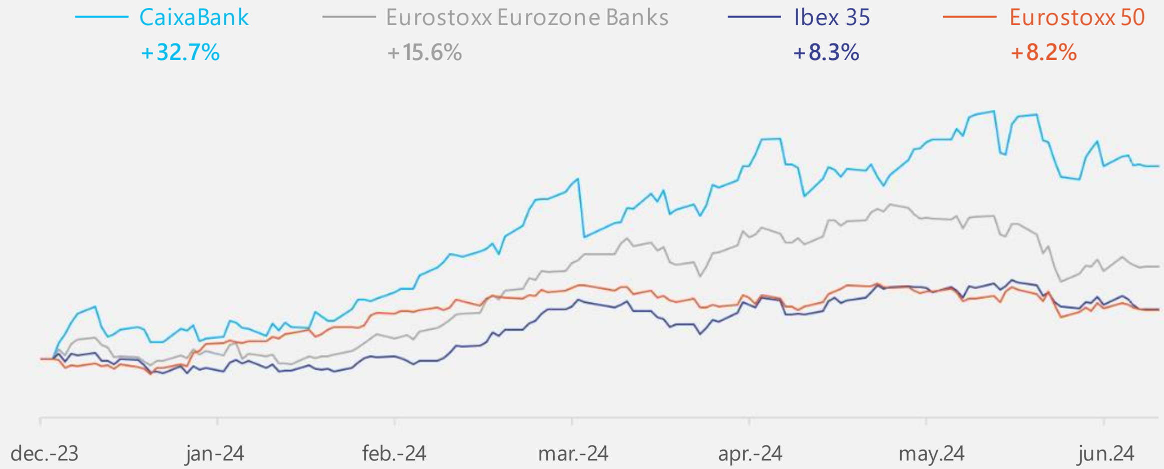
In general, **world stock markets have had a good semester.** Nevertheless, in the last quarter European stock markets suffered from the increased uncertainty resulting from the call for early legislative elections in France, which caused widespread falls in the quarter, led by the French CAC 40 index which fell by -8.9%.

Increased uncertainty also led to a broadening of risk premium, which in the case of France increased by close to 30 b.p. in the second quarter as a whole. In the case of Spain and Portugal, the rise in premia in the second quarter was more moderate, amounting to around 5 b.p. In July, following the French elections, the tightening of French financial conditions eased somewhat.

In June, the European Central Bank (ECB) made its first interest rate cut, reducing rates by 25 basis points (bp). This decision was supported by positive monetary transmission, a decline in inflation, and increased confidence that inflation would eventually reach the target of 2%. However, inflation is expected to display greater volatility in the upcoming months due to base effects resulting from the gradual removal of measures implemented during the energy crisis. Additionally, disinflationary pressures are likely to impact inertial components, particularly services. Furthermore, the Federal Reserve maintained a cautious stance and adjusted its rate cut projections.

In this context, the financial markets adjusted upwards its expectations for the interest rates in the coming quarters. This change in expectations led to rises in the long tranches of the European and US sovereign debt of around 20 b.p. in the second quarter, and close to 50 b.p. so far this year. Thus, the 10-year Treasury closed June at 4.4%, and the 10-year Bund at 2.5%.

Performance of the main stock exchanges in the first half of 2024 (closing 2023 base 100 and changes)



Stock market ratios	June 2024	December 2023	Change
Share price (€/share)	4.943	3.726	1.217
Market capitalisation (€ million)	35,888	27,450	8,438
Book value (€/share)	4.88	4.93	(0.05)
Tangible book value (€/share)	4.15	4.20	(0.05)
Net income (ex M&A impacts) per share (€/share) (12 months)	0.72	0.64	0.08
PER (Price/Profit; times)	6.82	5.78	1.04
PTBV (price to book value)	1.01	0.76	0.26

[1] Traded in trading platforms, such as: BME, BATS Chi-X, TURQUOISE and BATS Europe, among others, while excluding over-the-counter transactions. It does not include block transactions or applications.

03.2 Management and Administration of the Company

/ 2024 Annual General Meeting (AGM2024)

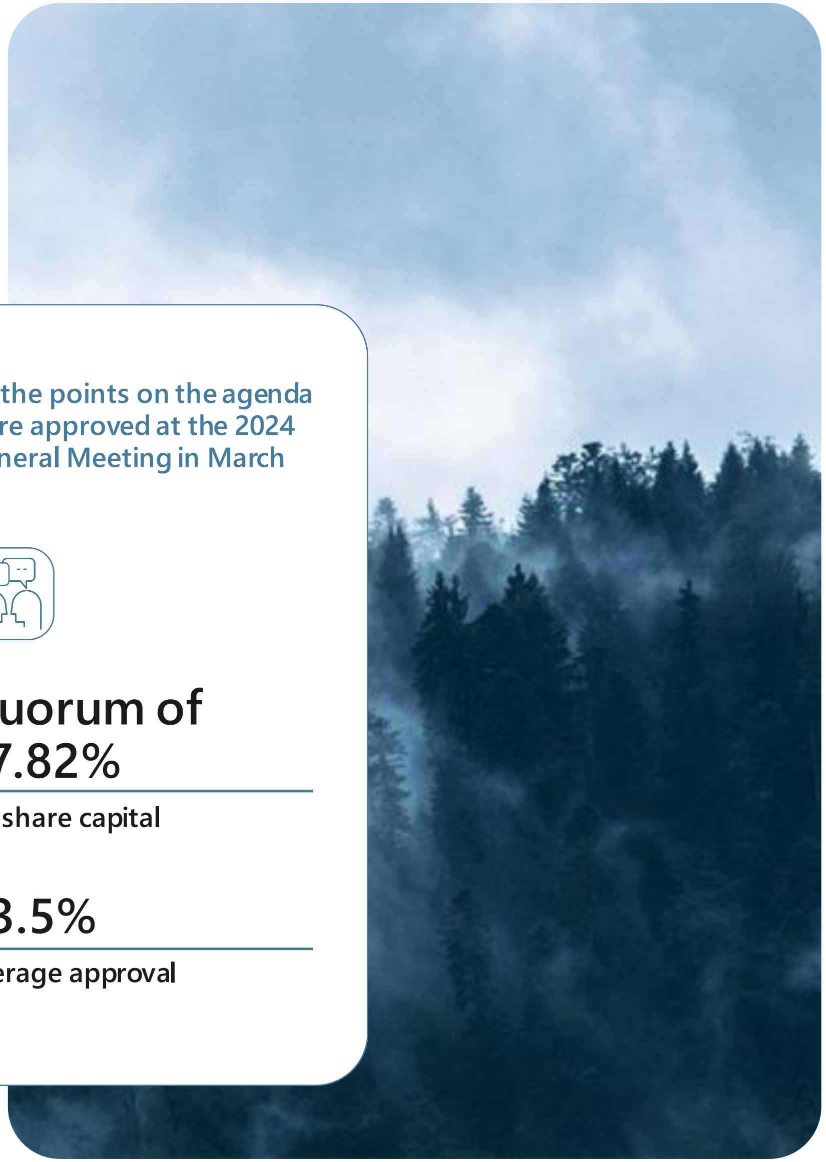
The Annual General Meeting of CaixaBank is the ultimate representative and participatory body of the Company shareholders.

The Annual General Meeting (AGM2024) took place, in its second call, on 22 March 2024. 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 AGM2024.

Agreements of the Annual General Meeting of 22 March 2024

1.1	Individual and consolidated annual accounts of the financial year 2023 and their respective management reports
1.2	Consolidated non-financial information statement for 2023
1.3	Management of the Board of Directors in 2023
2	Proposal of application of the profit for 2023
3	Re-appointment of the auditors of the accounts of CaixaBank and the Group for 2025
4	Re-appointment of the director Ms María Verónica Fisas Vergés
5.1	Reduction of the share capital by 129,404,256 euros par value through the redemption of 129,404,256 treasury shares
5.2	Capital reduction for a maximum amount equivalent to 10% of the share capital through the redemption of own shares
5.3	Authorisation for the Board of Directors to increase capital within a period of five years, by means of cash contributions and in a maximum nominal amount of 3,686,363,681 euros (article 297. l.b) of the Capital Companies Act. Delegation to exclude pre-emptive subscription rights (Article 506 of the CCA)
5.4	Delegation to the Board of Directors of the power to issue securities contingently convertible into shares of the Company, or instruments of a similar nature, which have the purpose of or make it possible to meet regulatory requirements to be eligible as Additional Tier 1 Regulatory Capital instruments; the power to increase the share capital to exclude, if applicable, the pre-emptive subscription right
6.1	Amendment of the remuneration policy of the Board of Directors
6.2	Delivery of shares to executive directors as payment of the variable components of remuneration
6.3	Maximum level of variable remuneration for employees whose professional activities have a significant impact on the risk profile
6.4	Consultative vote on the Annual Report on Directors' Remuneration for 2023
7	Authorisation and delegation of powers for the interpretation, rectification, supplementation, execution, development, placing on public record and registration of the resolutions

Data from AGM24 22 March 2024. For more information on the results of the votes, please see:
https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Accionistasinversores/Gobierno_Corporativo/JGA/2024/Quorum_CAST_2024.pdf



All the points on the agenda were approved at the 2024 General Meeting in March

Quorum of 77.82%

on share capital

93.5%

average approval

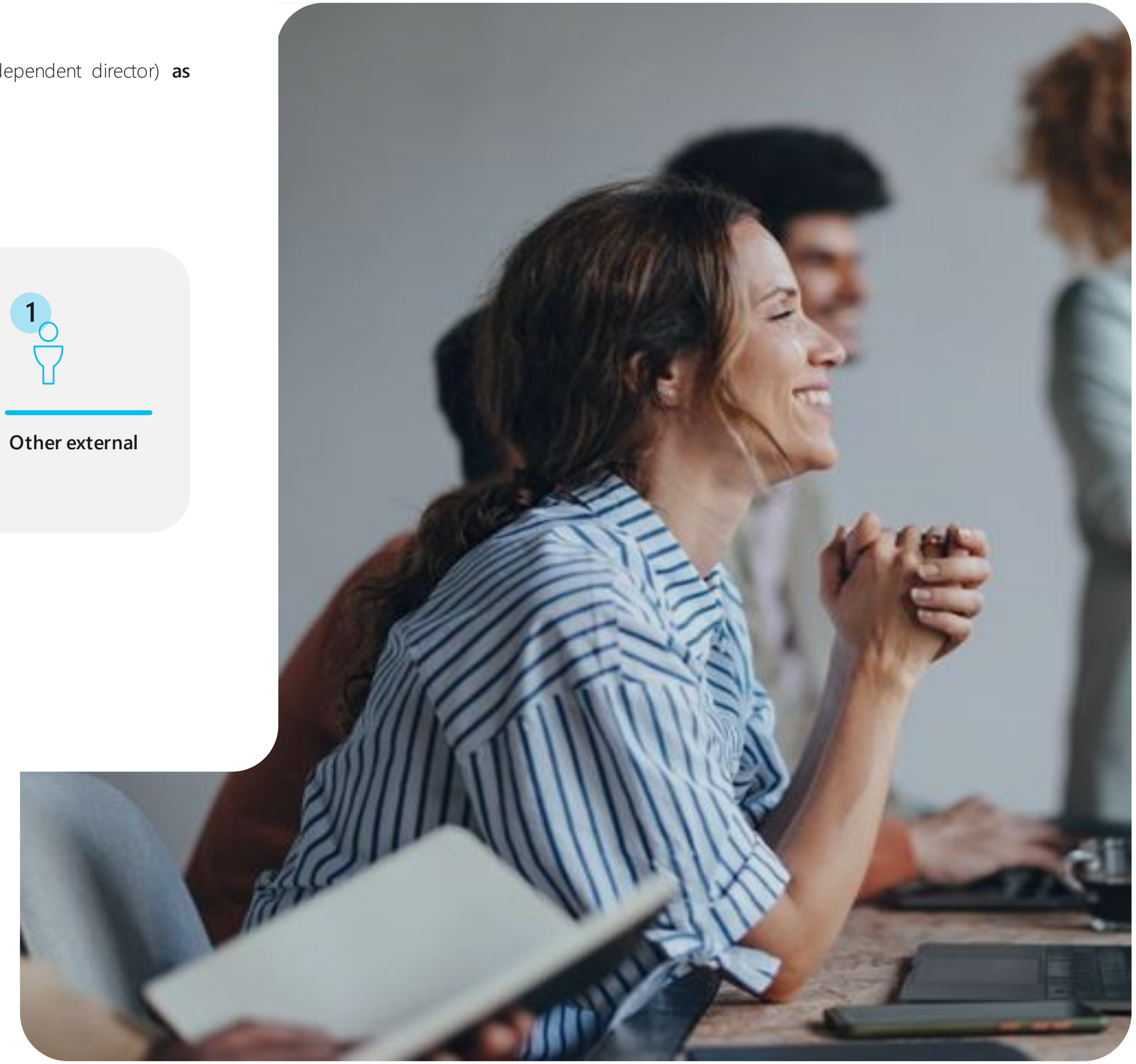
03.2 Management and Administration of the Company

/ Board of Directors

The AGM2024 **approved the re-election** of María Verónica Fisas Vergés (independent director) **as member of the Board of Directors.**

Board of Directors at 30.06.2024

60% Independent directors	**8** meetings of the Board of Directors in the 1st half of 2024
40% women on the Board (Goal >40%)	**4 years** term of office



CaixaBank

03.2 Management and Administration of the Company

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. The members of the Committees remain as follows:

Executive Committee

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

Innovation, Technology and Digital Transformation Committee

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

Risks Committee

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

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

03.2 Management and Administration of the Company

/ 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.**

The members of the Management Committee are as follows (unchanged from December 2023):

Gonzalo Gortazar
CEO

Iñaki Badiola
Director Corporate & Investment Banking

Luis Javier Blas
Chief Operating Officer

Matthias Bulach
Head of Accounting Management Control and Capital

Óscar Calderón
Board Secretary and General Council

Manuel Galarza
Head of Control and Compliance and Public Affairs

David López
Chief People Officer (CPO)

María Luisa Martínez
Head of Communications and Instititutional Relations

Jaume Masana
Head of Retail, Private and Business Banking

Jordi Mondéjar
Head of Risk

Jordi Nicolau
Head of Payments and Consumer

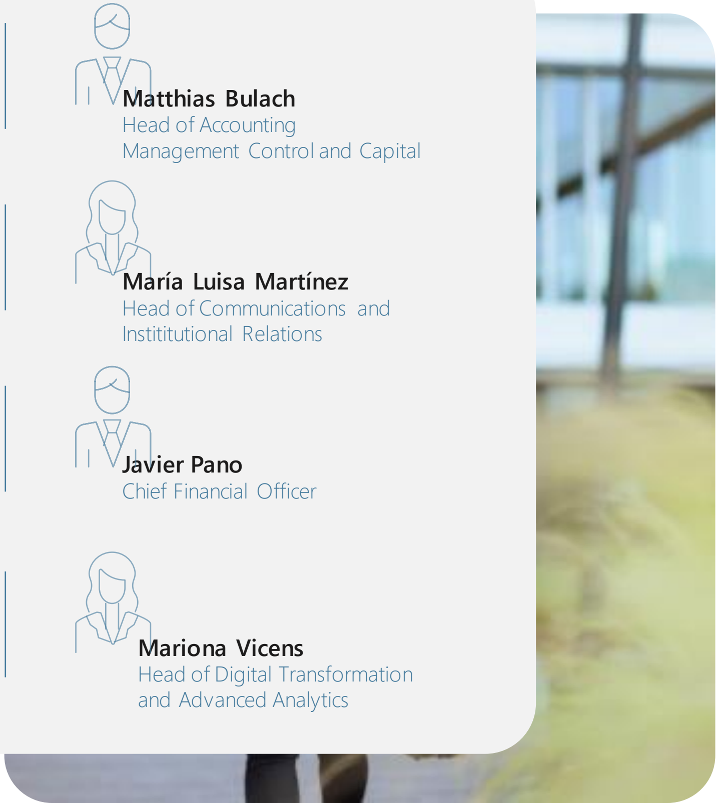
Javier Pano
Chief Financial Officer

Marisa Retamosa
Head of Internal Audit

Eugenio Solla
Chief Sustainability Officer

Javier Valle
Head of Insurance

Mariona Vicens
Head of Digital Transformation and Advanced Analytics



04

Value creation model

04.1 Business model

Based on our strengths

Benchmark bank in Spain and Portugal

Broad customer base and universal banking model

Multi-channel distribution model

Leading subsidiaries in insurance and long-term savings management

Financial strength

Benchmarks in sustainable banking

Excellent team

With specialised management

Retail Banking

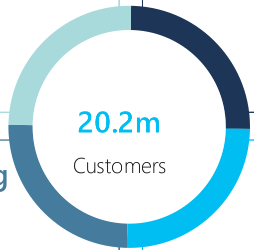
15.2m Customers
Personal Banking

2.7m Customers
Premier Banking

1.6m Customers
Businesses and other

Private Banking

0.3m Customers



Business Banking

0.4m Customers

CIB

0.03m Customers

Customers in Spain and Portugal
Distribution channels accessed by the segment's customers

With specialised management

Branches

3,830 branches in **Spain** and **308** in **Portugal**

CaixaBankNow

11.8m customers with digital service channel use in **Spain** and **0.9m** in **Portugal**

InTouch

3.1m customers with remote adviser in **Spain** and **0.2m** in **Portugal**

Imagin

3.5m digital customers seeking **neobanking experience (Spain)**

Wide range of products for financial and insurance services

Tailored to **customers' needs and integrating sustainable criteria**

Solutions for day-to-day life

Payment **methods**

Saving and investment products

Financing

Insurance (Life saving, Life risk and Non-Life)

04.1 Segmentation model

/ Retail Banking

| Personal Banking

CaixaBank — Individual customers with a **position of up to 60,000 euros**

- In the first half of the year, a special effort was made to **attract customers**, reaching 18.3 million[1], with a significant increase in the number of digital customers, offering the best offer through:
    - The CaixaBank account (Day to Day).
    - The imagin value proposition.
    - The offer for customers with a salary (36.2% share in payroll direct debit).
- **Launch of MyBox Vida Care**, the first life and health insurance to cover needs (lack of autonomy) caused by neurodegenerative diseases.

  See section *"07.3 Society – Care for senior citizens"*

Intended for Personal and Premier Banking customers

- **Launch of the MyBox Tranquilidad Sénior**, which aims to offer peace of mind to the senior segment, with indemnity guarantees for accidents, as well as assistance and accompaniment cover, to protect the customer at all times.

  See section *"07.3 Society – Care for senior citizens"*
- **Growth in consumer lending,** with a growth of 37.2% compared to the previous year, thanks to:
    - Greater autonomy for the branch network.
    - The creation of new lines of consumer loans (Active Capture and New Production).
    - Improved speed in the processing of new operations and the service offered.
- **Increased Mobility offer:** doubling the range of cars in the leasing catalogue, and creating a new website for financing used vehicles, with a 100% increase in the number of cars financed compared to 2023.
- **Strengthening the mortgage business,** with growth of 43.9% year-on-year through new specialised products such as the Efficient Mortgage and the Evolution Mortgage, a commitment to digital channels with online pricing and tools that give branches more autonomy in decision-making.

Business in Portugal – BPI Individuals

- New **customer acquisition campaign** within the Welcome and Day to Day programmes.
- **Launch of personal credit campaigns**: smartpricing and Flash Sales, with competitive interest rates, and launch of the "Crédito Imediato Automóvel Online".
- **Ongoing improvement of the mortgage loan contracting process,** streamlining the process.
- **Updating of interest rates on term deposits**.

Best Private Domestic Bank in Portugal 2024.

Most Trusted Bank Brand in Portugal 2024 *Reader's Digest*

[1] Total number of clients in Spain. The number of Personal Banking clients in Spain is 13.5 million as of 30/06/2024.

04.1 Segmentation model

| Premier banking

CaixaBank Banca Premier

Individual customers with a position of **60,000 to 500,000 euros or salaries of more than 4,000 euros.**

- **Launch of the Sustainable Darwin Project.** Its objective is to strengthen the commercial skills training of Premier and Private Banking managers, to effectively deploy responsible advice, derived from the change in the suitability test in relation to sustainability preferences.

  The discourse was strengthened with workshops at all centres, in which all Premier and Private Banking managers took part, highlighting CaixaBank's values and leadership position in sustainable investment.

Intended for Personal and Premier Banking customers

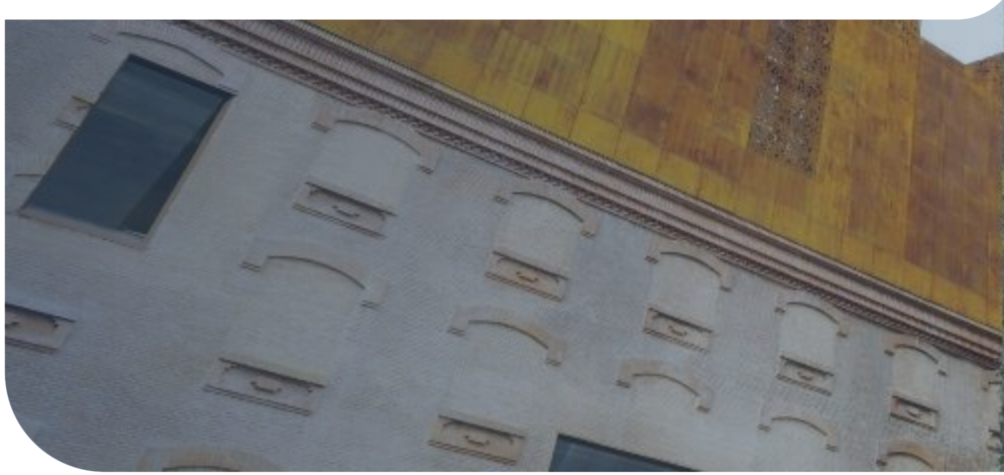
- **Launch of MyBox Vida Care**, the first life and health insurance to cover the needs (such as lack of autonomy) caused by neurodegenerative diseases.

Intended for Personal and Premier customers

See section *"07.3 Society – Care for senior citizens"*

Business in Portugal – BPI Premier Banking

- Improved consultancy service.
- Launch of structured deposits in BPI (consultancy service), with 2 issues.
- "*Pensar o Futuro*" customer training session focusing on mutual funds and BPI Valor Futuro savings insurance
- Campaign to foster the investment fund "Fundo de Investimento Imobiliario - Imofomento".



04.1 Segmentation model

| Businesses

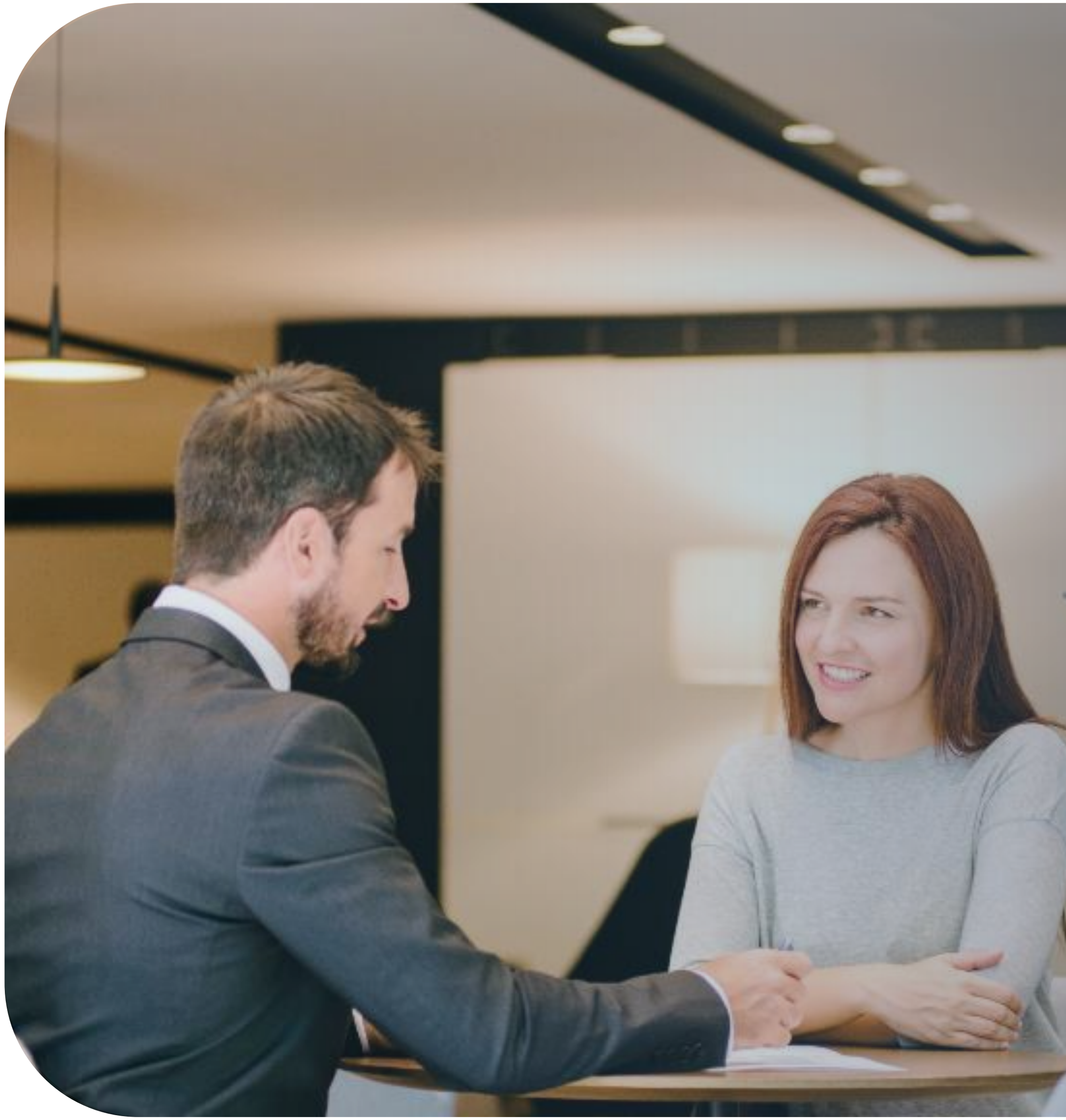
CaixaBank Negocios

Self-employed, professional and commercial customers

- **New promotion to attract new POS terminals**, which resulted in the acquisition of 48,000 new customers in the segment.
- **Roll-out of the Business Store specialist branch network completed,** with the opening of 4 new centres in the first half of the year, bringing the total to 69 centres and 2,400 Business specialists.
- **Launch of new credit lines**, geared towards capturing new customers, which increased new production in the segment by +40% over the same period of the previous year.
- **Launch of the specialised advisory model for Communities of Property Owners** (CCPP) and Property Administrators (AAFF), with a unique value proposition focused on financial solutions to improve energy efficiency.
- **Attendance as main sponsor and sponsor at the most outstanding sectoral events** such as: Madrid Fusión, Horeca Professional Expo (HIP) and Alimentaria – in the food and catering sector – and the 1st National Congress on Sustainable Pharmaceuticals and Infarma – in the pharmaceutical sector.

Business in Portugal – BPI Businesses

- **Launch of the POS SmartPos**. This is an automatic digital payment terminal, which, by installing an application on the smartphone, allows customers to pay, as if it were a POS terminal.
- **New campaign to attract new customers for POS terminals.**
- **Streamlining of the range of payment cards and promotion of the Recheio card.** This is a credit card that lets you accumulate discounts on all purchases to be used for purchases in Recheio shops.
- New features in **credit facilities**:
    - **FEI InvestEU**: Increased maximum amount.
    - **ESG Business**: new features
    - **BPF InvestEU**: Launch of this new facility to support sustainable investment and innovation.



04.1 Segmentation model

/ Business banking

Companies up to **€500m in turnover**

- Partnership agreement with **CEOE** to make available to member companies a €40 billion financing line over the 2024-2025 period.
- **New digital product offering featuring pre-approved online** loans for companies.
- **New "Request to Pay" service**, allowing payment requests for the collection of direct debit bills.
- Proactive presence at the main sectoral events of Hotels & Tourism (FITUR, Foro Exceltur and Foro Hosteltur).
- 3 Coffee & Break sessions with customers attended by 200 customers, 3 Talks together with SerguCaixa Adeslas with 190 attendees and the Puerta al Exterior conferences held in 4 cities attended by more than 150 companies.
- New activation and registration process for legal entities that facilitates and speeds up the signing process for users.
- Renewal of the agreement with the Spanish Confederation of Hotels and Tourist Accommodations (CEHAT).
- Second phase of the Engagement project, focused on disseminating the value proposition of Business Banking in the world of sustainability. Five meetings have been held in three territories, focused on the sector agri-food sector, with 177 clients from the sector participating.
- Real Estate&Homes participated in 18 events in 12 locations attended by more than 1,500 professionals in the sector.

Constant boost to collaboration with the "la Caixa" Foundation's programmes, as part of the **companies' corporate responsibility.**

GAVI

Child vaccination programme
> €1m contributed by companies for the Child Vaccination Alliance (GAVI).

Business in Portugal – BPI Business Banking

- **3rd edition of "Sustainability Accelerator 3.0":** with the objective of supporting companies in their sustainable transition, training workshops have been held, where experiences are shared.
- **Energy Efficiency Programme for small and medium-sized enterprises:** A programme designed to support companies in optimising their energy resources, increasing their competitiveness and contributing to a green and sustainable future.
- **'Fórum BPI: O futuro da Água':** An initiative that seeks to address the main challenges, priorities and good practices associated with sustainable water supply and consumption.
- **Sustainability training:** A training project for the entire commercial network. As part of the project, Banco BPI's entire sustainable offer was analysed.

04.1 Segmentation model

/ Private Banking

CaixaBank Banca Privada

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

- The independent advice proposal was strengthened by **opening a specialised Wealth centre in Barcelona**, where a team of close to 100 professionals provide personalised service to the wealthiest customers.

- **Launch of the Sustainable Darwin Project.** Its objective is to reinforce the training of commercial skills of Premier Banking and Private Banking managers, to effectively deploy the responsible advice, derived from the change in the suitability test in relation to preferences in terms of sustainability. The discourse has been reinforced with workshops in all the centers where they have All Premier and Private Banking managers participated.

Geared towards Premier and Private Banking Customers.

- **Named "Best Private Bank in Spain 2024"** by Euromoney. In addition to **"Best Private Bank for UHNW in Spain 2024", "Best Private Bank for Discretionary Portfolio Management in Spain 2024" and "Best Private Bank for Family Office Services in Spain 2024".**

Philanthropy

CaixaBank customers have concerns and interests that go beyond what is strictly financial. This is why CaixaBank is a forerunner in having specialised units that offer its Private Banking **customers a comprehensive solution to meet their needs in the area of philanthropy.**

Business in Portugal – BPI Private Banking

- **Broad-based growth in the** Private Banking business in the first half of 2024, with **very positive results**, particularly in the Wealth segment.

- **BPI's Private Banking earned five awards** at Euromoney's Global Private Banking Awards 2024, including the prize for "Best Private Banking in Portugal 2024.

The Philanthropy service adds a new cause for charity: FetaLife.

This is one of the most disruptive and unique research projects in medicine today that aims to save lives and prevent the severe sequelae of extreme premature babies.

04.1 Segmentation model

/ Corporate & Institutional Banking

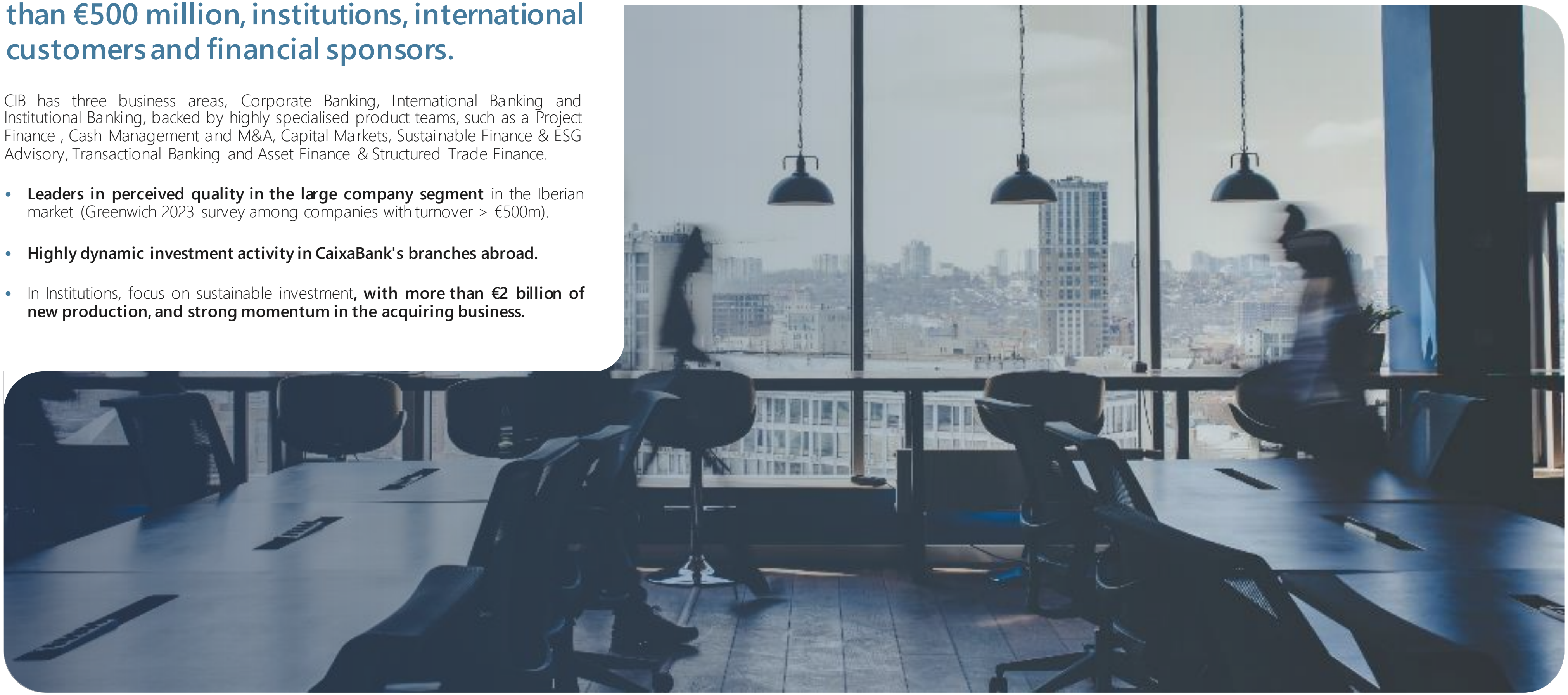
Corporate customers with a **turnover of more than €500 million, institutions, international customers and financial sponsors.**

CIB has three business areas, Corporate Banking, International Banking and Institutional Banking, backed by highly specialised product teams, such as a Project Finance , Cash Management and M&A, Capital Markets, Sustainable Finance & ESG Advisory, Transactional Banking and Asset Finance & Structured Trade Finance.

- **Leaders in perceived quality in the large company segment** in the Iberian market (Greenwich 2023 survey among companies with turnover > €500m).
- **Highly dynamic investment activity in CaixaBank's branches abroad.**
- In Institutions, focus on sustainable investment**, with more than €2 billion of new production, and strong momentum in the acquiring business.**

Business in Portugal – BPI CIB

- **3rd edition of "Sustainability Accelerator 3.0":** with the objective of supporting companies in their sustainable transition, training workshops have been held, where experiences are shared.
- **'Fórum BPI: O futuro da Água':** An initiative that seeks to address the main challenges, priorities and good practices associated with sustainable water supply and consumption.
- **Sustainability training:** A training project for the entire commercial network. As part of the project, Banco BPI's entire sustainable offer was analysed.



04.1 Segmentation model

/ Specialised value propositions

CaixaBank provides specialised value propositions in the various business segments, which are adapted to the specific needs of customers, with the aim of offering the best experience.

Our pursuit of the **best customer experience** has meant a higher level of specialisation and personalisation, and consequently the creation of specialised businesses/centres where managers trained in specific areas offer specific financial advisory services, understanding their reality up close, the reality of our customers.

Designed for the Personal and Companies segment

AgroBank

AgroBank's offer is intended for **all customers belonging to the agri-food sector,** covering the entire value chain, i.e. production, processing and marketing.

Designed for the Companies segment

CaixaBank Real Estate & Homes

CaixaBank Real Estate & Homes is the CaixaBank brand designed to boost the Entity's specialisation in the real estate development sector and consolidate the service it provides to companies in this sector, which is one of the driving forces of the Spanish economy. This brand enables CaixaBank to finance the construction of residential developments and support the developer throughout the construction process, from the start of the works to the handover of the homes to the buyers, to whom it facilitates the financing of the properties through the subrogation of the developer's loan.

Designed for the Personal segment

HolaBank

HolaBank is CaixaBank's special programme **for international customers** who spend long periods of time or who wish to settle in Spain. It provides international customers with support from the moment they arrive in Spain and throughout their stay, offering a comprehensive financial service that meets their needs and makes their day-to-day life as easy as possible.

Designed for the Companies segment

CaixaBank Hotels & Tourism

CaixaBank Hotels & Tourism offers a range of specialised solutions for the hotel and tourism sector. It boasts a range of specific products and services adapted to each circumstance, with specialised professionals and a presence throughout the country.

Designed for the Companies segment

dayone

DayOne is a new concept of specialised banking designed to provide support to the entire **innovation ecosystem**, including technology-based companies (start-ups, scale-ups, etc.), investors and players in the ecosystem, operating in Spain and with high growth potential.

04.2 Distribution model

CaixaBank has a **benchmark omnichannel distribution platform.**

In recent years, CaixaBank has transformed its distribution platform to:

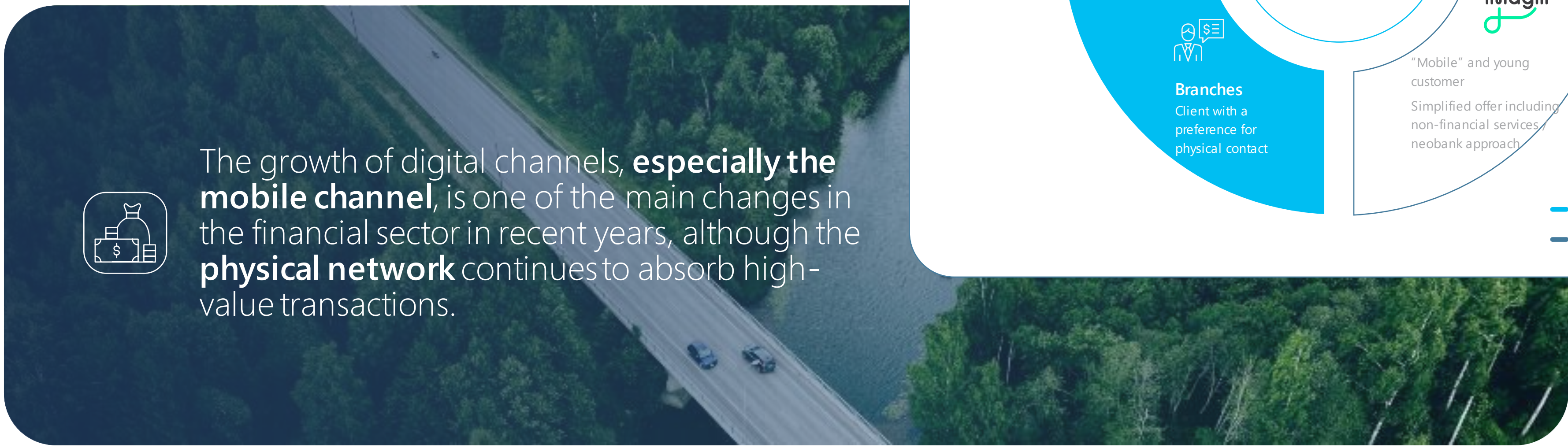
01. Offer the best service and experience for each profile.

02. Intensify contact and accessibility.

03. Generate all possible value opportunities.

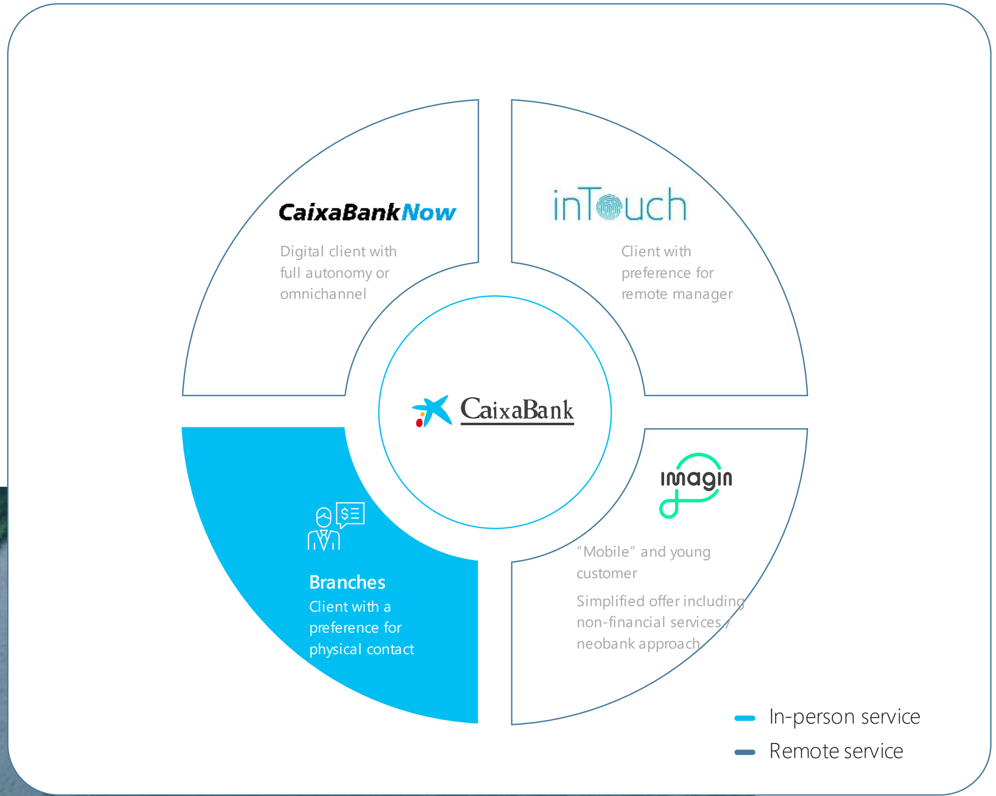
04. Continue to drive operational efficiency and commercial efficiency.

05. Develop digital and remote channels.



The growth of digital channels, **especially the mobile channel**, is one of the main changes in the financial sector in recent years, although the **physical network** continues to absorb high-value transactions.

In order to be close to its customers and offer the best customer experience, CaixaBank has an **omnichannel platform, with the most extensive branch network in Spain and the best remote and digital relationship models:**



04.2 Distribution model

/ Physical network

| Network branches

Having completed the branch consolidation process, which began in 2021 following the merger with Bankia, in the first half of 2024 a minimal adjustment was made to the branch network, mainly in urban areas and associated with the development of the Store branch model. This will always be undertaken in line with the premise of not abandoning any municipality in the whole of Spain.

CaixaBank's physical branch network remains Spain's largest, with 3,574 retail branches, and it also has the most extensive ATM network, with up to 250 different transactions.

| ATM network

CaixaBank's self-service network has become the country's most widespread offer, with more than 11,000 ATMs in Spain.

In the first half of 2024, the ATMNow software was deployed to practically 100% of the ATMs, providing simplicity for more intuitive and fluid interaction. The focus was also placed on enhancing the quality of the network and customer experience, developing proposals geared towards improving the availability of ATMs, reducing queues and simplifying customer journeys.

3,830
Branches Spain

308
Portugal branches

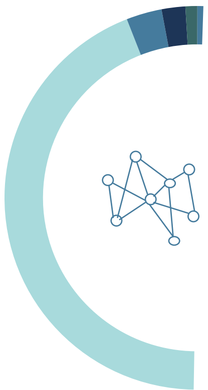
11,178
ATMs Spain

1,221
ATMs Portugal

SPAIN NETWORK

3,574 Retail	**154** Business Banking
87 Private Banking	**14** Institutional Banking
1 Corporate banking	

3,830
Branches
3,876 in 2023



PORTUGAL NETWORK

265 Retail	**29** Business Banking
11 Premier / Private	**1** dayOne

308
Branches
315 in 2023

04.2 Distribution model

/ Digital channels

CaixaBankNow

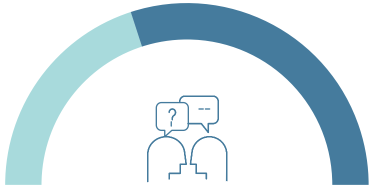
CaixaBank brings together all the Bank's **digital services** under a single concept.

"Leader in digital channels".

11.8m
Digital customers Spain

0.9m
Digital customers Portugal

Details digital customers in Spain



40%	60%
100% Digital Customers	Omnichannel Customer

2%	28%	70%
Customers Website	Mobile + Web Customers	Mobile Customers

Digital customers in detail in Portugal

363k
Regular users of Online Banking

787k
Regular users on BPI app

Awards and recognition

EUROMONEY AWARDS FOR EXCELLENCE SPAIN 2024 — Best Digital Bank in Spain 2024

THE INNOVATORS 2024 GLOBAL FINANCE — Most innovative bank in Western Europe 2024

BAI GLOBAL INNOVATION AWARDS for Financial Services — Best overall innovation in customer experience design: Insights Center.

04.2 Distribution model

inTouch

Given its characteristics, it is a relationship model that is especially suitable for the Entity's customers with a digital profile. Thus, they can count on the service of a specialised adviser to attend to their financial needs through the communication channel of their choice.

Customers are assigned a reference adviser with whom they can communicate, with a commitment to respond within 24 hours. Among their financial needs, customers can receive specialised advice on different types of products and services and, if they wish, they can sign up for them digitally.

InTouch has a team of **1,890 advisers and 28 centres** present in all autonomous communities and **3.1 million** customers (Individuals, Premier and Business).

3.1m

Customers within the inTouch relationship model

1,890

inTouch advisers

Remote digital relationship models are a complement that leads to a **better customer experience and greater efficiency.**

Customer with a digital profile, with little use of a branch and little time available.

04.2 imagin distribution model

imagin is the **digital services and lifestyle platform** powered by CaixaBank.

Environmental impact and social transformation projects

The ImaginPlanet programme enables imagin to develop **initiatives with a positive impact on sustainability and social transformation,** where the participation of the community is key to the success of the actions.

Sea and ocean conservation

We contributed to **building the first artificial coral reef in Europe** with the MedCoral project. By 2024, the goal is to double our efforts and set up an interconnected corridor of coral reefs along the Andalusian coastline.

Social & innovation transformation

We foster **community participation in innovation, entrepreneurship and financial education projects** to enable them to make better financial decisions and achieve their lifestyle goals.

Projects 2024

- **MedCoral:** Institutional campaign to announce the new coral garden in the province of Malaga.
- The Almuñécar reef becomes a diving point where users and new customers can dive among the corals.
- A customer attraction initiative in which a coral is assigned to the new user invited by the imagined customer. Involving them in the protection of the Mediterranean orange coral.
- **imaginPlanet Challenge:** The 4th edition of the imaginPlanet Challenge, a sustainability entrepreneurship programme, ended with more than 3,000 participants. Ecova, the winning project, proposes reusing water in the home.
- **imaginAcademy:** Launch of new digital content capsules with tips and tools on financial education for young people.

60,000 corals

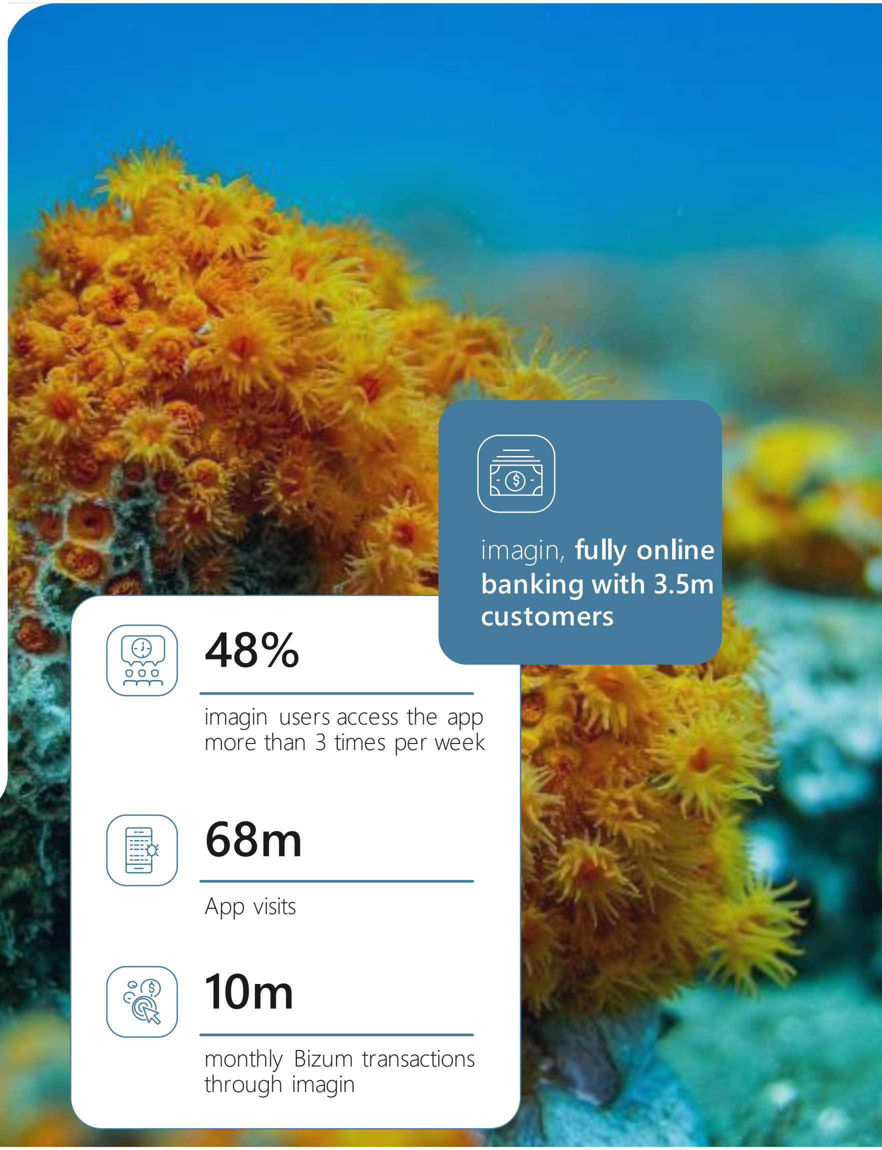
Sea corals replanted.
4 gardens spanning 52 square metres

+3,000

Participants in the 4th edition of imaginPlanet Challenge
(20% + vs. last edition)

20,000

Launch of a limited-edition ocean card made from plastic recovered from the oceans.



imagin, **fully online banking with 3.5m customers**

48%

imagin users access the app more than 3 times per week

68m

App visits

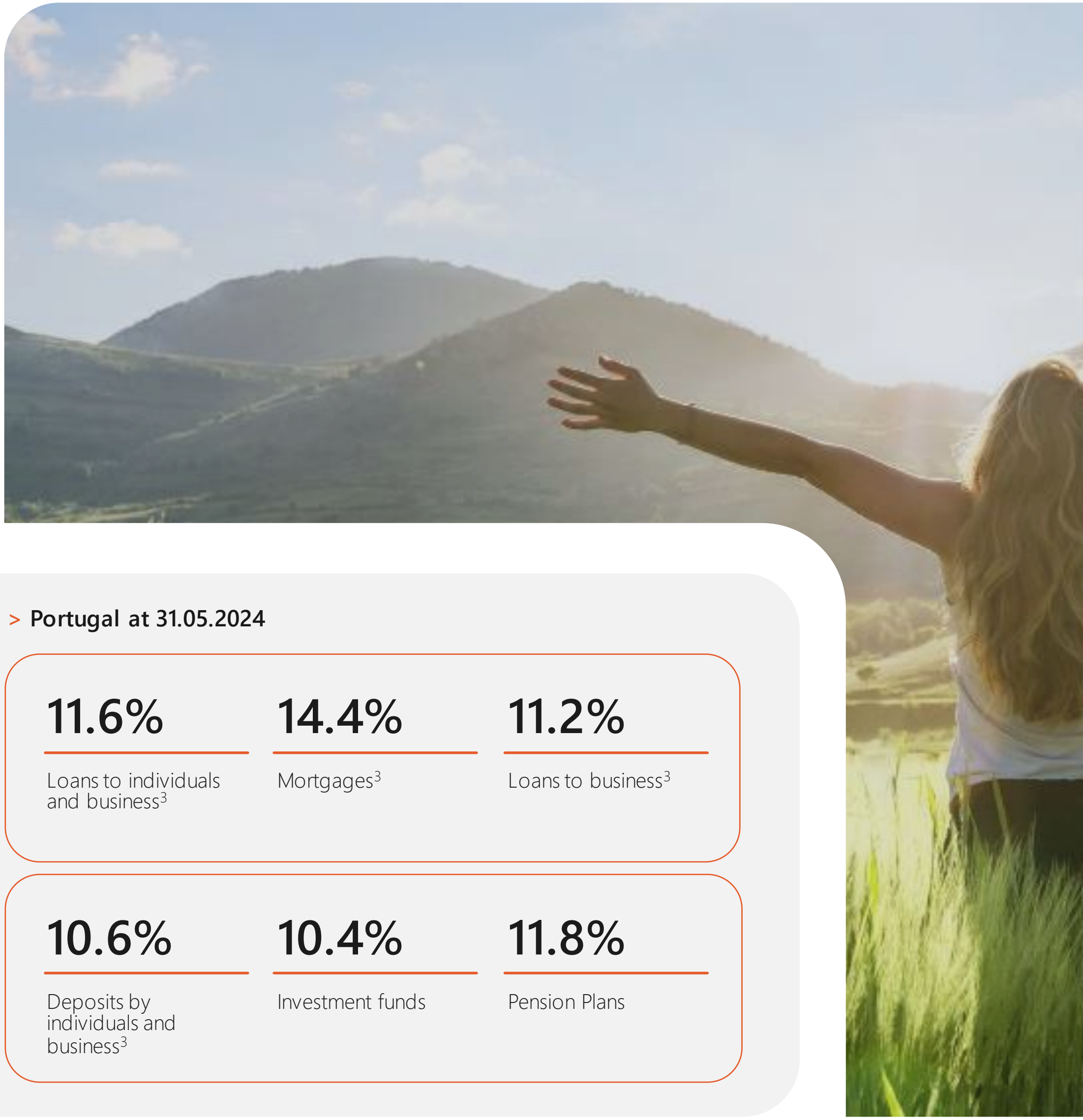
10m

monthly Bizum transactions through imagin

05

Our customers

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



20.2m
customers

18.3m
In Spain

1.9m
In Portugal

€667,424m
Customer funds

€361,646m
Credit to customers, gross

Market shares

> **Spain at 31.05.2024**

23.4%	24.7%	29.6%	19.7%
Loans to individuals and business	Mortgages	Long-term saving [1, 3]	Consumer lending
24.8%	23.8%	34.3%	37.1%
Home deposits and companies	Investment funds[3]	Pension plans[3]	Savings insurance[2]

> **Portugal at 31.05.2024**

11.6%	14.4%	11.2%
Loans to individuals and business[3]	Mortgages[3]	Loans to business[3]
10.6%	10.4%	11.8%
Deposits by individuals and business[3]	Investment funds	Pension Plans

[1] Combined market share including mutual funds, pension plans and savings insurance. Based on INVERCO and ICEA data. For savings insurance, sector data for June, are internal estimates.
[2] Data as of March 2024
[3] Data as of June 2024

05.1 Customer experience

/ Customer experience measurement and management

Driving a real time listening model

Customer Experience is one of the priorities of the 2022-2024 Strategic Plan.

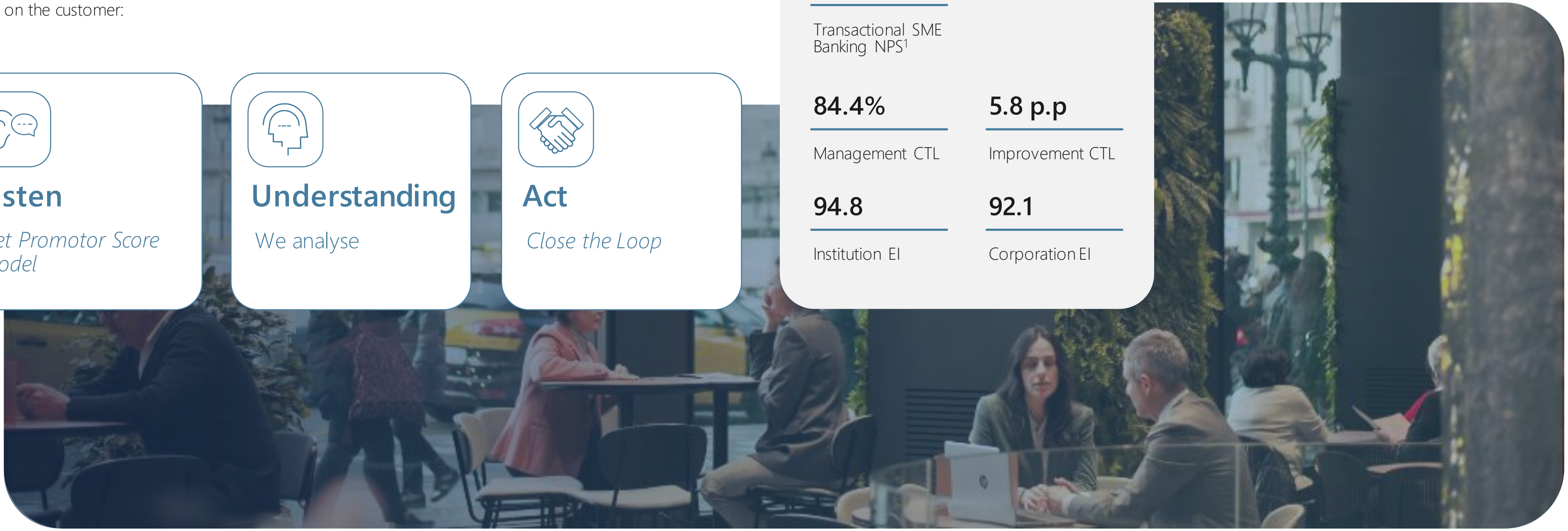
The second strategic line of the Strategic Plan contemplated the development of an efficient customer service model adapted to customer preferences, with the ambition of achieving a best-in-class customer experience.

To achieve this, CaixaBank has rolled out a new and innovative Customer Experience model in the banking sector for the period 2022-2024, as a strategic differentiation tool. This is based on three levers that put the focus on the customer:

Listen
Net Promotor Score model

Understanding
We analyse

Act
Close the Loop



Results of the measurement in the 1st half of 2024

> CaixaBank Spain

78.5% Retail Transactional NPS[1]	81.4% Transactional Retail inTouch NPS[1]
96.9% Transactional Private Banking NPS[1]	90.7% Transactional Business Banking NPS[1]
91.5% Transactional SME Banking NPS[1]	
84.4% Management CTL	5.8 p.p Improvement CTL
94.8 Institution EI	92.1 Corporation EI

> BPI Portugal

88.5 Personal EI[2] **88.9 in 2023**	88.4 Premier EI[2] **86.6 in 2023**

[1] The NPS measures customer recommendation of CaixaBank on a scale of 0 to 10. The index represents the difference between the % of Promoter customers (ratings 9-10) and Detractor customers (ratings 0-6). In the first half of 2024, the metrics have been restated and are not comparable with those published in the CaixaBank Group's 2023 Management Report.
[2] Data for the first quarter of 2024.

05.2 Cybersecurity

Sustained investment in cybersecurity

(+€70m information security budget planned for 2024).

Security is one of CaixaBank Group's priorities. In 2024, the implementation of the 2023-2025 Information Security Strategic Plan will continue.

During the first half of 2024, global cyber-attacks have surged, with May standing out as a particularly intense month, as Spanish companies were targeted. They faced various types of cyber threats such as fraud, ransomware, and attacks on critical infrastructure carried out by different groups related to geopolitical conflicts.

The CaixaBank Group, cognizant of the prevailing situation, remains committed to strengthening prevention, detection, and response measures. They employ a continuous risk review methodology and closely monitor global threats to thwart cyber-attacks. As part of its **2023-2025 Strategic Information Security Plan**, the CaixaBank Group will persist in executing the outlined initiatives throughout 2024. These efforts aim to bolster existing capabilities, including: fostering a cybersecurity culture among customers, employees, and senior management. Additionally, the plan encompasses controls to prevent cyber fraud and enhance resilience against potential cyber-attacks, aligning with the Digital Operational Resilience Act (DORA).

Furthermore, aligned with the previous strategic plan, ongoing initiatives prioritize talent retention and recruitment in the face of a scarcity of professionals in this field.

These efforts undergo regular review and reporting to established control bodies, assessing both progress and risk mitigation effectiveness.

Notably, CaixaBank actively participates in the European Central Bank's (ECB) **cyber stress test**, which involves 109 banks. This exercise evaluates banks' response and recovery capabilities following a cyber-attack, emphasizing resilience rather than solely prevention.

/ 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.

See section *"03. Corporate Governance"*

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.

| Corporate 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 last review was carried out in December 2023.

The principles of the Policy follow the same review process and are published on the CaixaBank website.[1]

[1] https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Sostenibilidad/Principios_actuacion_politica_seguridad_informacion_ENG.pdf

05.2 Cybersecurity

/ Corporate model

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

In 2024, the number of people dedicated internally to cybersecurity has been unchanged. Nonetheless, the outsourcing ratio has been maintained.

+80 employees

dedicated to the Group's security.

53%

Outsourcing.

+120 certifications

(of these employees).

24/7

External SOC[1].

[1] Security Operations Center

/ Control environment

CaixaBank's control environment is structured on the basis of the three lines of defence model, comprising Information Security, Non-Financial Risk Control and Internal Audit.

Certifications

CaixaBank upholds annual certifications for its security processes.

CaixaBank upholds annually recognised and prestigious certifications, such as ISO 27001 certification in all its cybersecurity and CERT processes, which accredits its CyberSOC 24x7 team and enables it to cooperate actively with other national and international CERTs.

05.2 Cybersecurity

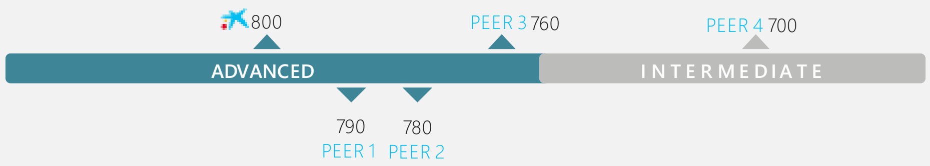
| Skills measurement

CaixaBank takes part in a number of different exercises in which a series of tests are carried out to **assess certain cybersecurity capabilities**, ranking among the highest in the banking sector in Spain.

Benchmarks

€ million	BITSIGHT[1]	CNPIC[2]	ISMS[3]	DJSJ[4]
CABK	800/900	4.2/5	8.53/10	100/100
PEERS	757/900	4.3/5	7.57/10	89/100

BITSIGHT[1]



| Cybersecurity review 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:

- **The RED TEAM exercises** it conducts based on TIBER-EU guidelines. (3 per year).

Framework TIBER-E

3

Red Team exercises per year. The robustness of 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 an annual basis.

ght. Bitsight External Rating (900-0 scale)
PIC Cyber Resilience Report 2023.
tisectoral Cyber Exercises 2023 ISMS Forum.
2023. Information Security.

05.2 Cybersecurity

/ Security culture - Raising awareness among customers and employees

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

With this aim in mind, various specialised awareness-raising programmes **for employees** were conducted in the first half of 2024:

- Phishing simulation campaigns.
- Fortnightly newsletters and intranet postings.
- An information security course for all employees and subject to bonuses. An interactive video series experience, with additional optional infographics, has been chosen for 2024.
- InfoProtect monthly webinars.

For both customers and employees, during 2024 we highlight:

- CaixaBank Protect News, *a newsletter* that features tips and advice on security and fraud prevention.
- *La SuperFamilia Segura* event. An event for families of customers and employees to raise awareness of security and fraud prevention.
- Cybersecurity for Seniors
- Videos and Podcast on cybersecurity issues **(Video Podcast "*A mí también me pasa*" and "*No me cuentes cuentos*").**

INFOPROTECT. Think safely

A brand that since 2015 **integrates all security awareness initiatives targeting employees and customers.**

77%

0-*clickers* in campaign on phishing.

63% in 2023

6

Phishing drills per employee.

12 in 2023 (annual data)

80%

Professionals that have taken the security course.

96% in 2023

05.2 Cybersecurity

/ CaixaBank's participation in European projects

CaixaBank is one of the leading banks in innovation and cybersecurity, and is a leading contributor to a number of European projects in which it partners with large companies and institutions and European Union funding.

In the first half of 2024, CaixaBank continued to participate in different R+D+I projects, collaborating at European level in the development of cybersecurity capabilities, such as:

| REWIRE (November 2020 – October 2024)

The goal of the project is to develop a European strategy for training and certification of cybersecurity skills. CaixaBank offers the perspective of a financial institution, contributing the insight of the sector in terms of market needs, profiles and skills, aligning these with cybersecurity training offers and participating in the development of training material and tools that allow for greater and more fluid interaction between companies, cybersecurity professionals, training centres and regulatory bodies.

| 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).
- Analysis of the use of Generative AI for the detection and correction of vulnerabilities.
- Reducing incident response time.

| 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 sector resilience against large-scale attacks that can transcend the institution.

| GREEN.DAT.AI (January 2023 - December 2025)

It aims to develop new energy-efficient, AI-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.

| EMERALD (November 2023 – October 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.

| INTERSOC (January 2024 – December 2026)
| NGSOC (January 2024 – December 2026)

The goal of both projects is to build tools and services to improve the capabilities of the IOS SOC (Security Operations Centre), in relation to the detection of anomalies caused by new attack patterns, the exchange and automation of cyber threat information (CTI) and incident response, in alignment with the best practices established by the CSIRT Network and CERT-EU. In that sense, CaixaBank leads several use cases of application of the solutions provided in the two projects from the standpoint of the financial sector, evaluating the use of AI tools to improve the detection, response and coordination capabilities of CaixaBank's SOC with other European SOC's for the exchange of information and strategy, especially in terms of:

- Applying AI to improve cyber-attack detection capabilities.
- Automating the exchange and consumption of cyber intelligence.
- Applying Generative AI in penetration tools for emerging vulnerabilities.

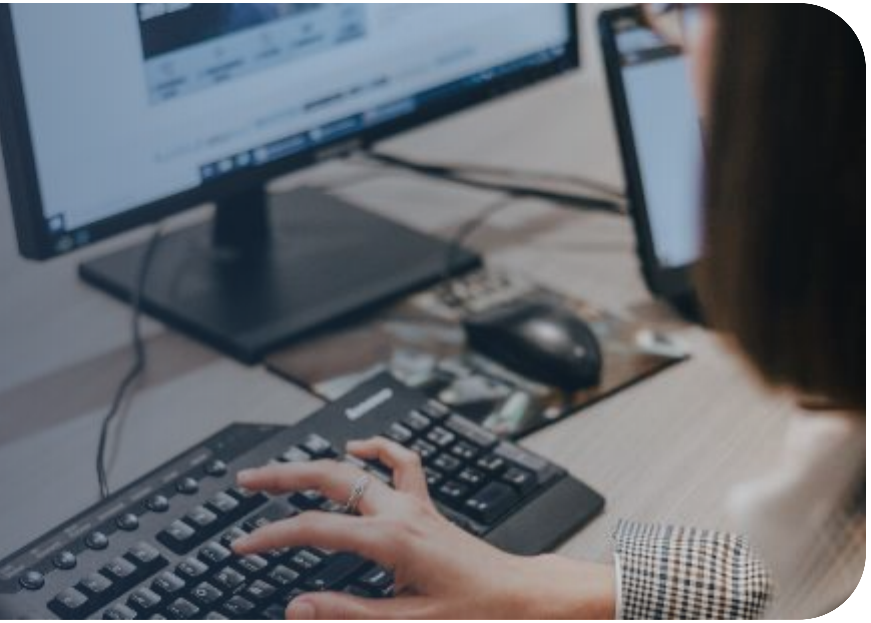
05.3 Privacy and data protection

/ Personal data protection

CaixaBank's Corporate Privacy Policy, updated in 2022 by the Board of Directors, lays down the framework for privacy governance and the ethical use of data.

This Privacy Policy is submitted to the Board of Directors for review every two years. Nevertheless, CaixaBank's Compliance Department, as the body responsible for the Policy, together with the DPO, will review its content annually and, if they deem it appropriate, will suggest amendments to be submitted for approval by the Board of Directors.

With regard to the duty to inform, CaixaBank has a Customer Privacy Policy, which is permanently published on its website, in which it provides detailed information on the processing of personal data carried out by the Entity, including a direct channel for contacting the Data Protection Delegate, for exercising rights and for consulting the essential aspects of the processing in co-responsibility, as well as a link to manage preferences regarding the data processing carried out.



| Governance framework

CaixaBank ensures proper data protection risk management. This is why it has a solid governance model. **The cornerstones underpinning the CaixaBank Group's** data protection and privacy risk governance framework are as follows:

→ **Compliance with the principles set out in the Corporate Privacy Policy** by all CaixaBank Group companies within its scope of application.

→ **Corporate supervision** performed by CaixaBank's Corporate Function at Group companies.

→ Alignment of the **data protection and privacy strategy among all Group companies**, along with alignment with best practices, supervisory expectations and current regulations.

→ **Involvement of the governing and management bodies** of all Group companies.

→ **An internal control framework built on the Three Lines of Defence model** that ensures strict segregation of duties and the existence of several layers of independent control.

→ The Data Protection Officer **is tasked with advising, informing and supervising compliance with data protection regulations** in the Group companies.

05.3 Privacy and data protection

| Corporate model

All companies that belong to the CaixaBank Group have common regulations and policies (adapted to the jurisdictions and sectors in which they operate) that regulate the privacy and data protection of data subjects. In particular, CaixaBank Group companies act on the basis of the following internal regulations and policies:

- Corporate Privacy Policy of the CaixaBank Group.
- Methodology for risk management and impact assessments in the processing of personal data.
- Protocol for drawing up and maintaining the Register of Processing Activities (RAT), which incorporates the Register of Artificial Intelligence Components (RCIA), so that the AI components are associated with the data processing in which they are involved.
- Data retention protocol.
- Personal Data Breach Management Protocol.

Similarly, the CaixaBank Group companies have common infrastructures for both the management of possible personal data breaches and for the exercise of data subjects' rights.

- The management of events that could be deemed to be personal data breaches is handled through the same tool and there is a single channel for reporting events.
- The Group companies have a shared infrastructure for the registration and management of rights exercised by data subjects, with a single channel through which their customers can exercise their rights (www.caixabank.com/ejerciciodederechos). All exercises of rights will be handled centrally to ensure, on the one hand, compliance with the deadlines established by the GDPR and, on the other, the same quality standards in the responses, irrespective of the channel through which they are received. The purpose of this common infrastructure is to ensure that the exercise of rights by data subjects is more accessible, simple and understandable.

| Privacy culture: training and raising awareness

It is essential for the CaixaBank Group that its employees, customers and shareholders are aware of the right to data protection and of the importance of confidentiality and respect for the fundamental right of data subjects to the protection of their personal data.

To achieve this, CaixaBank has internal regulations on privacy and data protection on the basis of which its employees must act and which also establish reference to the procedures for contracting suppliers with access to personal data.

The Entity also provides regular training to its employees on data protection and carries out periodic awareness campaigns to reinforce the message about the importance of complying with the regulations and the obligations deriving from them.

06

Our **employees**

CaixaBank places a particular focus on culture and people, cross-cutting enablers of the **2022-2024 Strategic Plan** to achieve the ambition of:

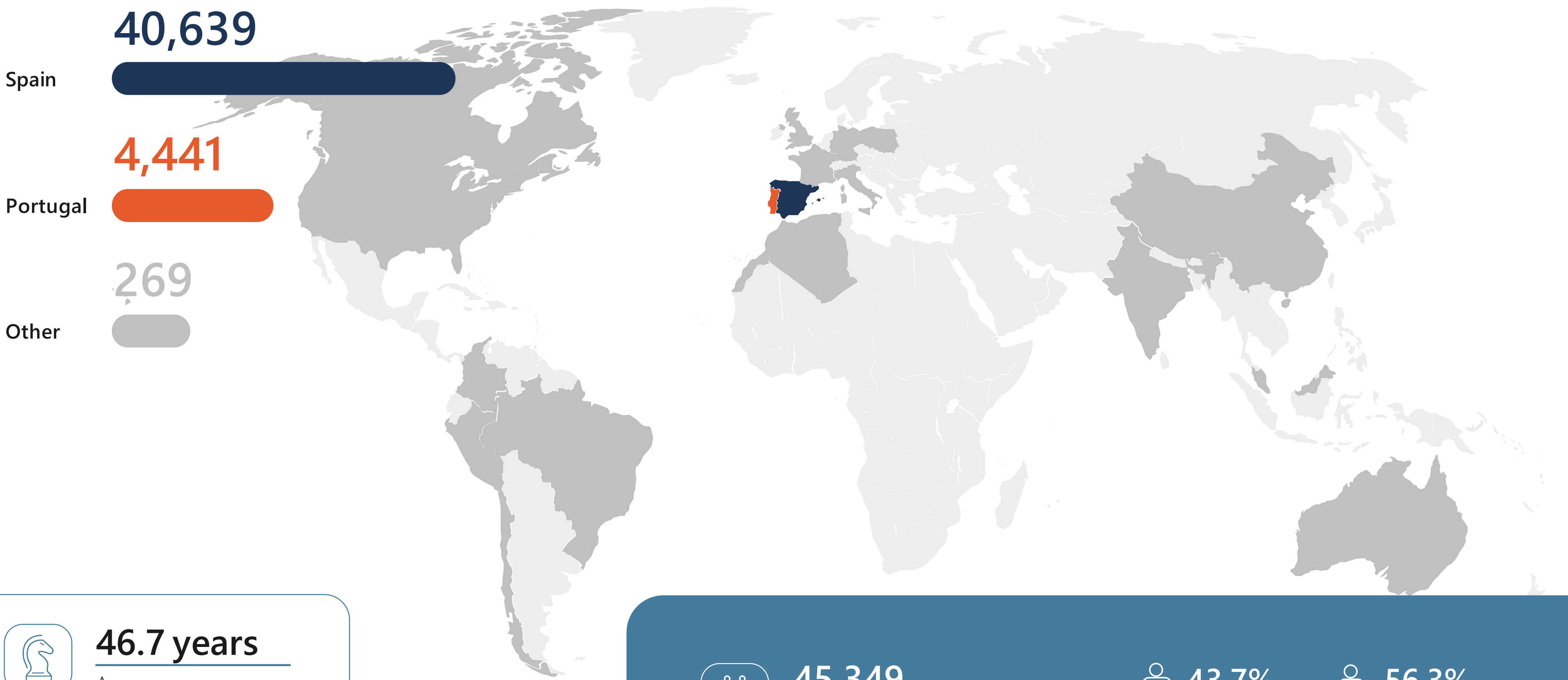
// Being the preferred financial group to work for...

...as well as having the best talent to face the Group's strategic challenges.

In order to achieve this ambition, the Human Resources Master Plan was designed with the following lines of action:

- Fostering a culture of exciting, committed, collaborative and agile teamwork, empowerment and tolerance of error.
- Fostering close, motivating, non-hierarchical leadership with transformational capacities.
- Driving new ways of working, with respect for diversity, equal opportunities and inclusion and non-discrimination for reasons of gender, age, disability or any other circumstance.
- Reforming the management of the people development model: more proactive in team training and focused on critical skills.
- Offering a differentiating value proposition to employees.
- Evolving towards a data-driven culture.

CaixaBank Group headcount as of June 2024



46.7 years

Average age

18.8 years

Average length of service

45,349

Total Number of Employees

43.7%

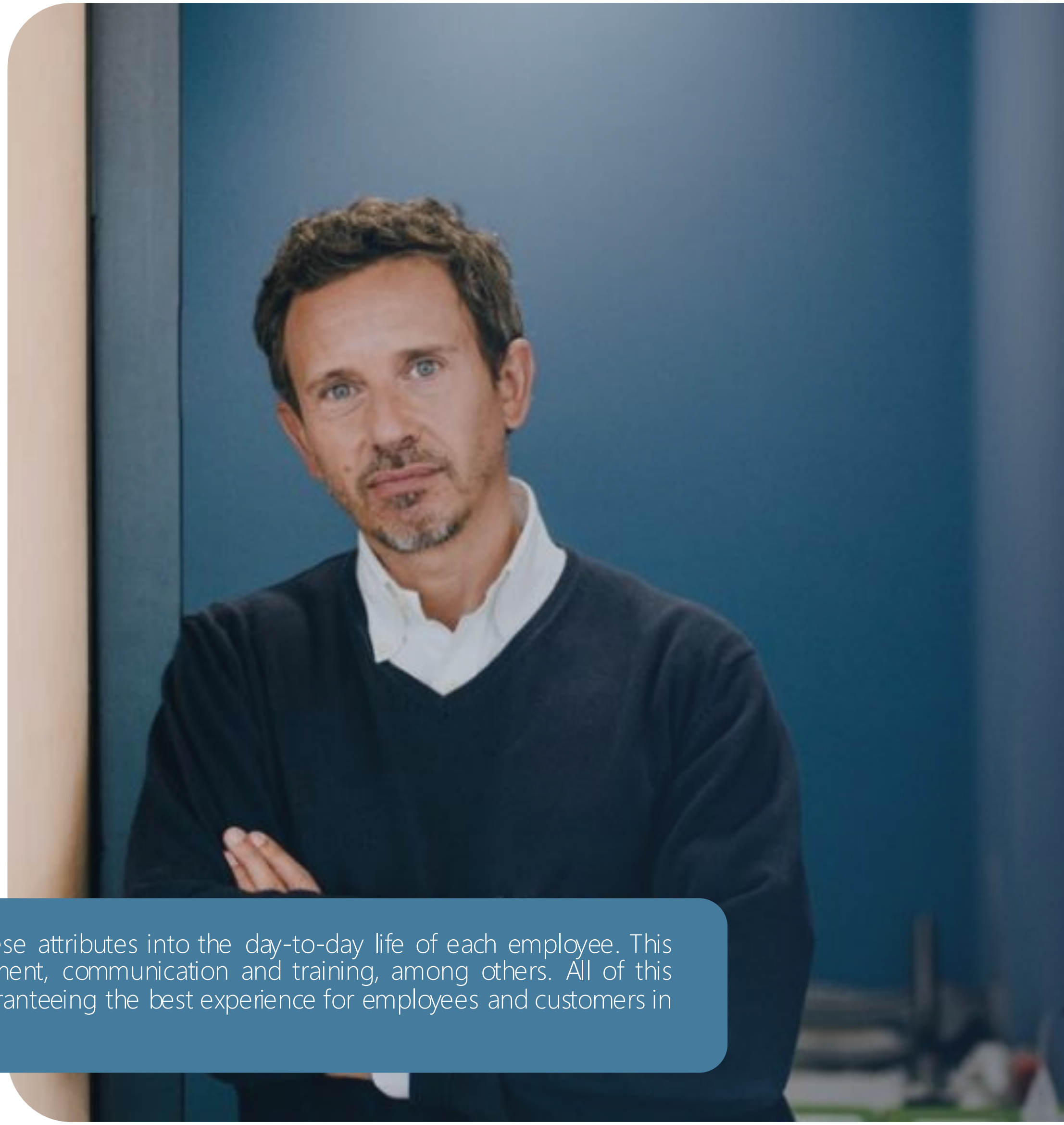
Employees - men

56.3%

Employees - women

06.1 Corporate Culture

Culture is the mindset and approach of everyone who forms part of the CaixaBank Group. It is one of the cornerstones for the implementation of the strategy and comprises three main areas that incorporate the attributes and behaviours encompassed within the **We are CaixaBank** concept.



Above all, people

- **Committed:** we foster sustainable actions with a positive impact on people and society.
- **Close:** we tailor our relationships and communicate by generating bonds of trust.
- **Responsible and demanding:** we are proactive in order to bring maximum value to others by acting with excellence and making decisions, with autonomy, minimising risks and without fear of error.
- **Honest and transparent:** we build trust with integrity, honesty and consistency.

Collaboration, our strength

- **Collaborative:** we think, share and work together as a single team.

Agility, our attitude

- **Agile and innovative:** we champion the generation of ideas and change with anticipation, speed and flexibility.

We are CaixaBank puts a focus on people and integrates these attributes into the day-to-day life of each employee. This programme includes listening actions for continuous improvement, communication and training, among others. All of this encourages autonomy, agility, participation and innovation, guaranteeing the best experience for employees and customers in line with the CaixaBank Culture.

06.1 Corporate Culture

/ AHEAD Culture and Leadership Model

CaixaBank has deployed the Culture Model and the Leadership Model to complement the Strategic Plan and strengthen people's commitment in an environment of change.

| Objectives 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 Culture to facilitate cultural integration and provide recognition.

03

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

04

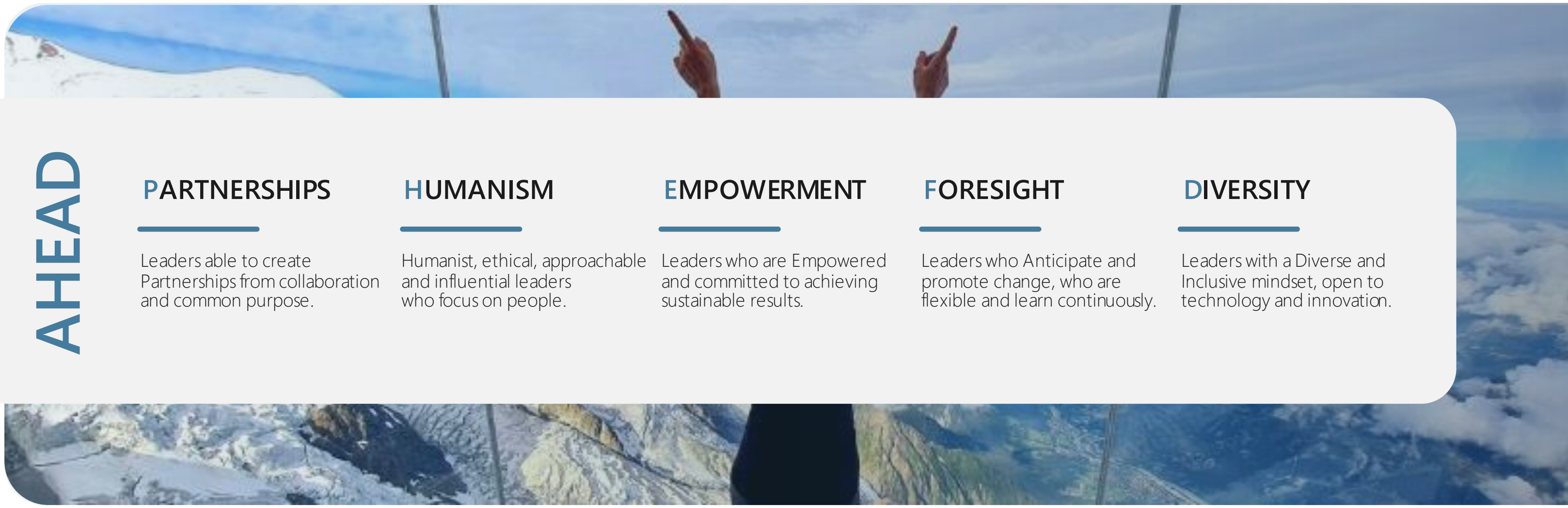
Disseminating a differential value proposition for employees.

To reach the goals of the Culture and Leadership Model, specific actions are designed and carried out for each of these groups:

- **Culture Trainers** For this group, actions are launched to empower them and provide them with tools to spread the We are CaixaBank Culture to all professionals and gather feedback.
- **For the entire workforce**, actions are launched to foster knowledge of the We are CaixaBank Culture and the behaviours associated with it in order to encourage cultural integration and pride in belonging. A special focus is placed on Managers, 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.



AHEAD

PARTNERSHIPS

Leaders able to create Partnerships from collaboration and common purpose.

HUMANISM

Humanist, ethical, approachable and influential leaders who focus on people.

EMPOWERMENT

Leaders who are Empowered and committed to achieving sustainable results.

FORESIGHT

Leaders who Anticipate and promote change, who are flexible and learn continuously.

DIVERSITY

Leaders with a Diverse and Inclusive mindset, open to technology and innovation.

06.1 Corporate Culture

/ 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.

| Remote working

In 2022 CaixaBank rolled out a remote working model (voluntary on both sides, the Entity and employees), consisting of a maximum of 6 days of remote work per month in Central Services (30%) and 4 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.

75.1%

Of employees adhering to remote working from among the potential collective

| Digital transformation

Accelerating digital transformation by deploying **agile and collaborative work systems** is visible through the development of projects such as agile transformation, the digital transformation of Key groups, the consolidation of collaborative tools and the development of platforms such as SuccessFactors, PeopleNow or Virtaula.

Microsoft 365 Copilot

is an initiative of Microsoft's Early Access Program to improve productivity and transform work models. Copilot O365 licenses have been assigned to various roles, including Changemakers, and highlights labs and sessions to get feedback and find valuable use cases where this tool can add value.

Data Driven

Driving the People Analytics project, the aim is to implement a Data Driven culture that involves making data-driven decisions. The People Analytics Plan is based on three pillars:

Data quality audit and roadmap.

Identifying information needs and analysing the quality of the main indicators in the area of People.

People operational model – *Data Driven.*

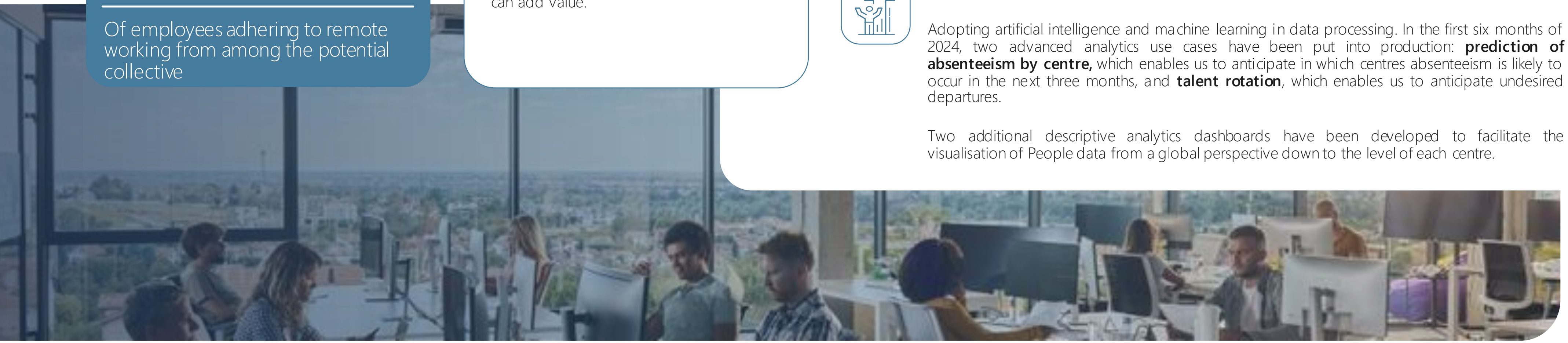
3 initiatives have been carried out:

- 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. In the first six months of 2024, two advanced analytics use cases have been put into production: **prediction of absenteeism by centre,** which enables us to anticipate in which centres absenteeism is likely to occur in the next three months, and **talent rotation**, which enables us to anticipate undesired departures.

Two additional descriptive analytics dashboards have been developed to facilitate the visualisation of People data from a global perspective down to the level of each centre.



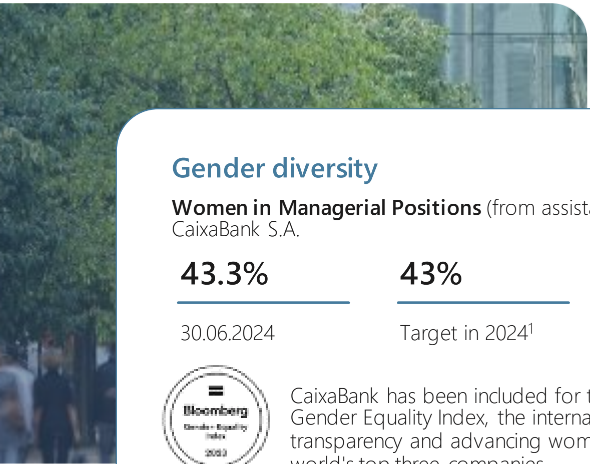
06.2 Diversity and equal opportunities

CaixaBank is committed and works to **foster diversity in all its dimensions as part of the corporate culture,** through promoting the creation of diverse, transversal and inclusive teams, recognising the individuality and heterogeneity of the people and eradicating any exclusive and discriminatory conduct.

CaixaBank puts special emphasis on gender diversity, generational diversity, integration of people with disabilities (functional) and LGTI diversity.

With a view to guaranteeing diversity and equal opportunities, CaixaBank has a solid framework of policies that guarantee equal access for women to management positions (internal promotion), and safeguard diversity and meritocracy in recruitment, training and professional development, promoting flexibility and work-life balance policies and reinforcing an inclusive culture based on the principles set out in the **Diversity Manifesto**.

Go to Diversity Manifesto



The **Wengage** programme, grounded in meritocracy, equal access, participation and inclusion, embraces diversity in all its dimensions: gender, functional, generational, LGTBI, cognitive, cultural...

| 2022-2024 Diversity and Inclusion Plan.

Diversity and inclusion is one of the Group's strategic priorities. The **2022-2024 Diversity and Inclusion Plan** was drawn up with the goal of fostering these priorities and developing the Wengage programme, which has four major challenges:

- Consolidate gender diversity in managerial and pre-managerial positions and continue to promote women's leadership in the organisation with a focus on senior management.
- Foster a culture of inclusivity and diversity (beyond gender) and ensure equal pay for all the people in the Entity.
- Be the benchmark financial Entity in diversity and inclusion for customers and business segments.
- Continue to promote diversity and equal opportunities in society through awareness-raising actions and strategic partnerships.

Gender diversity

Women in Managerial Positions (from assistant manager of a large branch upwards) for CaixaBank S.A.

43.3%	43%
30.06.2024	Target in 2024[1]

CaixaBank has been included for the sixth consecutive year in the Bloomberg Gender Equality Index, the international index that acknowledges efforts in transparency and advancing women in the business world, ranking among the world's top three companies.

Functional diversity

632

Employees with disability 30.06.2024

"laCaixa" Foundation programme that promotes the integration into the labour market of people at risk of social exclusion.

Guidance and advice service on disability and dependence for employees and their families.

LGTBI diversity

Since May 2022, CaixaBank has been adhered to REDI, the Spanish non-profit association that promotes an inclusive and respectful atmosphere with the LGBTI diversity in the labour sector.

[1] In 2023, the target initially set for 2024 was updated from 42% to 43% with the update of the Equality Plan.

06.3 Professional development and remuneration

/ Professional development

The CaixaBank Group is committed to strengthening the critical skills of its professionals and their development. With this in mind, a Master Plan was designed to respond to the challenges of the market, the needs of each group and the individual needs of each professional, according to their function and responsibility.

Development by Skills

It is intended to transform the Group's employee development model and evolve it into a skills-based management model that puts each employee at the centre of his or her own professional development and growth.

PeopleSkills

Within the framework of the Development by Skills project, CaixaBank launched the PeopleSkills platform in June 2024, which allows all the Bank's employees to:

- **Manage their skills** by viewing the results of the Skills Review process, identifying areas for improvement and introducing additional skills to their job profile.
- **Develop their skills** through advanced functionality that recommends training associated with each of the skills based on the gaps and job profile of each employee.

CaixaBank fosters a culture of continuous feedback, using tools such as Skills Review and AHEAD Review to facilitate development conversations and enable the organization to have a comprehensive view of each employee and their potential for professional growth.

| Skills Review

This non-directive assessment process will make possible to shape the Entity's knowledge and skills map and identify development gaps in order to implement upskilling and reskilling programmes in response to the gaps detected.

Both technical skills (hard skills) and corporate skills (soft skills) are reviewed, which together with the definition of a unique skills architecture and professional profiles provides a comprehensive view of the professional profile.

| AHEAD Review

This management assessment process contributes to the goal of **driving management development and growth** under the AHEAD Leadership model. The AHEAD Review process exclusively focuses on the soft skills.

Simultaneously, the Entity fosters professional development programmes at both management and pre-management level:

- **Management Development Programmes**, focused on strengthening leadership skills and fostering strategy and transversality in the Entity.
- **Pre-management programmes**: focused on accelerating the development of these professionals' team management skills.

| Talent programs

The CaixaBank Group runs external talent attraction programs to identify and develop early talent and thus anticipate future needs. through Talent Programs, including:

- **WonNow**: A programme conducted jointly with Microsoft Ibérica, geared towards female students of STEM (Science, Technology, Engineering and Mathematics) degrees, with the purpose of boosting the presence of women in the field of technology and science and rewarding academic excellence.
- **New Graduates**: A programme geared towards young graduates, the aim of which is to attract talent to banking, support young people who are starting their careers and contribute to the development of successful careers.
- **Dual Vocational Training**: A dual vocational training programme (via CaixaBank Dualiza). Carrying out a dual vocational training pilot in IT auditing and Digital Banking

06.3 Professional development and remuneration

/ Continuous training

The CaixaBank Group invests in training and the promotion of professional skills, with the aim of empowering all employees. Thus, the Development by Skills project is the basis for employee development.

The strength and degree of implementation of the training model facilitates anticipation and the possibility of responding in an agile manner to the Group's ever-changing training needs.

42,952

People that have **carried out training**

1,333,595

Training hours

93.3%	6.7%
Online training	Face-to-face training

Data for the 1st half of 2024.

CaixaBank Campus is the educational model under which the Entity's training offer is organised, and which encompasses all the tools that the Entity provides for its professionals, fostering the culture of continuous learning. Its strategy is based on three crucial factors:

- **Knowledge connected and shared**
- **Driving the transformation growth**
- **Ongoing learning**

The model structures the training offer in three main blocks:

CaixaBank campus #SacaTuPower

01 Regulations

Compulsory training, required by the regulator: short duration, as well as certifications in LCI (Law on Real Estate Credit), IOD (Insurance Distribution Directive) and MiFID.

30,576 people	29,586 people	32,242 people
LCCI (Property Credit Contract Act)	**IDD (Insurance Distribution Directive)**	**MiFID II**

02 Corporate

Training to be able to meet the challenges and needs of the business. This encompasses the training recommended through PeopleSkills and training tailored to the needs of each individual, according to job profile and gap.

03 Self-learning

Training available through PeopleSkills and the different training schools available: agile, languages, sustainability, risks, commercial, well-being, finances, etc.

06.3 Professional development and remuneration

The CaixaBank Group also has **training drivers**, which enable the strategy and learning plan to be implemented:

- **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. They help to guarantee shared and connected knowledge throughout the Entity.

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

| ESG training

ESG training **is a key part of corporate training.** The implementation of the ESG 360º Training Plan continued in the first half of the year, with the most relevant actions:

- Training to enhance the sustainability preferences of IOS customers (aimed at the Entity's entire commercial network).

- Continuation of the Sustainable Finance Certification process.

- Holding a series of conferences on the energy transition process and its global impact.

142,389

Hours of ESG training carried out by CaixaBank, S.A. employees.

06.3 Professional development and remuneration

/ Adequate and merit-based remuneration

The General Remuneration Policy, whose latest update was approved by the Board of Directors in December 2023, details the main characteristics of each element of remuneration and is applicable to all CaixaBank Group employees, and is available on the corporate intranet.

Among other objectives, this Policy seeks to foster behaviour that ensures the generation of long-term value and the sustainability of results over time, guaranteeing non-discrimination and a decent salary.

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 applicable in each company of the Group and the different internal labour agreements.
- **A variable remuneration system** linked to 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 management of risks and the Entity's regulatory and ethical criteria.

ESG metrics in remuneration schemes

Consistent with CaixaBank's responsible management model, the variable remuneration schemes (annual and long-term) for the Entity's employees are linked to ESG factors, such as Quality, the challenges of Conduct and Compliance and the objective of mobilising sustainable finances. They apply to the Entity's entire workforce as of January 2024.

Annual factor measurement metrics 2024

		Weighting Executive and Non-Executive Directors	Weighting Management Committee members	Target
Quality	Consumer satisfaction in a combined metrics of customer experience and recommendation	15%	10%	Relational NPS 6% Transactional NPS 70% Digital NPS 65%
Sustainability	Mobilisation of sustainable financing	10%	5%	€29,891m
Compliance	A negative adjustment of 5% is included should a certain number of high and medium criticality compliance gaps older than 6 and 12 months, respectively, be exceeded at year-end 2024.			

In addition, the CaixaBank Group's employees enjoy numerous social and financial benefits. In the case of CaixaBank, S.A., these include the retirement savings contribution and the death and disability benefits offered by the Pension Plan, the health insurance policy and benefits in the event of the birth of a child or death of a family member, among others.

To complement the remuneration components, CaixaBank offers the **Flexible Remuneration Plan**, which allows tax savings and personalisation of remuneration in accordance with the needs of each individual. The following are the services available in Compensa+ for the Entity:

- Health insurance
- Nursery
- Transport card
- Savings Insurance
- Languages
- Shares
- Training
- Car rental

06.4 Employee experience

In keeping with CaixaBank's brand purpose, **"Standing by people for everything that matters"**, work continued on initiatives to generate a differential employee experience.

The **distinctive employee value proposition** has been revised to generate an emotional bond with people and turn them into prescribers, building loyalty among internal talent and creating an employer brand to attract the best talent in the market.

> **The four pillars of the employee value proposition are:**

We generate impact

We transform **society** with **responsible and sustainable** actions that bring added value to people and the environment in line with our **purpose**.

We grow

We foster professional **development** in the short, medium and long term in the CaixaBank Group and facilitate **diverse, inclusive and healthy environments**.

We are a team

We foster **trust** and **collaboration** among professionals through the implementation of **flexible working models and transversal projects**.

We innovate

We drive **agility** and **digitisation**, empowering professionals to address **quality solutions**.

06.4 Employee experience

The key initiatives, implemented in the 2022-2024 period, with an impact on processes that take place in the Employee Life Cycle and that allow us to improve the employee experience:

- **People Xperience portal:** the new space in CaixaBank's Intranet, which gathers a unique set of services, provisions, advantages and benefits for CaixaBank professionals.
- **Launch of the Employees' Office (Now In Employees),** The goal of the Employees' Office is to bring CaixaBank closer to its employees in its customer dimension. By changing the relationship and service model, being closer and more proactive, the goal is for the employee to live a better experience and become a prescriber through his or her own experience. There is a manager specialised in social benefits with remote attention and extended opening hours.
- **Onboarding and Crossboarding project:** These projects have an impact on the ongoing improvement and evolution of the programmes for new professionals joining the organisation or changing functions, centres or departments. Their goal is to offer a differential employee experience, engaging with professionals and turning employees into prescribers of the employer brand.
- **Consolidation of the HRBP (Human Resources Business Partners) Model,** the figure of the Business Partner is established as an accompanying figure who takes on the role of expert advisor. He or she is the link between the people in each area and the People specialists.

For the third consecutive year, CaixaBank has been recognised for its management in 2023 and has been awarded the **"Top Employer Spain 2024"** seal by the Top Employers Institute, a global authority on recognising excellence in the professional environment that organisations create for their staff.

06.4 Employee experience

/ Promoting well-being in a healthy and sustainable environment

CaixaBank regards the **development of occupational health and safety** as one of the basic principles and fundamental objectives to be addressed through the continuous improvement of working conditions. Enhancing employee wellbeing is one of the pillars for achieving the objective of being the preferred financial group to work for.

| Occupational risk prevention

The **prevention policy** represents a formal declaration by CaixaBank management of its commitment to promote all initiatives and actions that favour safe and healthy working conditions. In April 2023, the Management Committee approved a new **Occupational Health and Safety Policy**.

With a view to raising awareness and preparing the workforce for occupational health and safety, CaixaBank regularly offers training on occupational health and safety, emergency measures and first aid.

Furthermore, CaixaBank, S.A. has specific committees to guarantee the health and safety of its staff:

- **Single Occupational Health and Safety Committee.** This body is responsible for consulting on the company's actions in the area of occupational risk prevention.
- **Occupational Risk Prevention Coordination Committee.** It sets policies on occupational risk prevention, improves control and management and monitors health and safety objectives, as well as preparing and carrying out training activities.

The occupational risk prevention system is subject to regular review through different types of audits and interventions that monitor the effectiveness of the system (external certification audits, as well as internal audits and Management review reports).

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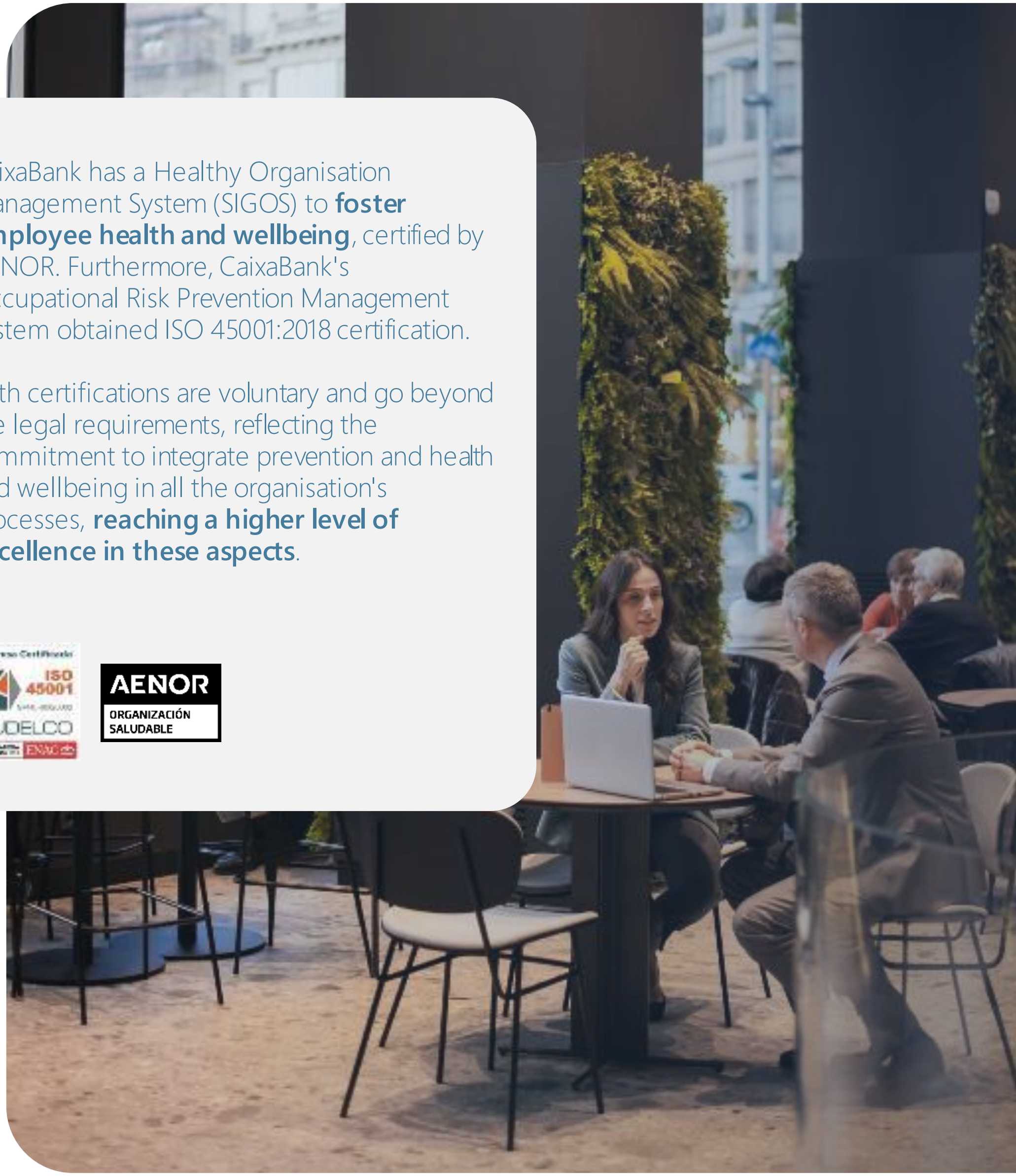


CaixaBank has a Healthy Organisation Management System (SIGOS) to **foster employee health and wellbeing**, certified by AENOR. Furthermore, CaixaBank's Occupational Risk Prevention Management System obtained ISO 45001:2018 certification.

Both certifications are voluntary and go beyond the legal requirements, reflecting the commitment to integrate prevention and health and wellbeing in all the organisation's processes, **reaching a higher level of excellence in these aspects**.

06.4 Employee experience

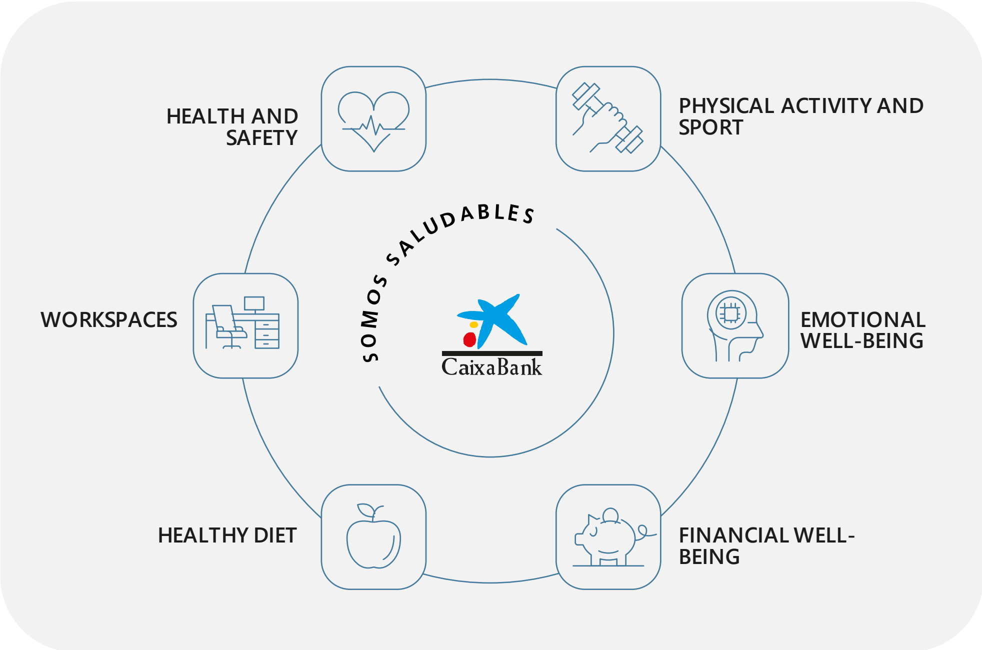
| Healthy organisation

The aim of **CaixaBank** is to provide a **fresh boost to the management of Health, Safety and Well-being** with the launch of a new Healthy Organisation Strategy to become a benchmark in this area.

In order to meet these objectives, CaixaBank has:

1. A **Healthy Organisation Policy for the entire workforce, approved in 2023 by the Management Committee.**

2. The **2022-2024 Healthy Organisation Strategic Plan** includes the main lines of action revolving around six factors:



The lines of action of the **Healthy Organisation Strategic Plan** are set out annually in a **Well-being and Health Plan** that defines the actions and initiatives to be carried out each year.

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 goals of the We are Healthy Programme are:

- Strengthening communication and awareness of the culture of Well-being and Health, both internally and externally:
- 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.
- To offer well-being services to the entire workforce regardless of their location or personal situation

The most important actions in the first half of 2024 are:

- Holding the first **Well-being Week** in which more than 80 on-site and online activities were organised (conferences, courses, workshops, health campaigns, etc.).
- The launch of the new digital platform **"Somos Saludables" (We are Healthy)**, which brings together in a single environment all the health and welfare resources and services that the Entity makes available to **its employees**:

The Health and Well-being Plan includes the **We are Healthy Programme**, which has been spearheaded by CaixaBank as part of its global strategy for Safety, Health and Well-being.

06.4 Employee experience

/ Employment standards and staff rights

At CaixaBank, it is essential to **respect labour regulations and conditions**, the rights of employees, such as freedom of association and trade union representation, and the rights of their representatives.

Dialogue and negotiation are part of the way we deal with any differences or conflicts in the Group. In addition, the **Collective Agreement on Savings Banks and Financial Institutions** applies to the entire workforce of CaixaBank, S.A. There are also additional agreements to develop and improve the conditions of the Collective Agreement.

2024-2026 Collective Bargaining Agreement for Savings Banks and Financial Institutions

On 18 April 2024, the Collective Bargaining Agreement for Savings Banks was signed for the period 2024-2026.

This Collective Bargaining Agreement favours the employees recovery in purchasing power due to establishing a wage revision to 11% of the salary tables (5% in 2024, 3% in 2025 and 3% in 2026). There is a review clause if cumulative inflation in the period 2024-2026 exceeds 11%. This would entail a capped remuneration to employees of +3%. Other agreements include a lump payment in 2024 of 1,000 euros for the entire workforce, the elimination of level XIV (incorporation level for new employees) and the extension of an additional personal day in every year that the new Collective Bargaining Agreement is in force.

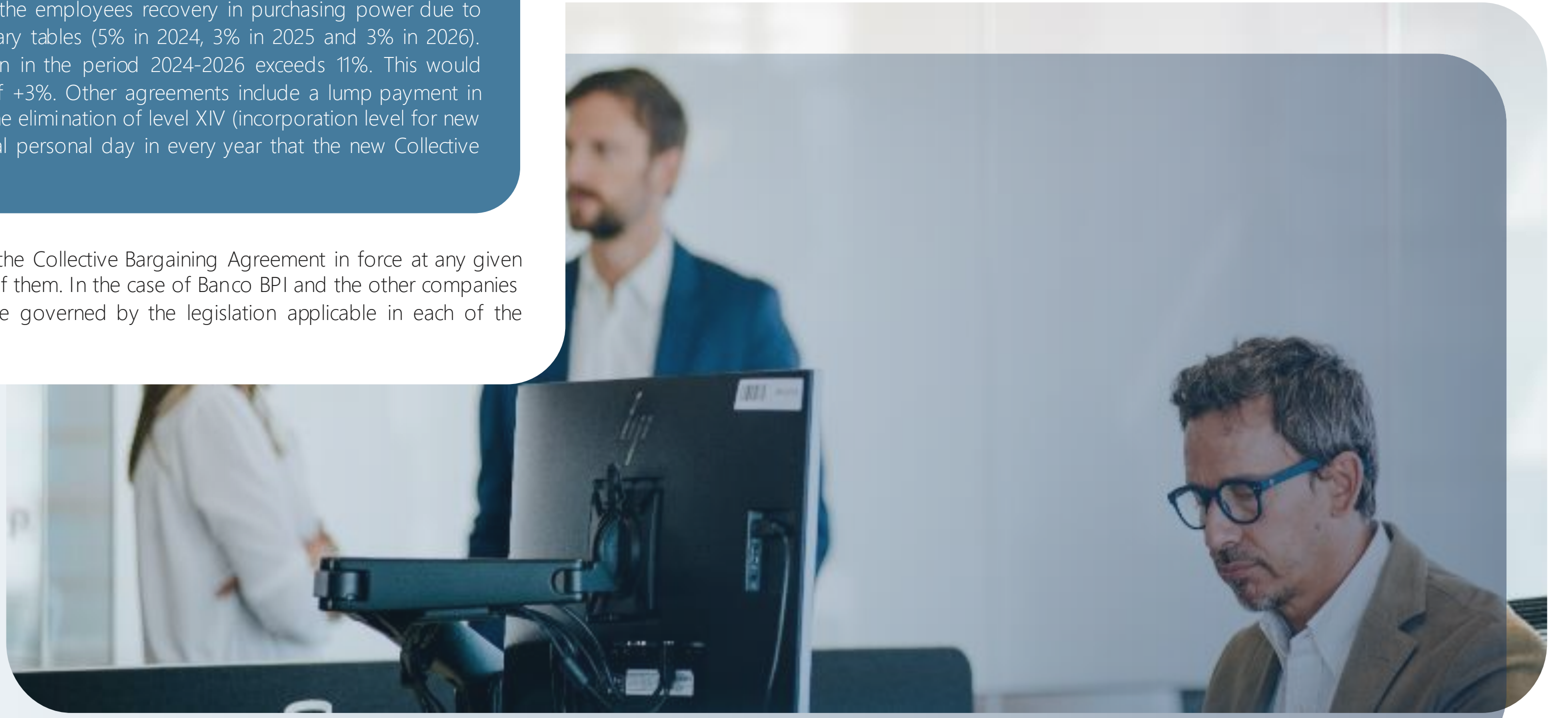
The staff of the Group companies is governed by the Collective Bargaining Agreement in force at any given time, depending on the activity carried on in each of them. In the case of Banco BPI and the other companies located in Portugal or in other countries, they are governed by the legislation applicable in each of the countries in which they are located.

| Union representation

Both CaixaBank, S.A. and its Group companies maintain a permanent and fluid dialogue with employee representatives.

Furthermore, the right of all employees to form trade unions and freely join the trade union section of their choice is fully upheld, as well as the right to carry out trade union activities within the company, eliminating any type of discrimination against employees who carry out trade union activities.

With regard to the elections for the renewal of employee representatives (Works Councils and personal Delegates) at CaixaBank, employees are duly informed via the company's intranet, where all the information on union options and candidates is published, and they can freely choose to participate in the aforementioned processes. In addition, an agreement has been signed with the employee representatives in which the Management declares its total neutrality in the electoral process and provides the employees and the trade unions with all the means for the correct development of the processes.



06.5 Dialogue with employees

Dialogue between employees and CaixaBank is two-way. In this regard, CaixaBank obtains feedback from employees through engagement and active listening, while at the same time CaixaBank communicates with employees through the various internal communication channels.

Engagement and active listening

Engagement and active listening are two core concepts which, when fostered, lead to improved productivity, job satisfaction and employee loyalty. CaixaBank strives to make its professionals feel valued and listened to, and to achieve this, measures such as the following are established:

- Conducting engagement and satisfaction surveys to find out about the experience, needs and expectations of employees.
- Encouraging open communication so that employees feel comfortable sharing their ideas and concerns.
- Providing opportunities and feedback channels for employees to express their opinions and suggestions (quality of service of Central Services areas by the Commercial Network).
- Recognising and rewarding good performance to motivate employees.

The CaixaBank Group's listening strategy is based on continuous improvement, with a comprehensive, action-oriented model focused on improving the experience of each professional. Listening is triggered through different means, obtaining data, drawing up conclusions, implementing action plans and re-measuring to evaluate each impact.

Engagement, Culture and Leadership Study

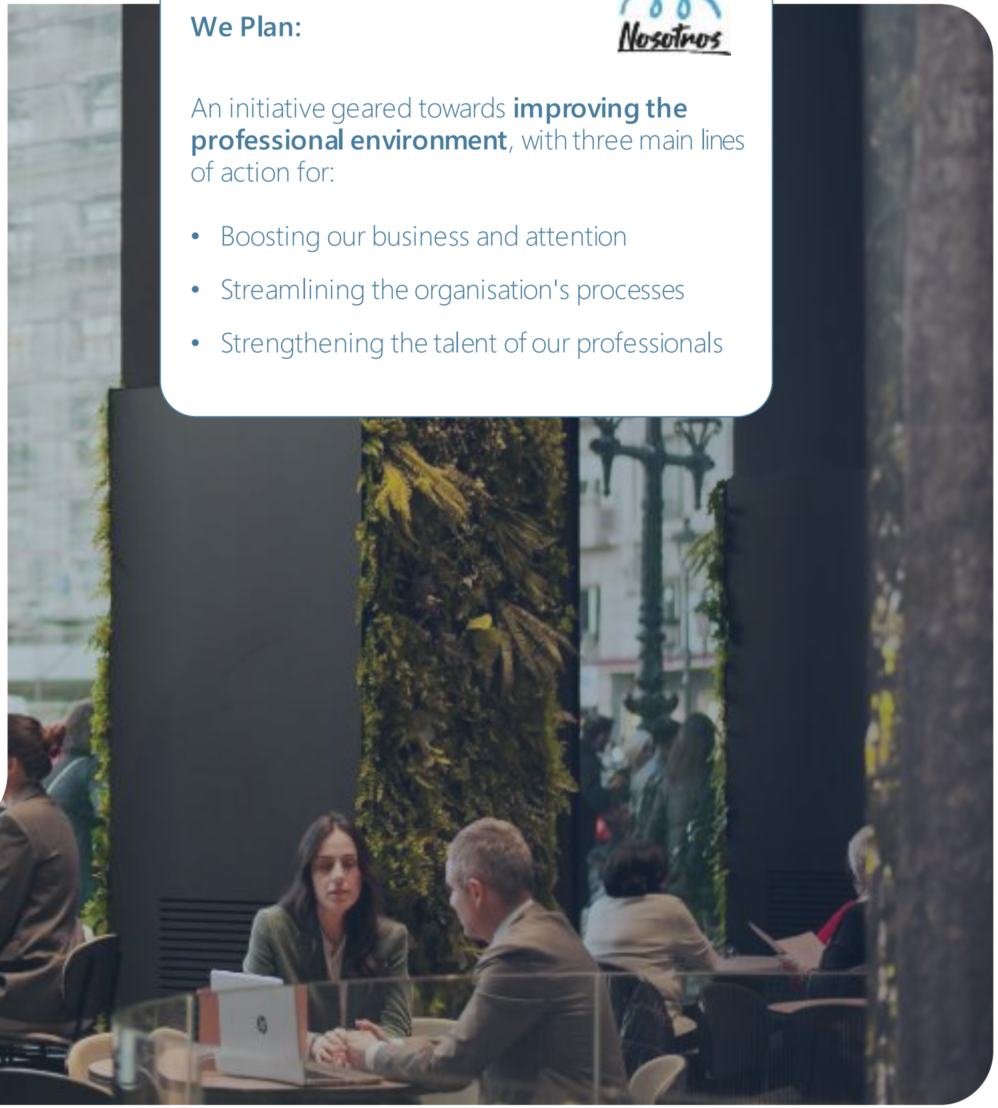
In 2024, a new **Engagement Study** will be conducted for the entire Group workforce in order to measure the evolution of the main KPIs (Climate, Culture, Leadership, eNPS, identify trends in the different organisational areas and review the effectiveness of the implementation of the Action Plan (We Plan). This study will be adapted to fit the Engagement 360 Model (the model identifies all the factors that matter to employees in their relationship with the Entity and allows guiding both the analysis and the design and monitoring of actions that impact employee engagement and motivation).

We Plan:

Nosotros

An initiative geared towards **improving the professional environment**, with three main lines of action for:

- Boosting our business and attention
- Streamlining the organisation's processes
- Strengthening the talent of our professionals



07

Our **commitment** to **sustainability**

07.1 Sustainability Strategy

/ Policy framework, principles and declarations in the field of sustainability

In recent years, the Group has developed a number of policies, principles and statements that reflect its commitment to sustainability and set out guidelines to help mitigate and adapt to climate change and to conserve and enhance biodiversity and natural ecosystems. This framework is intended to promote the integration of these considerations into the Group's activities and to serve as the basis for a governance framework to coordinate the implementation and monitoring of commitments, thereby contributing to the achievement of the Group's strategic objectives.

These policies align with a global framework for action, in particular with the provisions of CaixaBank's Code of Ethics. They are also complemented and further developed in conjunction with other policies and principles in fields related to sustainability, such as conduct and compliance, health and safety, information and data quality, and procurement and suppliers, among others.

This framework of policies, principles and statements, and in particular the Sustainability Business Principles, forms the basis of the Group's sustainability strategy, which is set out in the **2022-2024 Sustainable Banking Plan.**

Global framework for action

Mission and values / Code of Ethics

They drive the actions of all the people who make up CaixaBank, and include social commitment and social and environmental responsibility

Sustainability policies and principles

↗ Principles of action with regard to sustainability (February 2024) ✓

General principles underpinning the sustainability strategy (as set out in the Sustainable Banking Plan)

- ↗ Principles on Human Rights (February 2024) ✓
- ↗ Statement on climate change (February 2024) ✓
- ↗ Statement on Nature (February 2024) ✓
- ↗ Principles of action of the Policy on Corporate Sustainability/ ESG Risk Management (March 2024) ✓
- ↗ Policy on involvement in the discretionary portfolio management field (May 2024) ✓
- ↗ Corporate ESG Risk Integration Framework in investment and asset management services (June 2022)

High-level, organisation-wide principles, which build on specific axes according to market best practices

Specific policies, principles and frameworks, including sustainability factors

Documents and specific areas included in the Sustainability Business Principles

✓ Latest update in 2024

07.1 Sustainability Strategy

One of CaixaBank's three strategic priorities within the framework of the **2022-2024 Strategic Plan** is to be a **benchmark in sustainability** in Europe, by driving the sustainable transition of companies and society, positive social impact and financial inclusion, and a responsible culture.

The CaixaBank Group's sustainability strategy is set out in the 2022-2024 Sustainable Banking Plan.

/ 2022-2024 Sustainable Banking Plan

The **Sustainable Banking Plan**, approved by the Board of Directors in 2021, forms part of the Bank's Strategic Plan and is one of its main lines of action. This Plan is CaixaBank's proposal for the period 2022-2024 to tackle challenges related to inequality, climate change and boosting the real economy. It has **upwards of 300 initiatives**, all of which have previously defined time and achievement milestones. The extent to which each of these initiatives is being implemented is reviewed every six months, and corrective measures are established if any deviations are detected.

CaixaBank pursues its sustainability ambitions through **active listening and dialogue,** a **rigorous methodology for** measuring and managing data**, and a sustainability** communication strategy to raise awareness**.**

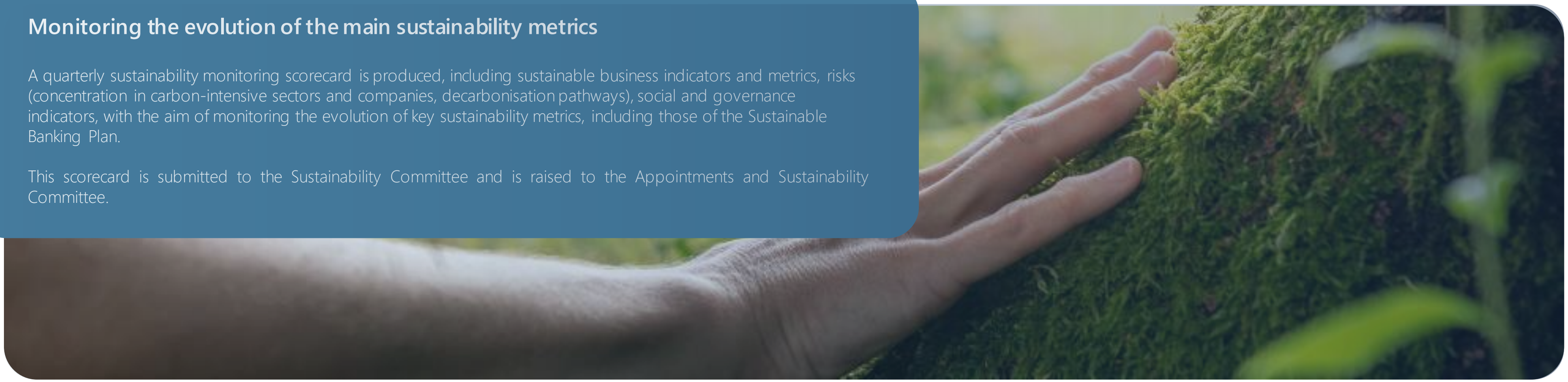
To give substance to the Bank's commitment to society, the 2022-2024 Sustainable Banking Plan is **structured around three ambitions and eleven strategic lines:**

- **Boosting the sustainable transition of companies and society,** offering sustainable solutions in financing and investments, with a focus on energy efficiency, mobility and sustainable housing; ESG advice and a commitment to decarbonise the Group's loan and investment portfolio.
- **Spearheading positive social impact and promoting financial inclusion**, thanks to MicroBank, volunteering and social action, promoting microfinance solutions and maintaining the commitment to the rural world and adapting the customer service channels to the needs of the different customer groups.
- **Encouraging a responsible culture by being a benchmark in governance** through best practices in culture, reporting and responsible trading, accompanied by effective and transparent communication in ESG matters.

Monitoring the evolution of the main sustainability metrics

A quarterly sustainability monitoring scorecard is produced, including sustainable business indicators and metrics, risks (concentration in carbon-intensive sectors and companies, decarbonisation pathways), social and governance indicators, with the aim of monitoring the evolution of key sustainability metrics, including those of the Sustainable Banking Plan.

This scorecard is submitted to the Sustainability Committee and is raised to the Appointments and Sustainability Committee.



07.1 Sustainability Strategy

/ Adherences and alliances

The Group is involved in numerous initiatives in various ESG areas to support its commitment to sustainability. Below are the main ESG initiatives undertaken in the **first half of 2024**:

> Cross-cutting

Partnership of multinational companies united with a common goal: develop a way to measure and compare the value of the contribution made by companies to society, the economy and the environment. The partnership converts social and environmental impacts into comparable financial data.

Advisory Council for Impact Investing in Spain (Spanish Section of the GSC Impact). An alliance of organisations to foster a new economic model that mobilises greater flows of capital towards the major social and environmental challenges.

CaixaBank holds the Presidency of the Association following the renewal of its Board of Directors in July.

Pan-Hispanic Clear and Accessible Language Network

Fostering clear and accessible language as a foundation of democratic values. Incorporating projects in favour of language accessibility.

> Environment and climate

TNFD Forum

It is a global, multidisciplinary advisory group of institutions aligned with TNFD's mission and principles. It publishes recommendations and disclosure guidelines for incorporating nature into corporate reporting.

Developing and improving a standard for assessing biodiversity impacts and dependencies.

The European Energy Efficiency Financing coalition

Need to intensify investments in energy efficiency and engagement at three levels: General Assembly, Expert Platform and National Hub activities.

Related targets set

Founding members, initiators and/or representatives in governing bodies

We participate in working groups

07.1 Sustainability Strategy

Targets of the 2022-2024 Sustainable Banking Plan

Ambition	2024 goals	Progress up to the end of June 2024	Compliance
GLOBAL	• **€64,000m** mobilised in sustainable finance.	105 %	• **€67,157m** mobilised since 2022 • **€16,344m** in 1st half of 2024
	• Uphold category "A" in the synthetic sustainability indicator.	A	• Category A.
ENVIRONMENTAL	• Make progress in the decarbonisation of the portfolio to reach zero emissions by 2050.	9 Sectors[1] Oil and gas · Electricity · Coal · Iron and steel · Transport · Real Estate · Aluminium · Cement · Agriculture and livestock	• 9 goals set for footprint reduction financed by 2030.
SOCIAL	• **413,300** beneficiaries of MicroBank.	91%	• **375,621** beneficiaries since 2022 • **123,472** in 1st half of 2024
GOOD GOVERNANCE	• **43%** women in managerial positions[2].	100%	• **43.3%** in June 2024

[1] Sectors: Oil and gas, Power, Coal, Iron and steel, Transport, Real estate, Aluminium (dismissed), Cement (dismissed) and Agriculture and livestock (qualitative). The initial 9 sectors have become 12 sectors, as the transport sector has been split into 3 (automotive, aviation and marine) and Real Estate has been split into 2 (commercial and residential).
[2] Women in Managerial Positions (from assistant manager of a large branch) for CaixaBank S.A. In 2023, the target initially set for 2024 was updated from 42% to 43% with the update of the Equality Plan.

Progress at year-end 2023 (cumulative 2022-2023)
Progress 1st half of 2024

07.2 Sustainable business

/ Mobilisation of sustainable financing in Spain[1]

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[2] of sustainable production over the period 2022–2024 for its business in Spain.

€64,000m

Target EP 2022–2024

€67,157m

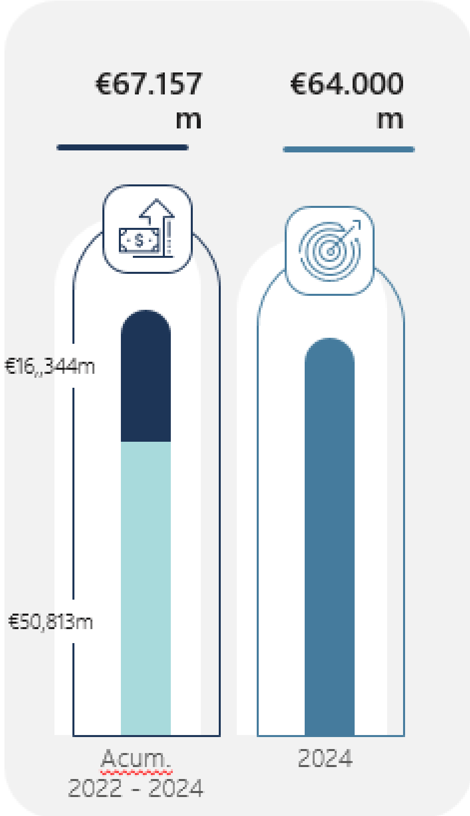
Mobilised since January 2022

€57,294m

Sustainable financing

€9,863

Sustainable brokering



[1] Does not include BPI business.

[2] The amount of mobilisation of sustainable financing includes: 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).

07.2 Sustainable business

| Sustainable financing

In the first half of 2024 **CaixaBank received an award for its commitment to sustainable financing** at the corporate level:

CaixaBank is broadly recognised for its **overall leadership in sustainable financing**

Global Finance- Sustainable Finance Awards

For the first time, CaixaBank has won five categories in the Sustainable Finance Awards, organised by the American magazine Global Finance, making it the Entity to receive the most awards in the region of Western Europe and ratifying it as a benchmark for sustainability and giving back to the community.

CaixaBank has received the awards for '**Best Bank in Sustainable Finance in Western Europe**' and '**Best Bank for Sustaining Communities**' globally in 2024 as well as three other awards in Sustainable Finance.

The Digital Banker – Global Sustainable Finance Awards

CaixaBank has been awarded 3 accolades at the 2024 Global Sustainable Finance Awards by The Digital Banker for its leadership in driving sustainable finance and responsible investment practices in its products, services and initiatives.

CaixaBank was awarded the '***Best Bank for Sustainable Finance in Europe***' and '***Best Bank for Sustainable Finance in Europe***' awards for its strong commitment to responsible banking practices, as reflected in its Sustainable Banking Plan 2022-2024. CaixaBank also won one of the two *Strategy Awards* in acknowledgement of the innovation '***Excellence in Net-Zero Transition Initiative***', for its Net Zero Advisory module integrated within ESG Advisory and focused on supporting corporate clients in the management and mitigation of variables such as Decarbonisation, Water, Biodiversity and the Circular Economy.

EBRD International Awards:

The EBRD, the European Bank for Reconstruction and Development (EBRO), has acknowledged CaixaBank's commitment to sustainability in the area of multilateral financing with two international awards. The institution has recognised two foreign trade financing operations with its '**2023 Deal of the Year - Green Trade**' awards in the circular economy and renewable energy categories.

07.2 Sustainable business

CaixaBank has a **Sustainable Financing Identification Guide** [1] whose objective is to define the criteria for considering CaixaBank's financing operations for individuals and companies as sustainable, as well as their contribution to the SDGs.

In the **first half of 2024** CaixaBank has boosted the financing of sustainable activities, by **granting €11,565m.**

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.

€3,735m
Green

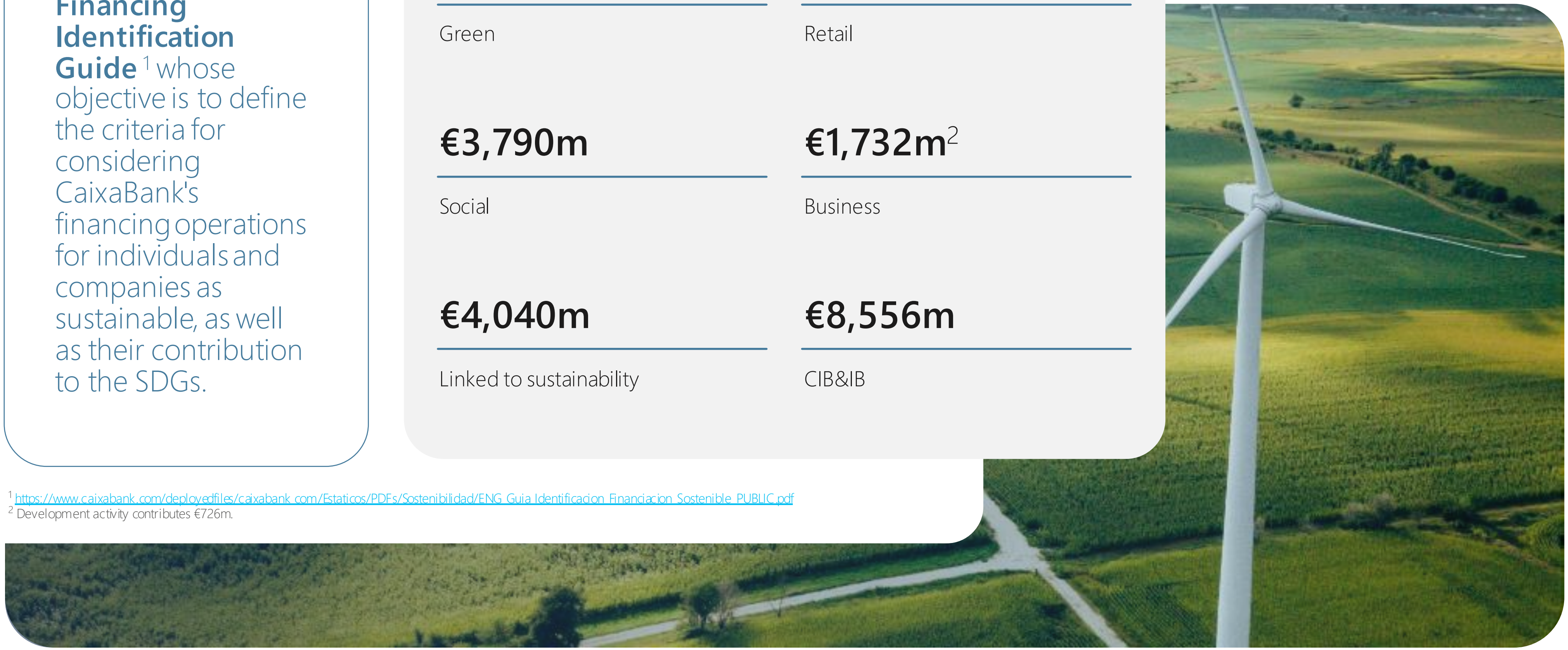
€1,277m
Retail

€3,790m
Social

€1,732m [2]
Business

€4,040m
Linked to sustainability

€8,556m
CIB&IB



[1] https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Sostenibilidad/ENG_Guia_Identificacion_Financiacion_Sostenible_PUBLIC.pdf
[2] Development activity contributes €726m.

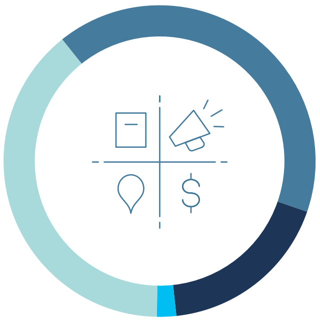
07.2 Sustainable business

| Green financing

Green finance is funding that has a positive impact on the environment and is underpinned by eligible projects or assets, including but not limited to 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 the first half of 2024, CaixaBank continued to drive green finance in various areas of its business. Noteworthy **in the CIB area** were long-term operations such as the financing for Sonnedix, geared towards financing renewable energy projects in Italy. In transactional banking, Trade Finance's green and social financing was stepped up in the first half of the year, through multilateral guarantees for operations whose purpose is included in their green&social programmes, eligible for sustainable rating.

Financing operations for renewable energy assets, such as the financing granted to Jorge Energy and Power Electronics, among others, were particularly noteworthy in the **Companies area**. Also noteworthy in the first half of 2024 was the financing granted to improve energy efficiency, such as the operations with the Hotel Villamagna and Gestilar Valdebebas.



€3,735m

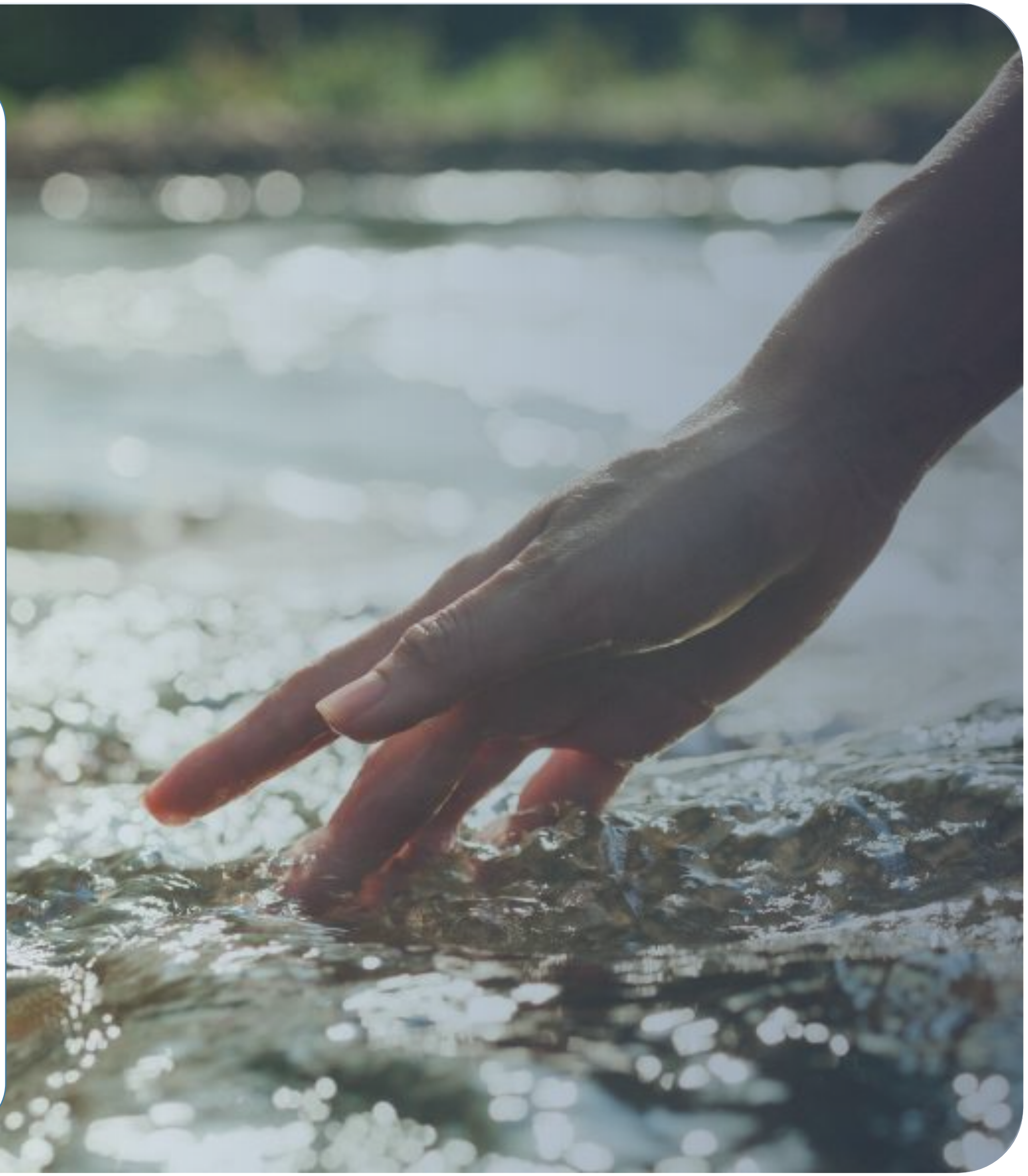
Financing by category

39%
(€1,451m)
Renewable energy[1]

41%
(€1,525m)
Real Estate

18%
(€679m)
Transport

2%
(€80m)
Other



[1] Includes renewable energy financing operations - Project Finance and others.

07.2 Sustainable business

| Social finance

Social finance is finance that has a positive impact on society. When devising the criteria for considering a social financing activity, the categories and eligibility criteria set out in the CaixaBank *Sustainable Development Goals* (SDGs), *Funding Framework* and additional criteria aligned with current best practices and market standards, including the draft Social Taxonomy, the *Loan Market Association's Social Loan Principles* and ICMA's *Social Band Principles*, have been taken into account.

With regard to social finance, CaixaBank has MicroBank, the Group's social bank, which is a benchmark in financial inclusion through microcredits and other finance with a social impact.

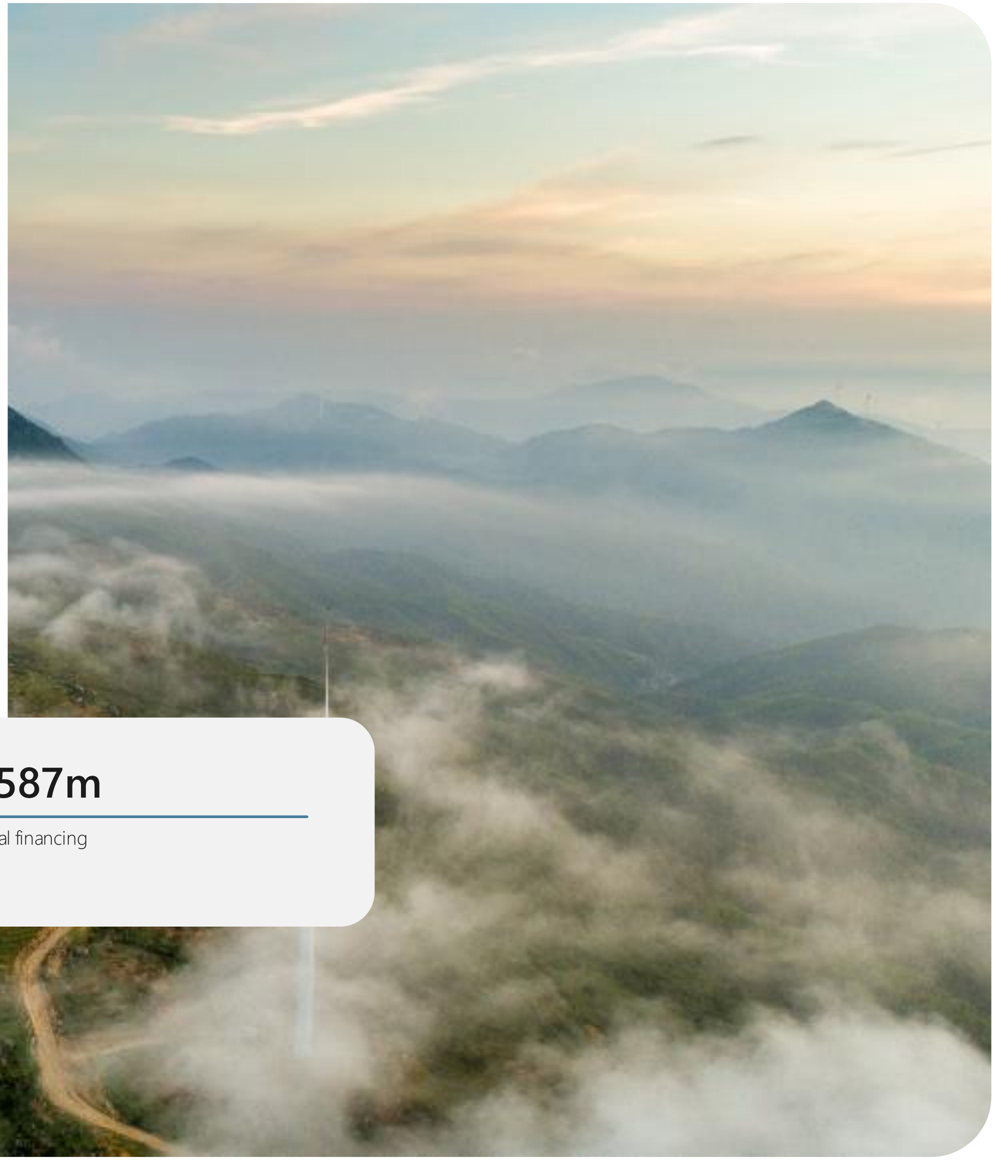
↗ See section *"Society-MicroBank"*

Through CIB, CaixaBank also continued to promote social financing in the first half of the year. Particularly noteworthy were long-term operations such as the financing of Velindre, through which the design, construction and operation of an oncology hospital in Wales will be carried out.

In addition, **social financing to the public sector was also fostered, notably via the operation with the Community of Madrid, through which affordable housing, education, health, social and economic inclusion and SME financing projects will be financed, among other eligibilities.**

In the social inclusion and economic progress section, the operation signed with ACCEM is also worth highlighting, which finances activities to help refugees at risk of social exclusion.

In the field of companies, social finance is based on the financing of subsidised housing. In particular, in the first half of the year, social mortgage financing was granted to Lagoom Living Sanchez Blanca for €40m.



€1,079m

Granted in microloans and other social impact finances
€634mgranted in the 1st half of 2023

€124m

Granted in social housing

€2,587m

CIB social financing

07.2 Sustainable business

| 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 the majority of operations, an external advisor assesses the setting of objectives and, following the recommendation of the *Sustainability Linked Loan Principles*.

In this semester of 2024, CaixaBank continued to focus on granting loans indexed to sustainability variables in order to help its customers in their transition process.

In this field, **CIB** has led outstanding transactions in various sectors and locations, such as the loan to Axpo, a benchmark in the energy sector, and the loan granted to Unibail-Rodamco-Westfield in the field of construction in Europe.

Particularly noteworthy under this heading are the operations formalised in Transaction Banking, such as the Confirming signed with Carrefour, based on a structure of environmental KPIs.

Meanwhile **Business Banking** has led financing linked to environmental objectives with the transactions with Productos del Sur and Innometal, and financing linked to environmental and social objectives with the transaction with Aluminium Solutions Group.

Financing in Sustainability Linked Loans

By type of sustainability variables to which the loans refer, those variables contributing to climate risk mitigation (e.g. carbon footprint intensity in its different scopes, percentage of installed capacity from renewable sources, etc.) are the most common, as well as variables that contribute to improving the sustainability governance profile of companies (e.g. percentage of women in management positions, hours of training per employee, sustainable supplier profile, etc.).

€4,040m

Financing by category

53% Mitigation	11% Governance	5% Circular economy
3% Social	8% Biodiversity	20% Other

42
Loan operations granted

€4,040m
Finance linked to sustainability variables

07.2 Sustainable business

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

CaixaBank has a financing framework linked to the SDGs, 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 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.

This kind of premium is applied uniformly to any new financing transaction that is compliant with the SDG Financing Framework, regardless of geographic location or business unit (e.g. corporate lending, project finance, mortgage lending, etc.), and is adjusted to the term of the loan. Implementing green and social premiums creates incentives for the bank's commercial teams, encouraging this type of financing which is then applied as collateral for green and social bond issuances.

Sustainable brokering

Mobilising sustainable finance, in addition to sustainable financing, includes **sustainable intermediation**, which encompasses CaixaBank's proportional participation in the issue and placement of sustainable bonds, as well as the increase in assets under management by CaixaBank Asset Management and the gross increase in assets under management by VidaCaixa in products classified under articles 8 and 9 of the SFDR regulations.

€4,779m

Sustainable intermediation in 1st half of 2024

€1,171m

Participation in the placement of sustainable bonds (excluding own issues)

€3,608m

Increase sustainable assets under management

07.2 Sustainable business

Share in the placement of 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.

Out of a total of

14 for €1,171m

Amount of share[1]

9 for €704m

Green bonds

3 for €367m

Sustainable bonds

2 for €100m

Sustainability linked bonds (SLB)

> **Greenbonds**[2]

			Maturity	Coupon	ISIN code	Share in Issue	Issue Date
redeia	€500m	Green Sr Unsecured	10 years	3.000%	XS2744299335	Joint Bookrunner	January 2024
edp	€750m	Green Sr Unsecured	6.5 years	3.500%	XS2747766090	Joint Bookrunner	January 2024
IBERDROLA	€700m	Green Hybrid	No maturity	4.871%	XS2748213290	Joint Bookrunner	January 2024
	€1100m	Green Hybrid	No maturity	5.752%	XS2755535577	Joint Bookrunner	March 2024
Terna	€850m	Green Hybrid	No maturity	4.750%	XS2798269069	Joint Bookrunner	April 2024
adif	€600m	Green Sr Unsecured	8 years	3.500%	ES0200002121	Joint Bookrunner	April 2024
	€600m	Green Sr Unsecured	5 years	3.173%	ES00001010P7	Joint Bookrunner	May 2024
ERG	€500m	Green Sr Unsecured	6 years	4.125%	XS2853679053	Joint Bookrunner	June 2024
redeia	€500m	Green Sr Unsecured	8 years	3.375%	XS2838500218	Joint Bookrunner	June 2024

> **Sustainable bonds**[2]

			Maturity	Coupon	ISIN code	Share in Issue	Issue Date
	€600m	Sustainable Bond	10 years	3.400%	ES0000106759	Joint Bookrunner	February 2024
	€1000m	Sustainable Bond	10 years	3.462%	ES00001010M4	Joint Bookrunner	February 2024
	€750m	Sustainable Bond	10 years	3.400%	ES0000090912	Joint Bookrunner	March 2024

> **Sustainability Linked Bonds (SBL)**[2]

			Maturity	Coupon	ISIN code	Share in Issue	Issue Date
	€500m and €500m	Sr Unsecured SLB	6 and 8 years	4.25% & 4.625%	XS2775027043 / XS2775027472	Joint Bookrunner	February 2024

[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.
[2] The total amount of the issue is indicated, not just CaixaBank's share.

07.2 Sustainable business

/ Mobilisation of sustainable financing in Portugal[1]

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

€4,000m

Target EP 2022–2024

€4,663m

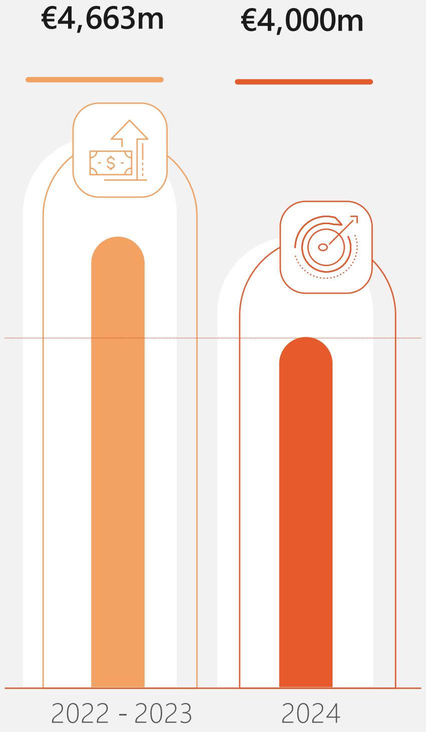
Mobilised since January 2022

€2,575m

Sustainable financing

€2,088m

Sustainable brokering



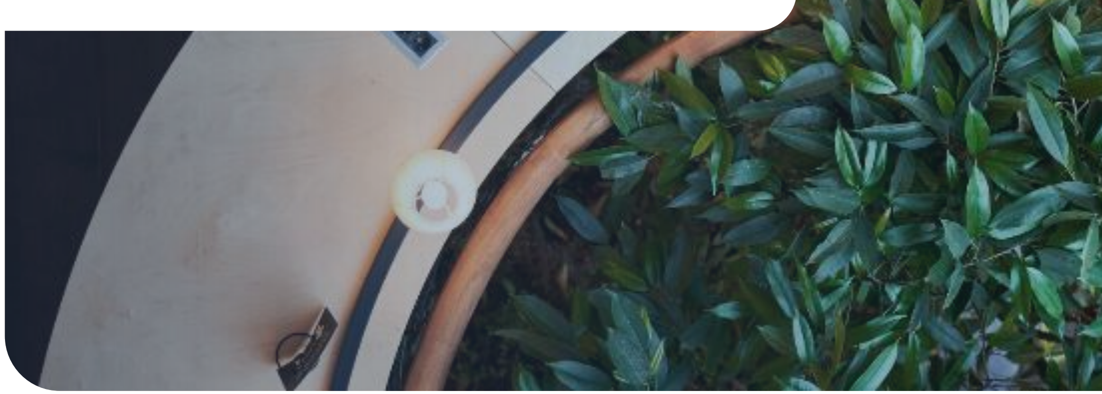
[1] Mobilisation of sustainable financing - Businesses in Portugal: It includes loans to companies (companies + CIBs + institutions) and individuals, as well as participation in the placement of sustainable bonds. With regard to sustainable brokerage, this includes article 8 and 9 Funds and Insurance,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

| 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.

In the first half of 2024, **BPI boosted the financing of sustainable activities,** with €747m granted.

€644m	**€4m**	**€99m**
Green	Social	Linked to sustainability
€168m	**€579m**	
Retail	Business and CIB	



07.2 Sustainable business

Sustainable financing

BPI's main sustainable funding facilities are set out below:

€747m

Financing by category

21%

(€159m)
Mortgage credit with energy rating A or B.

12%

(€9m)
Other loans to individuals

10%

(€74m)
Real estate projects with A+, A or B certification.

13%

(€100m)
Projects linked to green objectives.

35%

(€263m)
Green financing projects.

5%

(€38m)
Company automobile

1%

(€4m)
Social business

1%

(€8m)
ESG Business facility.

12%

(€92m)
Financing linked to sustainable objectives.

| Individuals

Mortgage credit with energy rating A or B

Financing for energy-efficient buildings. Operations with supporting documentation in the form of a certificate with an energy efficiency rating of A or B are considered environmentally sustainable. BPI captures the information and documentation relating to the energy certificate at the time of the formalisation of the operations.

Other loans to individuals

Includes financing for the purchase of electric cars or cars with CO_2 emissions of less than 50 g/km and financing for equipment that produces renewable energies

| Business

Real estate projects with A+, A or B energy certification

Financing to companies for the construction of real estate projects with A+, A or B energy pre-certification.

Projects linked to green objectives

Corporate financing linked to the fulfilment of green objectives. Financing is aligned with ICMA's Sustainable-Linked Bond principles and the Green Loan Principles issued by the Loan Market Association (LMA).

Company automobile

Financing for the purchase of electric cars or cars with CO_2 emissions of less than 50 g/km.

Green financing projects

Financing of green projects, comprising projects aligned with the Green Loan Principles issued by the Loan Market Association (LMA).

| Social business

Financing with social goals, including entrepreneurs and projects with social impact.

| Business linked to sustainability

ESG business line

Credit line that offers a financial solution to donate support to the sustainable transition of small businesses and companies that prioritize ESG factors in their strategy.

Finance linked to sustainable objectives

Financing linked to the fulfillment of social and green objectives. The financing is aligned with ICMA's Sustainable-Linked Bond principles and with the Sustainable-Linked Loan Principles issued by the Loan Market Association (LMA).

07.2 Sustainable business

/ Responsible investment

The CaixaBank Group, of which CaixaBank Asset Management and VidaCaixa form part, is **committed to mainstreaming ESG criteria** in investments. This means investments that not only offer financial returns for investors, but also promote management that is **consistent with the creation of value for society as a whole**, pursuing social and environmental benefits.

Responsible investment is laying the foundations for a more sustainable future. To this end, the CaixaBank Group innovates, advises and fosters investment solutions so that its customers and society can move forward on the road to sustainability.

| Launch of the CaixaBank Improvers FI fund

This is a fund that invests in companies that are improving in their ESG strategies, as opposed to other strategies that invest primarily in the current Best in Class companies. Companies that are demonstrating progress on the sustainability "journey". Belongs to the category of article 8 funds.

Assets of products marketed under SFDR

53.3%
Assets of products classified under art 6

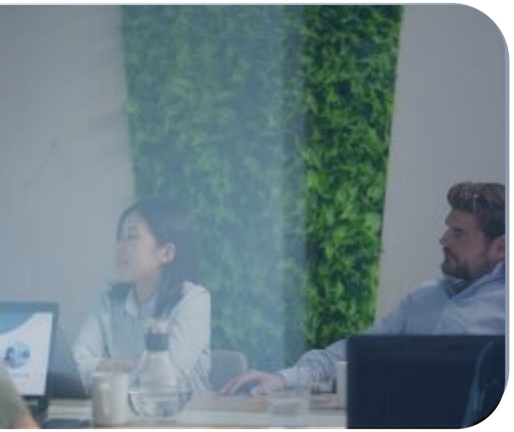
45.0%
Assets of products classified under Art 8

1.7%
Assets of products classified under Art 9

46.7%
Of the assets have a rating under articles 8 and 9 as per SFDR

100%
Of assets under management take into account ESG aspects

€145,647m



| Recognised for investment management

***FundsPeople Awards* Spain 2024**

CaixaBank Asset Management is awarded '**Best Spanish Manager Sustainability Team 2024**' at the second edition of the FundsPeople Awards Spain, which recognises the manager's leadership in sustainability and SRI.

2024 VidaCaixa awards

VidaCaixa has been acknowledged as the best pension fund manager in the Expansión-Allfunds awards and by The Economist as the Best Pension Plan on the Stock Exchange in the 10th edition of the "Inversión a Fondo" awards.

CaixaBank Asset Management and VidaCaixa top rating in the United Nations Principles for Responsible Investment (PRI) in the most representative module: Policy Governance & Strategy

07.2 Sustainable business

/ Model for integrating ESG factors

The Group operates a **Responsible Investment model aligned with the best international sustainability management strategies and practices,** based on four cornerstones:

Integration of ESG criteria in investment

(including monitoring of disputes)

Sectorial exclusions and restrictions

Involvement: dialogue and vote

Disclosure of responsible investment

The **VidaCaixa and CaixaBank Asset Management Sustainability Risk Integration Policies** were prepared in accordance with the basic principles of the **Corporate Policy on ESG/Sustainability Risk Management**, which lays down, for all Group companies, the principles, premises and mechanisms to ensure the governance, management and control of ESG risks associated with customers and investments on their own behalf and on behalf of third parties.

↗ VidaCaixa's Sustainability Risk Integration Policy

↗ CaixaBank Asset Management's Sustainability Risk Integration Policy

↗ Corporate policy for managing sustainability/ESG risks

In the specific case of the risk integration policies of VidaCaixa and CaixaBank Asset Management, they set out the principles of action for mainstreaming ESG criteria in investment processes and decision-making, including sector exclusions and restrictions.

I CaixaBank Asset Management adheres to the CNMV's Code of Best Practices for investors.

This commitment underscores CaixaBank Asset Management's alignment with best practices and the highest standards of conduct in investment management within the framework of its Responsible Investment model.

07.2 Sustainable business

| Involvement: dialogue and vote

The Group believes that the transition to a more sustainable economy can be achieved through both investment decisions and short- and long-term engagement with the companies in which it invests, through constructive dialogue and active voting. This commitment is set out in the **Involvement Policy**.

↗ VidaCaixa Involvement Policy ↗ CaixaBank Asset Management Involvement Policy

In 2024 VidaCaixa and CaixaBank Asset Management have published their **2024 Issuer Engagement Plans**, which contain the **dialogue targets:**

↗ VidaCaixa involvement plans ↗ CaixaBank Asset Management involvement plans

	PRIORITY AREA DESCRIPTION	ANNUAL DIALOGUE TARGET
Climate change and nature	Driving the **decarbonisation** of the economy and the **transition** towards a sustainable economic model in keeping with the objectives of the Paris Agreement, fostering the definition of emission reduction targets and coherent action plans and contributing to **the preservation and restoration of nature.**	• Launching or pursuing dialogues with companies accounting for at least 15% of the GHG emissions financed through the investments. • Nature-related dialogues mainly through collaborative dialogues (focus on transparency and risk/impact management)
Human rights and breaches of key international standards	Ensuring that companies uphold human rights and have adequate measures in place to **prevent**, **mitigate** and, where appropriate, **remedy** negative impacts on people and communities.	• Fully back ISS actions that drive change or greater transparency in portfolio companies, e.g. in relation to respect for Human Rights in the supply chain.
Good governance and good social practices	Ensuring companies have **good governance**, i.e. that they are efficiently and ethically managed, that they embody sound management and supervisory structures and effective control mechanisms, among others, and that they consider **good social and labour practices**.	• Back shareholder proposals at AGMs to improve transparency and/or performance. Exercise the right to vote against when deemed that there is not adequate diversity in the governing bodies or an appropriate remuneration policy. • Minimum of 5 dialogues with companies on areas for improvement (on transparency and gender equality performance)

Collective dialogues

Such dialogues are conducted together with other investors. They are currently carried out as part of initiatives such as:

- Climate Action 100+: on climate change
- Advance PRI: on human rights
- Spring PRI: on biodiversity.

| Disclosure of responsible investment

On 28 June 2024, CaixaBank, CaixaBank Asset Management and VidaCaixa **published the Statement of Material Adverse Impacts on the Sustainability of Investment Decisions on the Sustainability Factors (PIAS) of participants in the financial market.**

↗ CaixaBank ISPs

↗ CAM ISPs

↗ VidaCaixa ISPs

The rest of the Group's companies outside Spain have also published their respective statements.

CaixaBank and BPI have also published their declarations on advisory services.

↗ CaixaBank advisory services

Customer funds

€120,977m
In Spain[1]

€115,411m
In December 2023

€7,611m
In Portugal[2]

€7,523m
In December 2023

100%
of assets under management take into account ESG aspects as of 30 June 2024
(according to UNPRI criteria)

VidaCaixa

Distribution of assets of products under SFDR

June 2024

Assets of products classified under (article 6)

28.5%	44.2%
€13,248m	€2,932m

Assets of products with sustainability rating (article 8 - Impulsa range)

69.3%	55.8%
€32,233m	€3,700m

Assets of products with sustainability rating (article 9 - Impacta range)

2.2%	0%
€1,022m	€0m

Spain
€46,503m

71.5%[3]
Of assets will have a high sustainability rating according to **SFDR** (articles 8 and 9) (€33,255m)

Portugal
€6,632m

55.8%
Of assets will have a high sustainability rating according to **SFDR** (articles 8 and 9) (€3,700m)

2023[3]

Assets of products classified under (article 6)

28.5%	43.3%
€12,659m	€2,809m

Assets of products with sustainability rating (article 8 - Impulsa range)

68.8%	56.7%
€30,551m	€3,683m

Assets of products with sustainability rating (article 9 - Impacta range)

2.7%	0.0%
€1,181m	€0m

Spain
€44,391m

71.5%[3]
Of the assets will have a high sustainability rating according to **SFDR** (articles 8 and 9) (€31,732m)

Portugal
€6,492m

56.7%
Of the assets will have a high sustainability rating according to **SFDR** (articles 8 and 9) (€3,683m)

[1] Includes the life insurance and pension plans business of VidaCaixa, S.A.
[2] Includes the life insurance and pension plans business of BPI Vida e Pensões, wholly owned by VidaCaixa, S.A.
[3] Percentage and amounts reported on Pension Plans, EPSV and United Linked (excluding insurance under SFDR).

Assets under management

€97,150m	**€6,694m**	**€919m**
In Spain[1]	In Portugal[2]	In Luxembourg[3]
€89,784m	**€6,725m**	**€808m**
In December 2023	In December 2023	In Luxembourg 2023

100%

of assets under management take into account ESG aspects as of 30 June 2024
(according to UNPRI criteria)

CaixaBank ASSET MANAGEMENT

Distribution of assets of products under SFDR

June 2024

Assets of products classified under (article 6)

67.7%	**35.4%**
€60,242m	€1,248m

Assets of products with sustainability rating (article 8 - Impulsa range)

30.8%	**60.7%**
€27,407m	€2,142m

Assets of products with sustainability rating (article 9 - Impacta range)

1.5%	**3.9%**
€1,334m	€139m

Spain

€88,983m

32.3%

Of assets will have a high sustainability rating according to SFDR (articles 8 and 9) (€28,741m)

Portugal

€3,530m

64.6%

Of assets will have a high sustainability rating according to SFDR (articles 8 and 9) (€2,282m)

2023

Assets of products classified under (article 6)

68.3%	**43.6%**
€56,095m	€1,536m

Assets of products with sustainability rating (article 8 - Impulsa range)

29.7%	**53.5%**
€24,424m	€1,885m

Assets of products with sustainability rating (article 9 - Impacta range)

2.0%	**2.9%**
€1,633m	€103M

Spain

€82,151m

31.7%

Of assets will have a high sustainability rating according to SFDR (articles 8 and 9) (€26,056m)

Portugal

€3,524m

56.4%

Of assets will have a high sustainability rating according to SFDR (articles 8 and 9) (€1,988m)

[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.

07.2 Sustainable business

| Indices and ratings

In 2023, **CaixaBank ranks as the thirteenth most sustainable financial institution in the world, according to the Dow Jones Sustainability Index,** and is the only Spanish bank that improved its score with respect to 2022.

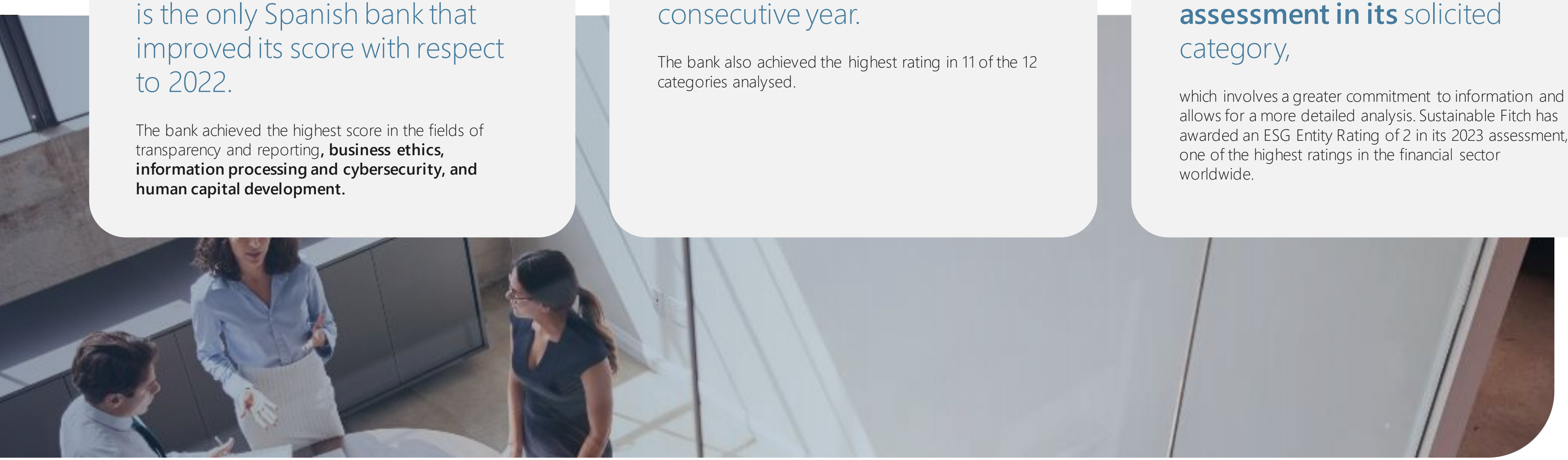
The bank achieved the highest score in the fields of transparency and reporting, **business ethics, information processing and cybersecurity, and human capital development.**

For the third consecutive year, CaixaBank has consolidated its top score of "A" in CDP for its action against climate change and has renewed its Leadership category for the tenth consecutive year.

The bank also achieved the highest rating in 11 of the 12 categories analysed.

As part of its goal to be a European benchmark in sustainability, **CaixaBank is the only Spanish bank to voluntarily submit to Sustainable Fitch's ESG assessment in its** solicited category,

which involves a greater commitment to information and allows for a more detailed analysis. Sustainable Fitch has awarded an ESG Entity Rating of 2 in its 2023 assessment, one of the highest ratings in the financial sector worldwide.



07.2 Sustainable business

	CaixaBank	Worst – **Scale** - Best	Key facts
Sustainable Fitch	2	ESG Entity Rating Score (solicited) 5 · 4 · 3 · **2** · 1	• ESG Entity Rating Score. Benchmark analyst: Sustainable Fitch Solicited • 1a inclusion/latest update/next update: 2023 / Oct. 2023 / Oct. 2024 (annual) • First Spanish bank to voluntarily undergo Sustainable Fitch's solicited ESG assessment
Member of Dow Jones Sustainability Indices Powered by the S&P Global CSA	82	Sustainability score 0 · **82** · 100	• DJSI World, DJSI Europe • Included without interruption from 2012. Latest update December 2023 • CaixaBank ranks 13th in DJSI World and 28th in DJSI Europe
MSCI ESG RATINGS	A (average)	ESG rating CCC · B (Laggard) · BB · BBB · **A** (Average) · AA · AAA (Leader)	• CaixaBank has been part of the MSCI ESG Leader Index since 2015 • First inclusion in 2015. Latest update February 2024 • Leading the way in environmental impact finance, with above-average ratings in privacy and data security, access to finance, and consumer financial protection. • MSCI ESG analyst
FTSE4Good	4.2	ESG rating 1 · 2 · 3 · **4.2** · 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 sector average; Governance: 4.8 vs. 3.6 sector average • FTSE Russell Analyst

07.2 Sustainable business

	CaixaBank	Worst – **Scale** - Best	Key facts
STOXX (Member 2018/2019, ESG Leaders Indices) / SUSTAINALYTICS	**Low Risk (16.1)**	ESG risk rating Severe / High / Medium / **Low Risk** / Negligible +40 / 40-30 / 30-20 / 20-10 / 10-0	• STOXX Global ESG • First inclusion in 2013. Latest update in December 2023. • "LOW RISK" ESG risk exposure. CABK's ESG material risk management is Strong and above the international banking sub-industry (Diversified Banks) average of 26.6. • Sustainalytics analyst
CDP (Driving Sustainable Economies)	**A (Leadership)**	Climate change rating D- / D / C- / C / B- / B / A- / **A** *Reporting* / Awareness-raising / Management / Leadership	• First inclusion 2012. Latest update January 2024 • On the A List • 10th consecutive year in the "Leadership" category for corporate transparency and climate risk action • CDP analyst
Corporate ESG Performance, Prime, Rated by ISS ESG	**C+ Category: Prime Transparency: very high Decile rank: #1**	ESG rating D- / D / D+ / C- / C / **C+** / B- / B / B+ / A- / A / A+ Transparency level Very low / Low / Medium / High / **Very high**	• ISS ESG Europe Governance QualityScore Index, Solactive ISS ESG index Series • First inclusion 2013. Latest update December 2023 • CaixaBank is in the top 10% of the sector (Public & Regional Banks, which includes 279 companies), PRIME category with a decile of: 1 • ISS ESG analyst
QUALITYSCORE 1 ISS ESG	**1**	ESG score 10 / 9 / 8 / 7 / 6 / 5 / 4 / 3 / 2 / **1**	• Monthly update, latest update June 2024 • Highest score (score 1) in all three dimensions of the ISS ESG Quality Score: Environmental, Social and Governance • ISS analyst
Moody's ESG	**67 (Advanced)**	0 / <30 / 30-49 / 50-59 / **67** / 100 Weak / Limited / Robust / **Advanced**	• Solactive Europe Corporate Social Responsibility Index PR • First inclusion 2013. Latest update October 2023 • "Advanced" category and above sector average in "Diversified banks"; "Advanced" category and above average in 16 subjects, including Environmental Strategy and Climate Change, 3 areas of Human Resources, Green Products and SRI, Internal Controls and Risk Management, Non-discrimination and Financial Inclusion, among others. • Moody´s ESG analyst

07.2 Sustainable business

Additionally, in 2023, CaixaBank was included in the new family of ESG indices introduced in the Spanish market, which encompasses **Ibex ESG and IBEX ESG Weighted** (comprising a total of 47 listed Spanish companies).

Furthermore, CaixaBank's consistent inclusion in the S&P Global Sustainability Yearbook since 2013, along with its recognition in the **Top 10% of the S&P Global ESG Score for 2023**, underscores its outstanding sustainability performance.

Recognized in the 2023 CDP Supplier Engagement Leader Rating with an "A" score, Caixa Bank demonstrates its commitment to mitigating climate risk throughout its value chain.

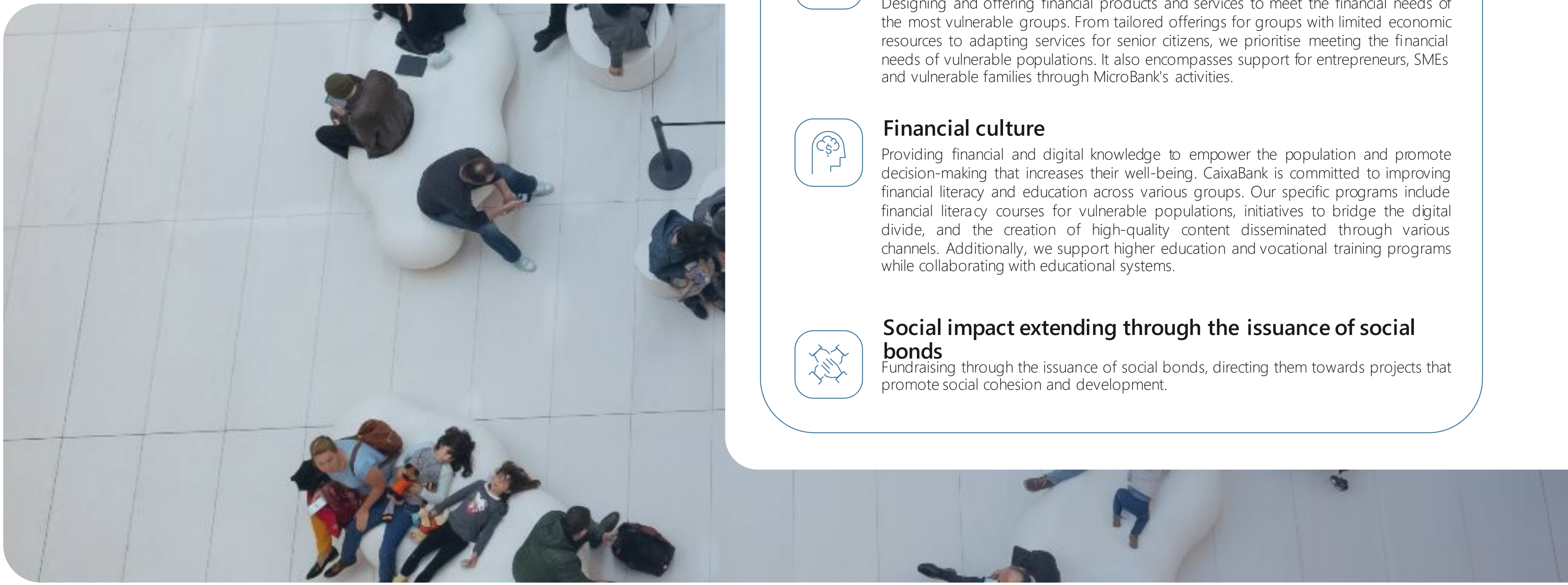
CaixaBank actively engages with key stakeholders, including NGOs and other organisations, to gather insights on their priorities and perceptions of the Entity's ESG management.

07.3 Society

/ Financial inclusion

Financial inclusion is a key factor in **reducing poverty and promoting shared prosperity.** Fostering financial inclusion is in CaixaBank's DNA and is a priority line of action within the 3rd strategic line of action (SP 2022-2024) **"Being a benchmark for sustainability in Europe"**

CaixaBank promotes inclusion from the following perspectives:



Accessibility and reach

Committed to financial inclusion, providing access to all products and services for everyone. In this endeavour, we actively work to eliminate physical and sensory barriers, ensuring that individuals with functional limitations can fully participate. Additionally, we strive to prevent financial exclusion by extending our coverage to numerous municipalities across the country, including rural areas.

Developing products and services to reduce inequalities and promote entrepreneurship.

Designing and offering financial products and services to meet the financial needs of the most vulnerable groups. From tailored offerings for groups with limited economic resources to adapting services for senior citizens, we prioritise meeting the financial needs of vulnerable populations. It also encompasses support for entrepreneurs, SMEs and vulnerable families through MicroBank's activities.

Financial culture

Providing financial and digital knowledge to empower the population and promote decision-making that increases their well-being. CaixaBank is committed to improving financial literacy and education across various groups. Our specific programs include financial literacy courses for vulnerable populations, initiatives to bridge the digital divide, and the creation of high-quality content disseminated through various channels. Additionally, we support higher education and vocational training programs while collaborating with educational systems.

Social impact extending through the issuance of social bonds

Fundraising through the issuance of social bonds, directing them towards projects that promote social cohesion and development.

07.3 Society

| Close and accessible banking

Accessibility

CaixaBank strives to become the **bank of reference and choice for people with diversity**, in line with the Bank's values. To achieve this, it has been working for years on different projects to create an accessible omnichannel experience, eliminating any physical or sensory barriers.

CaixaBank understands accessibility in a broad sense, which means not only offering its customers the largest possible number of channels to access its products and services but also working to ensure that these channels can be used by the largest possible number of persons. This is why CaixaBank works to adapt its products, services and distribution channels to all people with different abilities (physical, mental, intellectual or sensory).

CaixaBank Group has a **fully accessible corporate design system.**

These provide the technological basis for greatly enhancing the accessibility of the products and services launched on the market through any of the channels available.

Principles in product and service design

Noticeable

Senses that the content can be perceived by the different senses.

Operable

Motor, voice, that can be used with the usual peripherals or with specialised support products.

Understandable

Cognitive that the content is easy to understand, avoids or helps to solve errors.

Robust

Technology, the content can be used by different user devices.

CaixaBank goes a step further in removing physical or sensory barriers in its products, services and channels, and is committed to creating specific products to meet the needs of certain groups:

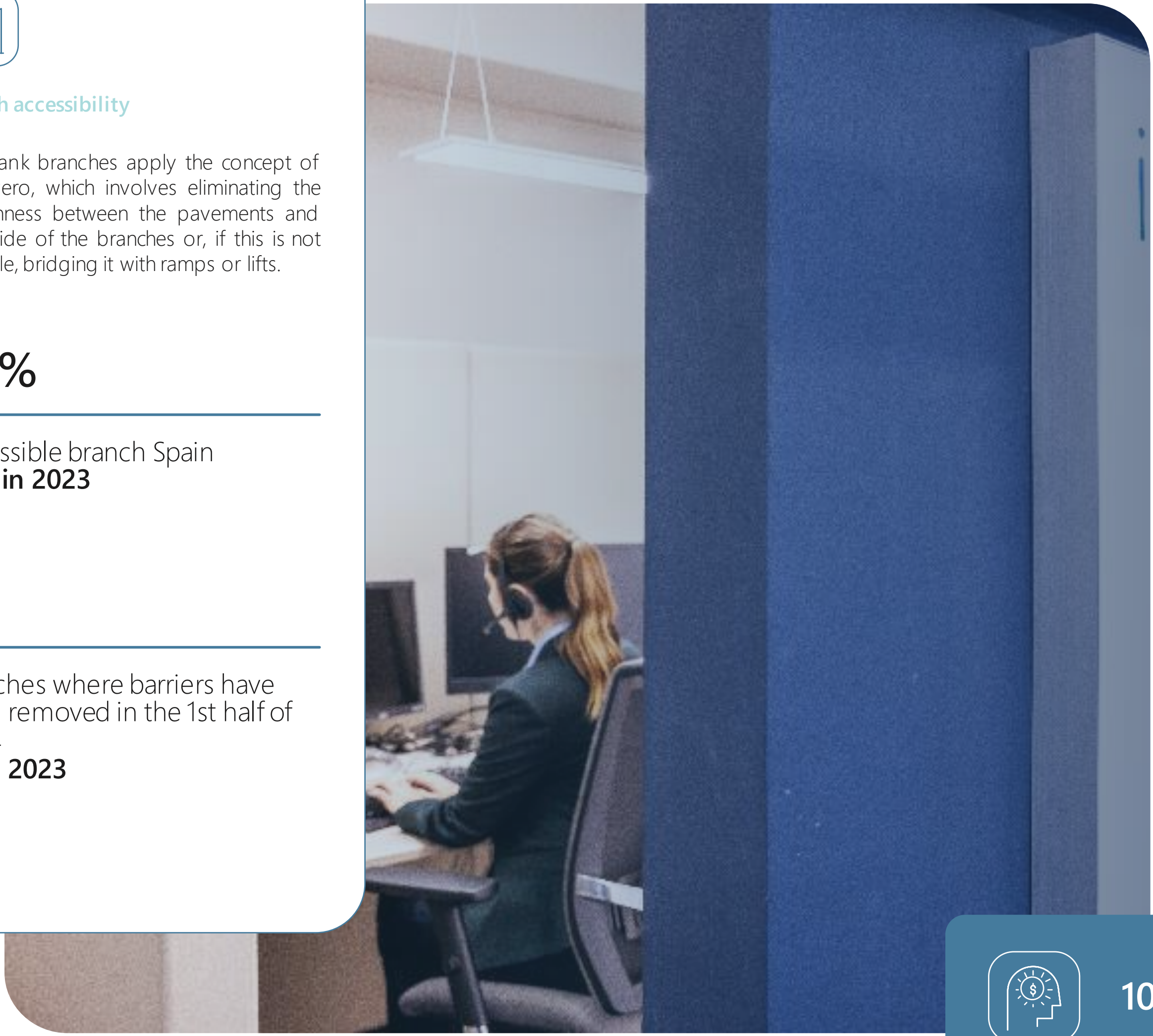
Braille card

In 2022, CaixaBank launched the Braille financial card, developed in partnership with ONCE, which enables the visually impaired to make purchases in all types of physical and online channels.

A POS terminal for the visually impaired

In 2023, CaixaBank, in partnership with ONCE, has improved the accessibility of POS terminals for the visually impaired. This new function enables the POS terminal to activate the 'Accessible Mode', which speaks the amount to be paid out loud.

07.3 Society



Branch accessibility

CaixaBank branches apply the concept of level zero, which involves eliminating the unevenness between the pavements and the inside of the branches or, if this is not possible, bridging it with ramps or lifts.

89%

Accessible branch Spain
89% in 2023

18

Branches where barriers have been removed in the 1st half of 2024
55 in 2023

ATM accessibility

The accessibility of ATMs is based on the following, among others:

- **Visual ease of use:** By typing the call Operation 1111, a high contrast and simplified operational screen is activated so that users can adapt it to their needs, facilitating the navigation and visualisation of the different operations.
- **Sound and touch features:** By typing in the call Operation 2222 and connecting headphones to the jack, the complete guided operation can be made available. The ATMs have a digitally generated Avatar that helps deaf people to understand the operations displayed on the screen of the customer. Also, all the unit openings and keypads have Braille writing. Motor facilities:
- **Motor features:** The main features, such as the operating screen and the keypad, are positioned both in height and inclination to facilitate vision. Also, the contactless system facilitates operation for people with motor difficulties in the upper limbs.
- **Conveniences for senior citizens:** The Caixa fácil menu is designed to facilitate the navigation of the screens of the different operations for the senior segment, presenting larger buttons with the usual operations.

ONCE has conducted an expert analysis, with very positive results.

Furthermore, the visual aspect of the ATM screens is being redesigned to increase contrast and improve visibility and the accessible experience we offer.

100% of ATMs are accessible

07.3 Society

App accessibility

CaixaBank is immersed in a major technological overhaul that will have an impact on all its digital channels. The project has prioritised the app channel and the banking features used on a daily basis will soon be revamped. The improvements include:

- Compliance with the UNE-EN 301549 standard, which is aligned with the Accessibility guidelines, WCAG 2.2, also considering the increase in font and landscape view.
- Review with specialised equipment thanks to a partnership agreement with ONCE to guarantee an optimal accessible experience.
- Testing with users with diversity to regularly analyse possible points of friction and solve them.

CaixaBankNow undergoing continuous improvement. Focus on delivering an inclusive experience to our customers:

- At the design level, **colour contrasts and font size are enhanced,** allowing for correct reading for people with low vision.
- As regards content, **plain and simple language is used,** adding explanatory elements when more technical or legal language is required, to comply with the B2 level of comprehension.
- **Flows are set up with accessibility in mind,** putting people at the centre, to improve their experience and simplify navigation and guidance at every step.
- The design includes the **experience that users will have when navigating with the screen reader,** such as VoiceOver (iOS) and TalkBack (Android). These are used by blind and partially sighted people, enabling our apps to voice all the information and actions on the screen.

Web accessibility on the CaixaBank.es portal

The accessibility of the website takes into consideration the following, among others:

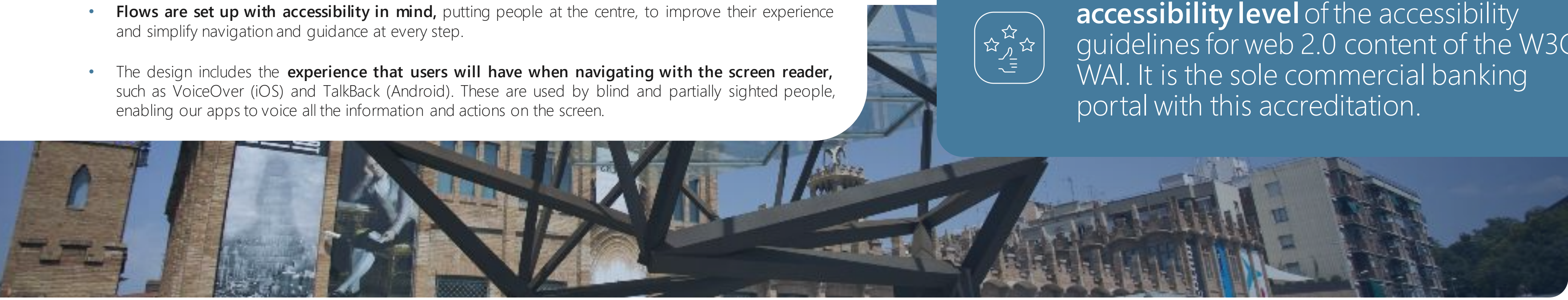
- The colour contrast and text size are appropriate for optimum viewing of the portal.
- The images do not feature embedded text (text images), which would mean that users with a screen reader would not be able to know the textual content that appears over the image.

In our case, the text is programmed as text links, enabling users to access the content.

- Audiovisual elements are accompanied by subtitles.
- The layout structure of the page is designed to be readable through the screen reader software for users with visibility problems (JAWS).

ILUNION **audits** the entire commercial portal every six months. These audits detect any errors arising from the constant updating of content.

The **corporate portal fulfils the AA accessibility level** of the accessibility guidelines for web 2.0 content of the W3C-WAI. It is the sole commercial banking portal with this accreditation.



07.3 Society

Proximity

CaixaBank ensures proximity to its customers through:

- Digital channels that are accessible 24 hours a day, 365 days a year.
- The most extensive physical network in Spain, with 3,830 branches and 11,178 ATMs.

See section *"04.2 Distribution Model"*

In order to ensure that all customers in rural areas and senior citizens have access to the physical network, CaixaBank is committed to maintaining its presence in those municipalities where it is the only bank. CaixaBank has **1,416 rural branches,** located in towns with less than 10,000 inhabitants.

2,233

Spanish towns in which CaixaBank is present.

92%

Citizens with a branch in their municipality (Spain) in 2023
92% in 2023

99%

Spanish towns >5,000 inhabitants with CaixaBank's presence.
99% in 2023

458[1]

Spanish towns in which CaixaBank is the only bank.
483 in 2023

61%

Portuguese towns >5,000 inhabitants with CaixaBank's presence.
61% in 2023

[1] Caixabank has not abandoned any municipality in which it was the only banking institution. The reduction is explained by the establishment of bank branches of competitors in these municipalities.

CaixaBank is committed to not abandoning municipalities in which it is the sole bank.

> Commitment to financial inclusion

To bolster service in rural areas, CaixaBank has **21 mobile branches (ofibuses)** available, serving more than 339,000 people in **804 towns** in thirteen provinces: Ávila, Burgos, Castellón, Ciudad Real, Granada Guadalajara, La Rioja, León, Madrid, Palencia, Segovia, Toledo and Valencia.

Each one of the mobile branches makes different daily routes and, depending on demand, visits the towns it serves once or several times a month. Besides **avoiding the financial exclusion** of rural areas, this service **preserves the direct relationship with the customer** who lives in these environments, maintaining the commitment to the senior group and the agricultural and livestock sector.

804

Towns **served in 13 provinces**

+52,000

Km/month

339,775

Potential **beneficiaries**

21

Mobile branches **(including 3 by appointment)**

Mobile branches are key to CaixaBank's strategy to prevent financial exclusion in rural areas.

07.3 Society

| Products and services for vulnerable groups

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.**

Products for vulnerable groups

Basic Payment Account

Any person resident in the EU can have a basic payment account that guarantees access to basic personal financial services. If the customer is also at risk of financial exclusion or vulnerability, such an account may be exempt from fees.

Account + debit card + basic financial services

Insertion Account

Solution for individuals with no access to opening a bank account due to originating from high-risk jurisdictions and not being able to accredit income (refugees) or people who need a bank account to open an account to directly deposit their social aid or access a first job.

Account + insertion debit card + CaixaBankNow free with operational limitations

1,166

Insertion Account customers

381,718

Customers with accounts for vulnerable groups[1]

380,552

Customers of Vulnerable Basic Payment Accounts[1]

403,833

Total Customers of Basic Payment Accounts[1]

23,281

Customers of Non-Vulnerable Basic Payment Accounts

[1] Including 7,058 Social Account customers in the process of migrating to the Basic Payment Account.

Services for vulnerable groups

Financial solutions for people who require support in their legal capacity

Fostering the financial inclusion of people with disabilities also means **having solutions for people with intellectual disabilities and/or mental disorders who require some support in the exercise of their legal capacity**. This is why CaixaBank offers a range of products and services to enable them to lead an independent and secure life.

As part of the mitigating measures for vulnerable groups, **an action protocol has also been implemented** so that branches **can report any suspicion of financial abuse by third parties of people with disabilities or the elderly**. Each individual case that raises suspicions among office employees is analysed and, if there is clear evidence, it is referred to the Public Prosecutor's Office for appropriate action.

07.3 Society

MicroBank

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

MicroBank seeks to contribute to financial inclusion, providing financing to people and groups that may have difficulties in accessing traditional financing. Its **social banking** model follows the parameters of thoroughness and sustainability of a banking institution, favouring its contribution of value in social terms. Through its activity, it contributes to attaining these **objectives**:

Job creation

By starting up or expanding businesses by providing microloans to entrepreneurs and social enterprises.

Generating a social and environmental impact

Providing financial support to projects that generate a positive and measurable social impact.

Financial inclusion

Fostering equal access to credit, especially for those who lack collateral.

Personal and family development

Responding to the financial needs of people with modest incomes through microcredits and facilitating the overcoming of temporary difficulties through microcredits.

Encouraging productive activity

Granting financial support to self-employed professionals and microenterprises as an instrument to boost the economy.

Direct, indirect and induced contribution

To the Spanish economy in terms of impact on GDP and job creation.

June 2024

€1,079m

Microloans and other financing with social impact €634m in 1st half 2023

375,621

MicroBank beneficiaries (accumulated 2022-2024)

Of which: 123,472 in the 1st half of 2024)

€900m

€503m in microloans granted in 1st half 2023

€3,321m

Amount outstanding in portfolio at 30.06.2024

€179m

€131m of other financing with social impact in 1st half 2023

5,827

New businesses started up with support to entrepreneurs

07.3 Society

| Support from European Institutions

MicroBank enjoys the support of the main European institutions dedicated to promoting entrepreneurship and microfinance, and acts as a bridge between these institutions and the end customer, channelling funds from the European Commission.

European Investment Fund (EIF)

Since 2008, MicroBank has kept a close collaboration to promote 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.

Agreements with the EIF

InvestEU

An agreement was signed in November 2022, 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 €800m** through the following product lines:

> Microfinance and social entrepreneurship

This guarantee will enable MicroBank to continue offering improved access to finance, up to **250 million euros**, to new business initiatives supported by our partners and to social enterprises.

Social Company loan

€28m

granted in the 1st half of 2024

€203m since roll-out

Microloans – Institutions Agreement Business

€22m

granted in the 1st half of 2024

€302m since roll-out

> Competitiveness of SMEs

MicroBank will be able to improve the competitiveness of small businesses by helping them to access finance. This agreement was launched at the close of 2023, giving continuity to the COSME programme, and will mobilise up to **500 million euros** for the self-employed and micro-enterprises.

SME

€276m

granted in the 1st half of 2024

€2,491m since roll-out

Skills and Education Programme

> Student Skills and Education Programme

Loans intended for people seeking to further their education or improve their professional skills.

€4m

Granted in 1st half 2024

€16m since roll-out

> Business Skills and Education

Loans to education and training centres to finance infrastructure, intangible assets and working capital.

€17m

Granted in 1st half 2024 **€57m** since roll-out

Agreements with the EIB

MicroBank has signed a financing agreement with the EIB in May 2024 for an amount of €100m.

Agreements with the CEB

MicroBank signed a financing agreement with the CEB in June 2023 for an amount of €100m.

07.3 Society

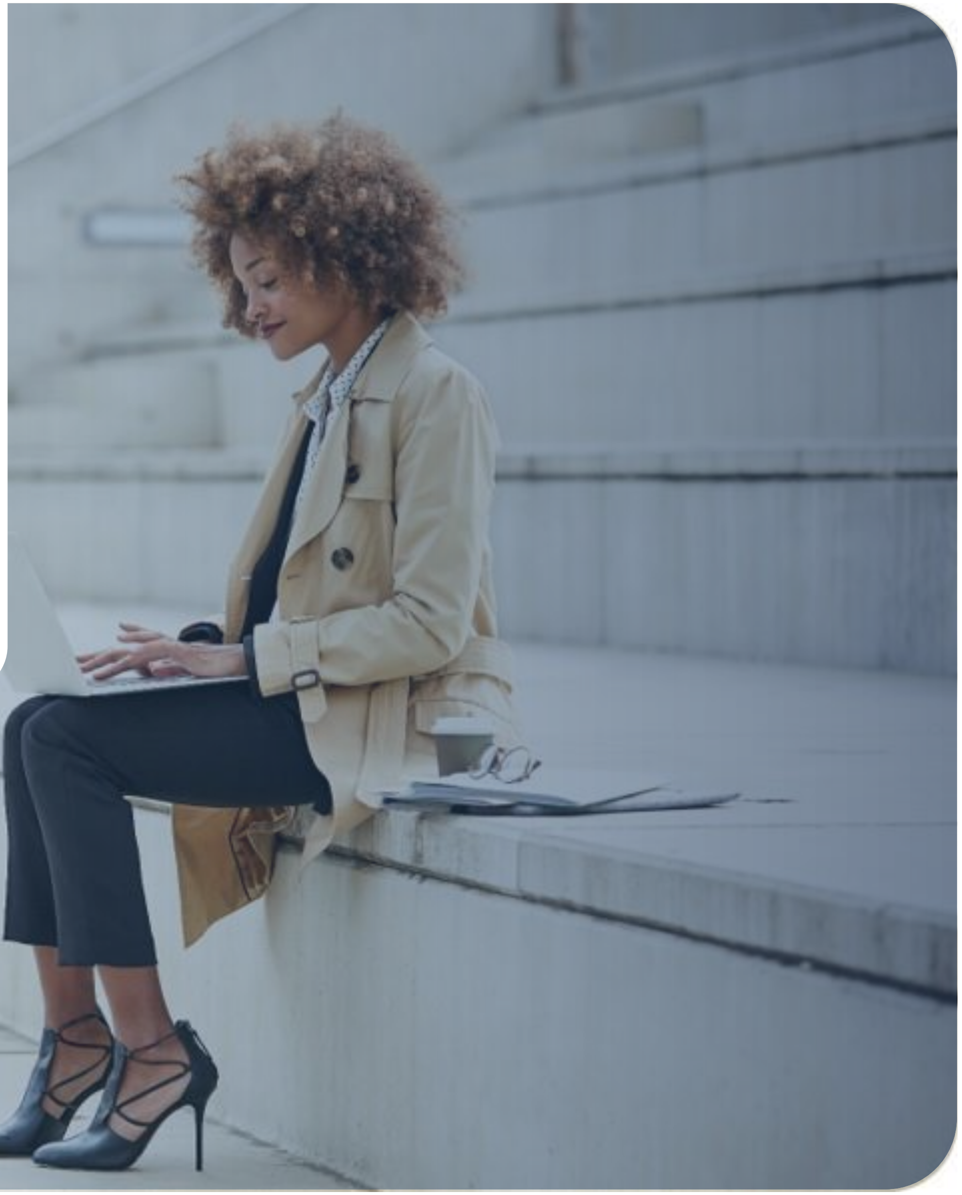
| MicroBank Academy

This project forms part of MicroBank's strategy of offering free **non-financial products to entrepreneurs, regardless of whether or not they are customers.**
Fully online training in collaboration with Google. It was launched in the second quarter of 2024.

↗ Link Academy

The training offer was carefully selected on the basis of field work carried out in conjunction with Insight Center, in order to offer courses that respond to the **real needs of entrepreneurs.** In this sense, the educational offer is classified by the stage of your project:

- **INITIAL STAGES**
- **GROWING**
- **BUSINESS CONSOLIDATION**



07.3 Society

| Focus on senior citizens

CaixaBank committed to **caring for the elderly**

CaixaBank reiterates its commitment to senior citizens by **upholding the ten initiatives agreed and implemented in 2022**, including a team of specialist advisers trained in gerontology and dedicated exclusively to assisting the elderly, extended branch opening hours, senior volunteer activities and reinforced communication channels with these users: these include the priority access protocol in branches, the exclusive telephone number answered directly by agents without the need to pass previous robotised filters, the option of contacting the adviser via WhatsApp and the adaptation of ATMs.

In the first half of 2024, the Entity **continued to bolster the range of specialised products and services** with the launch of MyBox Tranquilidad Sénior (Senior Tranquillity MyBox) **and to foster the financial independence of customers** through in-person training sessions given by senior agents, with the goal of offering an excellent service and maintaining its leadership in this segment, with more than 4.4 million customers and a market share of 34.2%[1] in pensions with direct debit.

We accompany people

1,619 advisers

2,000 with specific training by 2024

Personal

accompaniment in the use of ATMs

We adapt to suit your way of interacting

100%

User-friendly ATMs adapted for passbooks

Unrestricted

opening hours

Personal

service by telephone and WhatsApp

900 365 065 Direct service by a specialised agent, without prior robotic filters.

Advance

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

We work together to prevent financial exclusion

1,252 sessions

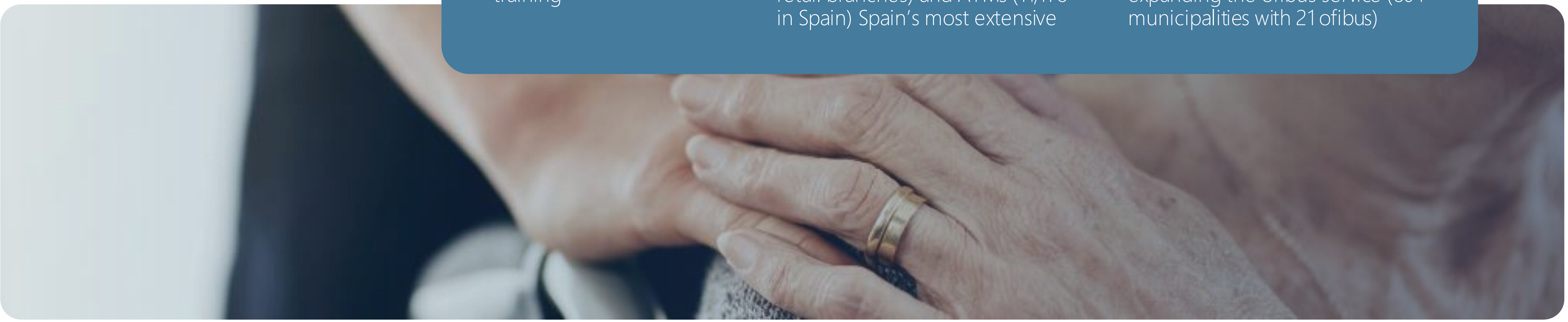
of attendance-based training

Network of branches

(3,830 in Spain, of which 3,574 retail branches) and ATMs (11,178 in Spain) Spain's most extensive

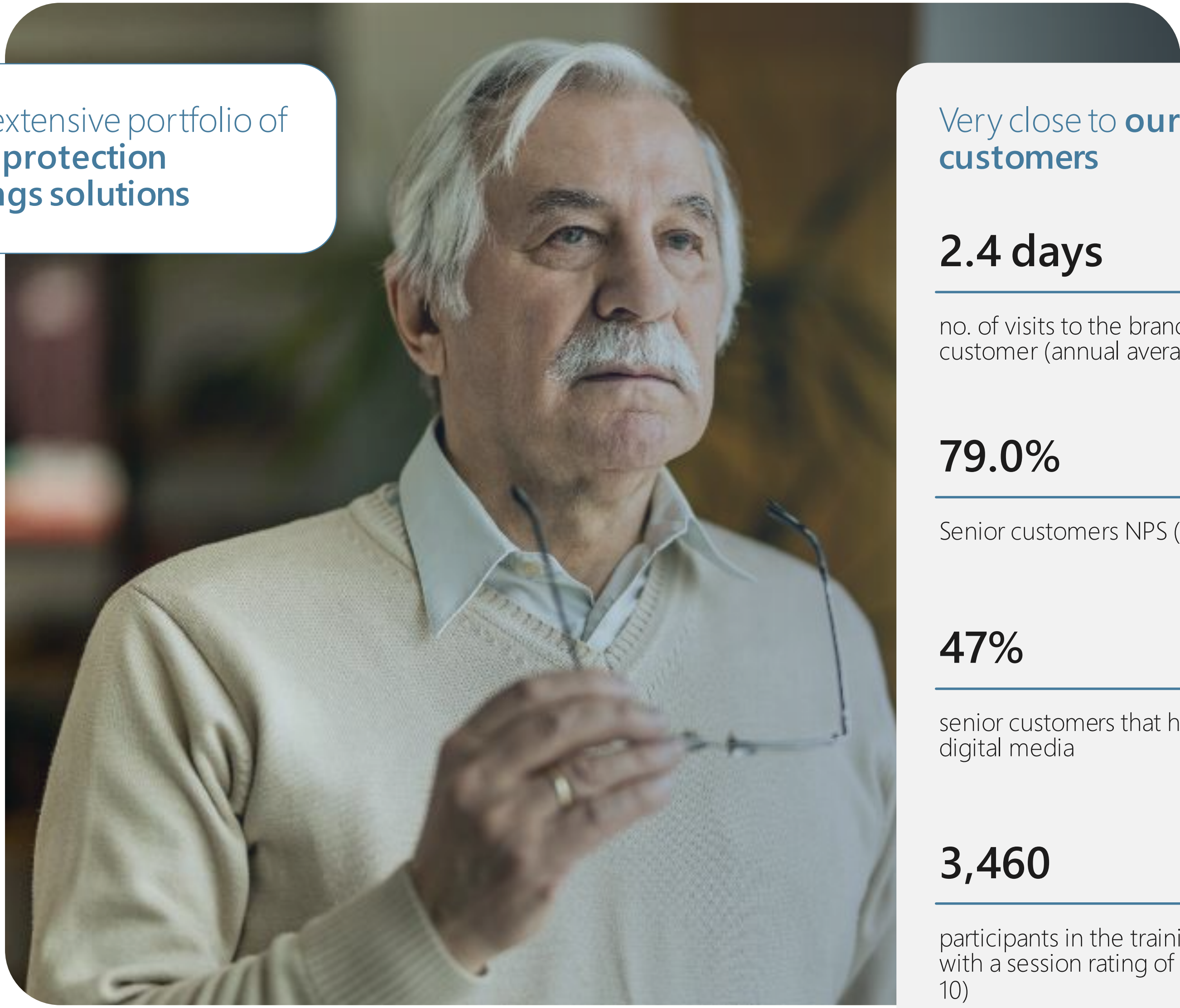
We do not abandon

towns and cities and we are expanding the ofibus service (804 municipalities with 21 ofibus)



07.3 Society

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



AENOR COMPROMISO CON LAS PERSONAS MAYORES

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

For the second year running, **AENOR** has certified the implementation of a management system for senior customers that makes CaixaBank the only financial institution in Spain committed to the elderly.

Senior solutions

€38,632m

in Life Annuities and VAUL[1]

120,000 customers

MyBox Protection Sénior

[1] Portfolio at 30.06.2024.

Very close to **our senior customers**

2.4 days

no. of visits to the branch per senior customer (annual average)

79.0%

Senior customers NPS (scale 0-100)

47%

senior customers that have used digital media

3,460

participants in the training sessions with a session rating of 9.6 (rating 0-10)

Data for the 1st half of 2024.

07.3 Society

| 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 first half of 2024

June 2024

dualiza by CaixaBank

| Promotion and dissemination

7th Dualiza Call for Grants

- 30 projects, 3,396 students, 47 VT centres and 72 companies and institutions

Dualiza events

Events with students and teachers to drive Innovation

- MOOC '*Sustainability in VT*': 332 teachers
- 24h d'Innovació in Barcelona: 1,280 students
- Soft Skills Programme: 727 students from 21 different educational centres
- III InnovaProfes Congress: 313 teachers

Active participation in VT congresses

- 10th annual Company VT Congress
- 60 conferences and events on VT supported

| Guidance

Workshops and events

- 17 training actions geared towards raising awareness of vocational training among 657 guidance counsellors throughout the country.

Dualiza Vocations

- Running the programme in Castile and Leon, La Rioja, Cantabria and the Balearic Islands.
- 3rd edition of FP STEAM CYL with ASTI Foundation

Guidance sessions with students

- 6th edition of the 'Life Stories' programme: 900 students and 40 companies
- Programme - RESIDEA: 750 students and 10 companies
- 6 VT Fairs with the participation of the Public Administration, 127 educational centres and 160 companies.

| Research

Publication of 8 sectoral Briefings:

Retail Trade, Tourism, Construction, Hotel and Catering, Electricity, Gas and Steam, Water and Sanitation, Financial and Insurance Activities and Information and Communications.

Preparation of 3 VT Analyses:

VT specialisation courses', 'Women in STEM VT' and 'Salaries of VT graduates'.

VT Observatory:

The sole portal where all the VT, Dual VT and VT for employment data from all the Autonomous Communities are grouped together.

> Impacts

	Students	Business	Teachers	VT Centres
1st half of 2024	7,331	1,107	1,732	917

07.3 Society

/ Active support policy for first-time homebuyers

CaixaBank upholds its commitment to be close to people in order to contribute to their financial well-being, particularly in times of greater difficulty. With this goal in mind, CaixaBank is developing an active policy of assisting with first-time homebuyers' housing problems

This policy of supporting first-time homebuyers with housing problems is structured along two axes:

> early and specialised support for customers in difficulty

> boosting social housing programmes

6,595

Housing without discount
€296 average rent amount)
6,818 in 2023

3,273

Housing with a discount
€576 average rent amount)
3,506 in 2023

9,868 homes in social rental programme[1]

10,324 in 2023

| Boosting social housing programmes

The CaixaBank Group operates a social housing programme with an impact throughout Spain, primarily intended for former debtors and tenants of the Group who are in a situation of vulnerability and at risk of housing exclusion.

For all these people, rents are adapted to suit their ability to pay, with special consideration being given to: families with a disabled member, single-parent families with dependent children, families with minors and family units in which there is a victim of gender violence or elderly people.

Within the framework of the social housing programme, CaixaBank upholds its commitment to the government's Social Housing Fund, making a total of 4,861 homes available to it. CaixaBank has also signed cooperation agreements with various public administrations on housing.

Impulsa programme

Its goal is to help improve the socio-economic situation of tenants. The primary implications for the tenant are social accompaniment to help reintegrate them into the job market (referral to the Incorpora programme of Fundación Bancaria "la Caixa" or other existing employment programmes) and support in the management of energy aid and subsidies.

[1] Number of homes

07.3 Society

/ Social action

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:

- **Building partnerships with third parties** (other local foundations, clients and institutions) to foster change and social engagement.
- **Fostering social banking with tailor-made financial solutions** for vulnerable groups and social entities.
- **Encouraging solidarity and citizen participation in social causes** led by social organisations throughout the country through the CaixaBank Volunteers Association.
- **Driving the participation and dissemination of the impact of the "la Caixa" Foundation's programmes**, transferring the main initiatives to the territorial network in order to extend their scope.
- **Developing social programmes adapted to meet the needs of each of the territories** (employability and rural development) and with a particular impact on priority groups (young people, the elderly and the vulnerable).

Global Finance names CaixaBank the **'World's Best Bank for Sustaining Communities 2024'** at the 2024 Sustainable Finance Awards

07.3 Society

| 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.

€11.1m	2,525	2,416
Out of "la Caixa" Foundation's total budget of €25m was channelled through the branch network to charities.	Activities aimed at local charity organisation projects	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.

€8.7m	2,180	1,836
Amount collected	Causes driven[1]	Social entities backed[1]

| Own programmes

ReUtilízame — Social/Environment

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

59,061	350	197
Items donated	Donations	Recipient entities

Full of life — Senior citizens

Serving the elderly has been a maxim of CaixaBank since its origins. The 'Full of Life' programme fosters their physical, social and mental well-being through workshops and group activities.

523	239
Number of workshops[2]	Number of municipalities[2]

[1] The annual number of causes and organisations has increased significantly compared to 2023 as a result of adding the causes and organisations of the Bizum donations service.
[2] Data at the close of May 2024.

07.3 Society

/ 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 support in emergency situations, is based on corporate volunteering activities for employees and customers and activities intended for the rest of society.

19,808	**289,111**	**2,056**	**18,176**
Volunteers[1]	Beneficiaries	Partner organisations	Activities completed

> Social Month

CaixaBank's 'Social Month' is the initiative it ran throughout May 2024 to encourage employees and their families, together with customers and anyone else interested, to volunteer to support social organisations throughout Spain.

16,580	**117,786**	**998**	**2,749**	**37%**
Volunteers	Beneficiaries	Collaborating entities	Activities completed	Of CaixaBank Group workforce took part in Social Month

The Volunteering Campus is **a new training space** which, through valuable and inspirational content, seeks to technically train volunteers to better accompany and understand people from vulnerable groups and, at the same time, expand the technical knowledge necessary to develop volunteering with a positive social impact.

[1]Includes the total number of people who have taken part in volunteering activities within and outside the scope of the Social Month in the last 12 months.

07.3 Society

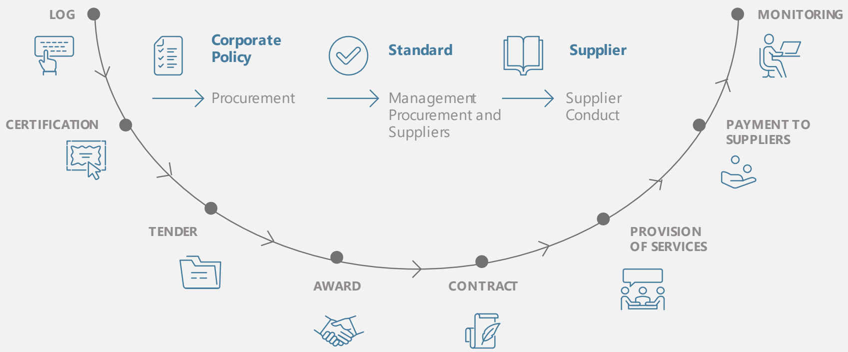
/ Procurement and supplier management

CaixaBank structures its **procurement process** by category, including Facility Management & Logistics, Works & General Services, IT, Professional Services and Marketing & Communication) while maintaining uniform criteria across the entire Group.

The objective, aligned with the business strategy, is to responsibly and sustainably acquire necessary goods and services within specified timeframes, quantities, and quality standards. CaixaBank aims to minimize costs and business.

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.

Procurement and Supplier Management Process



Procurement indicators[1]

	June 2024	December 2023
Number of active suppliers[2;3]	2,170	2,037
New active suppliers	209	171
Average supplier payment period (days)	7.4	11.9
% volume from local suppliers - Spain	87%	87%

[1] Applicable to Group companies within the corporate Procurement model. Include suppliers with a turnover in 2023 of more than €30,000. Creditors, official bodies, homeowners' associations are excluded.
[2] An active supplier is defined as a supplier that fulfils one of the following: an active contract in Ariba (supplier platform) 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. The criteria of active supplier has been reinforced in 2023, eliminating from the definition suppliers related to agreements and collaborations, among others.
[3] Applicable to Group companies within the corporate Procurement model. Also includes VidaCaixa.

07.3 Society

| Regulatory framework for the procurement function

Corporate Procurement Policy[1]

The Policy constitutes the general framework within which the procurement management activities are carried out and in which the supplier relationship and contracting model is defined. The Policy was approved by the Board of Directors in March 2023. The Policy will be reviewed biennially.

The Policy is based on general principles designed to promote stable commercial relationships and facilitate collaboration with suppliers who align with CaixaBank's commitments and values.

> Procurement principles

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.

Planning and efficiency

Planning procurement activity by fostering proactivity. Seeking efficiency in contracting, adjusting to the principles of necessity and suitability and optimising processes.

Ethics, integrity and transparency

Guaranteeing equal opportunities, by applying objective selection criteria that are transparent, impartial, and non-discriminatory. Acting ethically and responsibly.

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.

Dialogue, cooperation and sustainability

Fostering and upholding a permanent and close dialogue and a relationship of trust. Making communication channels available to suppliers.

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.

| Supplier Code of Conduct[2]

The **Supplier Code of Conduct** aims to disseminate and uphold the ethical principles governing the activities of suppliers, contractors, and third-party collaborators associated with CaixaBank.

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

The Code undergoes biennial reviews, with the latest update approved by the Management Committee in November 2023.

> Areas of action

1. Human and labour rights
2. Occupational Health and Safety
3. Ethics and integrity
4. Health and safety
5. Environment and quality
6. Confidentiality, privacy and continuity

[1] The Procurement Principles are publicly available. View on corporate website: https://www.caixabank.com/deployedfiles/caixabank/Estaticos/Principios_de_Compras_ESP.pdf. They are also available on the Supplier Portal and must be accepted upon registration.
[2] Available on the Supplier Portal, and must be accepted upon registration.

07.3 Society

| Sustainable practices with suppliers

CaixaBank's commitment to sustainability also applies to its supply chain. CaixaBank therefore combines ethical, social and environmental factors throughout the
Procurement and Supplier management process.

€3.1m

of volume awarded to Special Employment Centres. **€3m in the 1st half of 2023.**

791

Suppliers that have provided social and environmental certificates. 721 in 2023.

Of which **402 Suppliers** have provided the **ISO 14001 certificate**. 347 in 2023.

100 %

of the Procurement with Environmental Impact category has environmental requirements.

'Supplier Commitment' award at the Alcance Awards.

The first edition of the Alcance 3.0 Awards recognised the work of leading companies in sustainability and committed to the environment and innovation. CaixaBank won the 'Supplier Commitment' award.

Integrating ESG criteria into the Procurement and Supplier management process

CaixaBank has embedded ESG criteria in the various phases of the Procurement and Supplier management process, including, most notably, the following:

- **Registration-approval:** including ESG criteria in the approval questionnaires, which, in addition to the economic and technical criteria, serve to select the best supplier.
- **Tendering-awarding:** publication of green cards. The cards include mandatory and/or recommended environmental criteria to be considered during the tendering process.

ESG INDEX

From the third quarter of 2024, the ESG index will be taken into account in the decision matrix in the award phase.

The index is constructed based on the following factors:

- Assessing the various questions in the technical questionnaires of the accreditation process, which have been given a weighting according to the defined ESG classification.
- Results of audits and/or development plans.
- Other factors: Attending training courses, taking part in relevant projects, etc.

- **Monitoring - Audit Plan**: The Entity has an ESG Supplier Audit Plan. Following the audits, corrective measures are defined to improve ESG parameters. In the first half of 2024, 16 ESG audits were conducted on suppliers, with the goal of ending 2024 with 30 audits conducted.

Engagement with suppliers

CaixaBank seeks to promote supplier development in the area of sustainability through dialogue with suppliers. Therefore, it has various programmes to help them in the transition.

Supplier development plans. The Supplier Development Plan has been launched in 2023 as part of the Sustainable Procurement Project, with the goal of helping them to obtain a better positioning. The Plan involves analysing their current situation and proposing improvement plans to achieve sustainability standards, including environmental aspects, in line with those required by the Entity.

Training. Taking part in the second edition of the Sustainable Supplier Training Programme. This project is backed by the United Nations Global Compact, together with the ICO Foundation and ICEX Spain Export and Investment, with the aim of training supply chains in sustainability within the framework of the Ten Principles and the 2030 Agenda.

07.4 Environment and climate

/ Green bonds

The issuance of green bonds falls within CaixaBank's strategy to combat climate change and contribute to the transition to a carbon-neutral economy. Since its inaugural issue in 2020, the Group has issued **eight green bonds worth 7,150 million euros in the green bond market.**

These bonds have been issued under the framework for issuing bonds linked to the United Nations Sustainable Development Goals (SDGs)1, which CaixaBank approved in 2019. This framework is aligned with the Green Bond Principles, Social Bond Principles and Sustainability Bond Guidelines of the International Capital Market Association (ICMA).

CaixaBank carries out strict management and monitoring of the net funds obtained, publishing an annual monitoring report on the impact of its own green bonds issued, which is verified by an independent third party.

The portfolio of eligible green assets comprises loans mainly earmarked for renewable energy projects.

In the first half of 2024, CaixaBank issued its first green bonds, the proceeds of which will be primarily earmarked to finance renewable energy projects, energy-efficient buildings, clean public transport, water projects and responsible consumption.

7th Green bond issue

Issue: 9 February 2024

Type: Senior Non-Preferred

Face value: €1,250m

Coupon: 4,125%

Expiry: 9 February 2032 (early redemption date 9/2/2031)

8th Green bond issue

Issue: 19 March 2024

Type: Senior Preferential

Face value: CHF 300m

Coupon: 2,175%

Expiry: 19 March 2030 (early redemption date 19/3/2029)

The funds raised by the bonds issued in 2024 have been earmarked to finance projects that advance the following Sustainable Development Goals (SDGs):

- 6 AGUA LIMPIA Y SANEAMIENTO — Availability of water, its sustainable management and sanitation.
- 7 ENERGÍA ASEQUIBLE Y NO CONTAMINANTE — Ensuring access to affordable, secure, sustainable and modern energy
- 9 INDUSTRIA, INNOVACIÓN E INFRAESTRUCTURA — Energy efficient buildings
- 11 — Sustainable transport systems
- 12 — Responsible production and consumption

[1] Link to the website: https://www.caixabank.com/deployedfiles/caixabank_com/ Estaticos/PDFs/Accionistasinversores/ CaixaBank_Sustainable_Development_Goals_SDGs_Funding_Framework.pdf

07.4 Environment and climate

/ Climate change

I Aligning the credit and investment portfolio with the Paris Agreement

Driving the sustainable transition of companies and society is one of the three ambitions of **CaixaBank's 2022-2024 Sustainable Banking Plan**. In order to achieve this goal, CaixaBank has focused, among other areas, **on decarbonising the Group's lending and investment portfolio.**

Accordingly, **CaixaBank has made a commitment to be carbon neutral by 2050, including its lending and investment portfolio,** through its commitment as a founding member of the Net Zero Banking Alliance (NZBA).Furthermore, in 2022, VidaCaixa was the first insurance company and pension fund manager in Spain to join the Net Zero Asset Owner Alliance (NZAOA) initiative. By joining, VidaCaixa is also committed to achieving net greenhouse gas emission neutrality in its investment portfolio by 2050. Signing the NZBA implies a boost to ambition with respect to commitments previously made by CaixaBank, such as the Collective Commitment to Climate Action, since it requires alignment with the goal of limiting the temperature increase to 1.5°C with respect to pre-industrial levels. NZBA is currently the benchmark standard for setting decarbonisation targets in the banking sector, representing 40% of banking assets globally, committing banks to science-based targets. However, as we are aware that SBTi (Science Based Targets Initiative) is the reference standard for the non-financial sectors, initiatives are underway to assess how to reconcile the two standards without duplicating objectives and efforts. Work is underway within the NZBA working group led by UNEP FI, of which CaixaBank is a member, to resolve these issues and determine the next steps.

In April 2021, **CaixaBank signed up as a founding member of the Net Zero Banking Alliance (NZBA), a partnership fostered by UNEP FI through which the Bank is committed to achieving Net Zero emissions** and setting intermediate decarbonisation targets. In turn, in 2022 VidaCaixa was the first insurance company and pension fund manager in Spain to join the Net Zero Asset Owner Alliance (NZAOA).

As previously mentioned, the Net Zero Banking Alliance's (NZBA) "Zero Emissions by 2050" commitment also includes the emissions of customers who receive financing from the Bank (loan portfolio). Accordingly, in order to accompany its customers in the transition to a more sustainable future, with specific plans and targets, CaixaBank **undertook to publish intermediate decarbonisation targets for the most intensive sectors** included in the UNEP FI Guidelines for Target Setting, prioritising the most relevant ones in CaixaBank's portfolio.

07.4 Environment and climate

| Decarbonisation targets

In October 2022, CaixaBank published its first decarbonisation targets for 2030 for the electricity generation and oil and gas sectors. **In 2023 it published targets for the coal, iron and steel and automotive sectors.**

Lastly, in April 2024 CaixaBank published 2030 decarbonisation targets for five new sectors: real estate (residential and commercial), shipping, aviation and agriculture and livestock. Furthermore, it has determined the non-materiality of the aluminium and cement portfolio. These are sectors for which a portfolio monitoring strategy has been established.

By publishing these latest targets, CaixaBank has completed the phase of setting decarbonisation targets for 2030 for the sectors prioritised by the NZBA commitment.

The specific characteristics considered for each sector are as follows.

	Financial	Scope of emissions	Metric	Scenarios	Base year	Base year metric	Reduction target (2030)	Target metric (2030)
	Electricity	1	Physical intensity	IEA Net Zero 2050	2020	136 kg $CO^{2}e$/MWh	-30%	95 kg $CO^{2}e$/MWh
	Oil and gas	1,2,3	Total emissions financed	IEA Net Zero 2050	2020	9.08 Mt $CO^{2}e$	-23%	6.99 Mt $CO^{2}e$
	Automotive	3	Physical intensity	IEA Net Zero 2050	2022	154 g CO^{2}/ vkm	-33%	103 g CO^{2}/vkm
	Iron and steel	1+2	Physical intensity	IEA Net Zero 2050	2022	1,230 kg $CO^{2}e$/ t steel	(10-20)%	1,107-984 kg $CO^{2}e$/ t steel
	Coal	N/A	Total exposure	-	2022	€2,845m (€213m considering mitigating factors)	-100%	€0m
New	Commercial Real Estate	1+2	Physical intensity	CRREM 1.5ºC CRE Iberian Peninsula	2022	20.5 $kgCO^{2}e$/m2	-41%	12.1 $kgCO^{2}e$/m2
New	Residential Real Estate	1+2	Physical intensity	CRREM 1.5ºC CRE Spain + Portugal	2022	23.57 $kgCO^{2}e$/m2	-19%	19.03 $kgCO^{2}e$/m2
New	Maritime Sector	1	alignment %	IMO 2018	2022	AD%=11.9%	-11.9%	AD%=0%
New	Aviation	1	Physical intensity	MPPU 1.5º	2022	102 $gCO^{2}e$/RPK	-30%	71 $gCO^{2}e$/RPK
New	Agriculture and livestock	Direct emissions ("on farm") + food	Physical intensity	SBTi FLAG Commodity Pathways 1.5ºC	2022	Qualitative target focused on improving knowledge and profiling of individual customers and the sector in general.		

Note: CO2e=CO2 includes the following greenhouse gases: CO2, CH4, N20, HFCs, PFCs, SF6 y NF3

07.4 Environment and climate

Commercial real estate sector

The Commercial Real Estate sector is a complex sector and, to date, the availability of actual emissions data remains limited, which is why alignment calculations are largely based on proxies. Furthermore, in this sector, the geographical distribution of the portfolio is especially significant in terms of climate zones, so that the reference paths must take this geographical distribution into account when setting targets.

In light of these circumstances, CaixaBank has set an ambitious target for the sector, in line with science-based targets. Meeting the target is in turn conditional upon meeting the energy efficiency and energy mix projections of the PNIEC[1] (also in the draft of the future PNIEC, Fit for 55, etc.).

Key design decisions

1	VALUE CHAIN	Suppliers > Buildings > **Owner (non-residential)** > Maintenance > Recycling
2	SCOPE OF EMISSIONS	**1** **2** 3
3	METRICS OF EMISSIONS	Physical intensity of emissions **($kgCO_2e/m^2$)**
4	CHOOSING THE PATH	C CRREM 1.5° CRE Iberian Peninsula

- **Value chain:** the focus is on decarbonising the "use" phase of the property, where 85% of greenhouse gas emissions are produced[2]; owners (groups with non-residential activity).
- **Scope of emissions:** Scope 1, direct emissions from fuel combustion in the property (e.g. heating) and Scope 2, indirect emissions from purchased energy (electricity, steam, heat and cooling).
- **Metric:** physical intensity ($kgCO_2e/m^2$) which incentivises exposure to relatively more emission efficient assets and facilitates comparison between assets of different sizes.
- **Path of reference:** CRREM 1.5° REC scenario pro-rated by asset type of the non-residential stock in Spain and Portugal (principal geographical areas in which the assets in the perimeter are located).

Taking into account the aspects mentioned in relation to the availability of real data and certain dependencies on exogenous factors (such as the PNIEC), an ambitious and prudent target of a 41% reduction in the intensity metric by 2030 is established, with the following characteristics:

20.5	12.1	-41%
Baseline 2022 ($kgCO_2e/m^2$)	**Level to reach 2030** ($kgCO_2e/m^2$)	**Ambition for 2030** (%)

[1] Integrated National Energy and Climate Plan

[2] Source: Cheng, P and Wu, Xiao (2015). "Case Study of Carbon Emissions from a Building's Life Cycle Based on BIM and Ecotect". Advances in Material Science and Engineering.

Note: CO_2e=CO_2 includes the following greenhouse gases: CO_2, CH_4, N_20, HFCs, PFCs, SF_6 y NF_3

07.4 Environment and climate

Residential real estate sector

Given the specific characteristics of the residential real estate segment (its social sensitivity, long maturity periods and dependence on exogenous levers for its transformation: regulatory requirements and public aid to enhance energy efficiency), the target set for the Residential Real Estate Sector is prudent in relation to the CRREM[1] reference path.

In any case, and in order to achieve the stated reduction, CaixaBank will have to leverage the changes arising from government policies and environmental and climate regulations, as well as changes in consumer behaviour, forming part of and contributing to the collective effort required for the transition to a zero-emission net economy. Furthermore, specific products are being launched to finance energy-efficient retrofits.

Key design decisions

1	VALUE CHAIN	Suppliers > Buildings > **Owner (residential, "homeaquis.")** > Maintenance > Recycling
2	SCOPE OF EMISSIONS	**1** **2** 3
3	METRICS OF EMISSIONS	Physical intensity of emissions **($kgCO_2e/m^2$)**
4	SELECTION THE PATH	C CRREM 1.5° RRE Spain+Portugal

- **Value chain:** the focus is on the use of the home: mortgage lending to individuals for the purpose of a "house purchase". 85% of the emissions in the residential real estate value chain are concentrated here[2].
- **Scope of emissions:** Scope 1 (direct emissions from combustion in housing, e.g. heating) and 2 (indirect emissions from purchased energy consumption) account for most of the emissions; Scope 3 emissions are very limited.
- **Metric:** physical intensity (kgCO2e/m2) which incentivises exposure to relatively more emission efficient assets and facilitates comparison between assets of different sizes.
- **Path of reference:** CRREM 1.5ºC for Spain and Portugal, specific to the real estate sector for the EU.

In light of the specific sensitivities of the residential real estate sector and the design decisions indicated, a prudent 2030 intensity metric reduction target of 19% is set, with the following characteristics:

23.57	19.03	-19%
Baseline 2022 ($kgCO_2e/m^2$)	**Level to reach in 2030** ($kgCO_2e/m^2$)	**Ambition for 2030** (%)

[1] *Carbon Risk Actual Estate Monitor*, an EU benchmarking initiative and funded by the European Commission.
[2] Source: Cheng, P and Wu, Xiao (2015). "Case Study of Carbon Emissions from a Building's Life Cycle Based on BIM and Ecotect". Advances in Material Science and Engineering.
Note: $CO_2e=CO_2$ includes the following greenhouse gases: CO_2, CH_4, N_2O, HFCs, PFCs, SF_6 y NF_3

07.4 Environment and climate

Maritime sector

The target for the maritime sector has been calculated in line with the methodology of the Poseidon Principles, to which CaixaBank adhered in 2022. For the purposes of the Poseidon Principles, climate alignment is defined as the degree to which the carbon intensity of a vessel, product or portfolio is in line with a decarbonisation trajectory that meets the International Maritime Organization (IMQ) target. This metric is known as Alignment Delta (AD%).

The scope of the target initially excludes passenger vessels (fast ferries and cruise ships) owing to methodological inconsistencies and errors in the alignment paths affecting this asset class, which are being assessed globally in the framework of the Poseidon Principles. The design of the target for this sector will be further adjusted in the framework of the Poseidon Principles.

Key design decisions

1	VALUE CHAIN	Suppliers > Buildings > **Owner** > Recycling
2	SCOPE OF EMISSIONS	**1** 2 3
3	METRICS OF EMISSIONS	Physical intensity of emissions *Alignment Delta* (AD%)
4	SELECTION THE PATH	IMO 2018

- **Value chain:** the segment to be decarbonised is the Owner/Operator (port-to-port cargo transfer), as 'use' concentrates most of the emissions (approx. 92% of all emissions in the value chain)[1].
- **Scope of emissions:** scope 1: emissions from fuel consumption during shipping. These are the most material emissions in the sector and are currently covered by the Poseidon Principles.
- **Metric:** Alignment Delta (AD%), a metric that identifies the degree to which the carbon intensity of a ship or portfolio of ships is aligned with the underlying decarbonisation trajectory for each asset typology that meets the IMO target.
- **Path of reference:** IMO's initial scenario (2018), aligned with the 2ºC target, which aims for a 50% reduction in emissions in 2050 compared to the base year 2008. The pathway is currently being updated under the Poseidon Principles.

It sets a reduction target for the 2030 intensity metric of 19%, with the following characteristics:

11.9%	0%	-11.9%
Baseline 2022 *(AD%)*	**Level to reach in 2030** *(AD%)*	**Ambition for 2030** (%)

[1] Mikael Lind et al (2022): "The Three Maritime Value Chains: Decarbonization Playbook Part 2" Maritime Executive
Note: $CO_2e=CO_2$ includes the following greenhouse gases: CO_2, CH_4, N_2O, HFCs, PFCs, SF_6 y NF_3

07.4 Environment and climate

Aviation sector

The target for this sector was calculated in line with the Pegasus methodology, a standard to which CaixaBank has adhered for 2024. In view of the limited availability of technical data at individual asset level (type of aircraft, type of cargo, flight hours, type of fuel, etc.), the scope of the target initially focused on corporate financing to airlines, excluding asset finance and lessors. CaixaBank will extend the scope of the metric to these assets to the extent that the information becomes available, so it is foreseeable that the baseline and the level of arrival will also be adapted.

Key design decisions

1	VALUE CHAIN	Suppliers > Buildings > **Owner** > Recycling
2	SCOPE OF EMISSIONS	**1** 2 3
3	METRICS OF EMISSIONS	Physical intensity of emissions *gCO²e/RPK*
4	SELECTION THE PATH	MMPU 1.5º

- **Value chain:** the segment to be decarbonised is the owner/operator segment (passenger/cargo transport and airlines), as most of the sector's greenhouse gas emissions (>90%)[1] are concentrated in the aircraft operating phase.
- **Scope of emissions:** scope 1 (tank-to-wake approach): emissions from in-flight fuel consumption. These are by far the most material emissions in the value chain.
- **Metric:** physical intensity (gCO_2e/RPK^2) describing greenhouse gas emissions per kilometre travelled in the year (passenger approach).
- **Path of reference:** Mission Possible Partnership "Prudent" 1.5º (MPPU 1.5º) scenario, aligned with the Pegasus methodology.

Based on the above design decisions, a target reduction in the intensity metric of 30% by 2030 is set, with the following characteristics:

102	71	-30%
Baseline 2022 (gCO_2e/RPK)	**Level to reach in 2030** (gCO_2e/RPK)	**Ambition for 2030** (%)

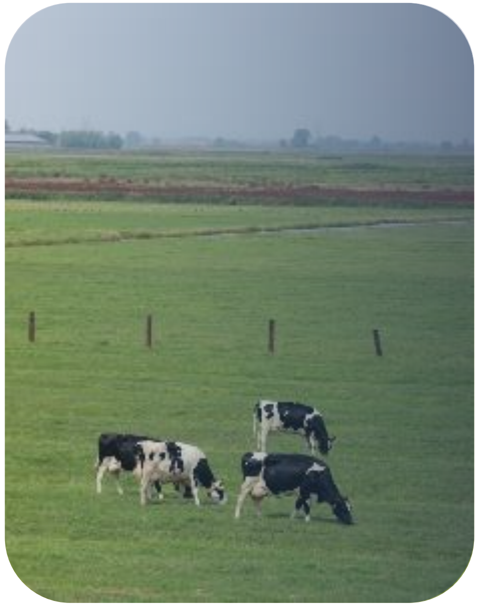
[1] Airbus (2023). Financial annual results
[2] RPK = *revenue passengers kilometre*; number of revenue passenger kilometres. Its equivalent in tonnes is RTK (revenue tonnes kilometre).
Note: CO_2e=CO_2 includes the following greenhouse gases: CO_2, CH_4, N_20, HFCs, PFCs, SF_6 y NF_3

07.4 Environment and climate

Agriculture and livestock sector

In order to set a decarbonisation target for this sector, CaixaBank has conducted an exhaustive analysis of its agricultural and livestock portfolio, which has made it possible to:

- Understand and segment the structure of the portfolio in terms of materiality and carbon intensity.
- Identify the main information gaps.
- Understand the heterogeneity of the paths for each of the products in the portfolio.



[1] Given the idiosyncrasies of the agricultural sector, the differentiation of scopes 1, 2 and 3 is analytically less useful than in other sectors. This is why the terms direct emissions and indirect emissions are used in the context of agricultural holdings

Key design decisions

1 VALUE CHAIN

Integrated companies

Inputs > Production (Livestock Pigs + Cattle) > Processing > Distribution and marketing

2 SCOPE OF EMISSIONS

)Direct emissions (on farm + food

3 METRICS OF EMISSIONS

Physical intensity of emissions **(kgCO$_2$e/kg meat produced)**

4 SELECTION THE PATH

SBTi FLAG Commodity Pathways 1.5°C

- **Value chain:** the production segment is the most emissions-intensive. In CaixaBank's portfolio, livestock farming, chiefly pigs and cattle, accounts for most of the sector's emissions. Conceptually, they are also regarded as integrated companies (processing/distribution and production).
- **Scope of emissions:** "on-farm" emissions (enteric fermentation, manure management and energy consumption) and feed (feed production) are included, the majority of emissions in this sector 1.
- **Metric:** physical intensity (kgCO$_2$e/kg of meat), aligned with the methodology *SBTi FLAG*.
- **Path of reference:** SBTi FLAG Commodity Pathways 1.5ºC, a scenario with sufficient granularity and aligned to the 1.5°C target.

Note: CO2e=CO2 includes the following greenhouse gases: CO2, CH4, N20, HFCs, PFCs, SF6 y NF3

In view of the low maturity of global methodologies and the low availability of homogeneous and comparable data, it is currently neither prudent nor realistic to set a quantitative target. A qualitative target focused on improving the knowledge and profiling of individual customers and the sector in general has been chosen: a specific work plan has been set up, comprising an engagement process with the main pork and beef customers with different milestones in order to have more detailed information on these customers in the forthcoming 12 months:

2024 Action Plan

1
1. Identification of key clients and questionnaire of subjects to be addressed
2. Internal target setting

2
1. Meeting plan
2. Setting measurement targets with customers

3
1. Conclusion of the exercise and evaluation of results
2. Re-assessment of a quantitative target

Following the initial 12-month period, the possibility of setting a quantitative target will be re-assessed.

07.4 Environment and climate

Cement and aluminium sectors

CaixaBank's aggregate exposure to the cement and aluminium sectors, both in terms of credit exposure and absolute financed issues, does not exceed 1% of the Entity's total portfolio of companies with a credit profile. Given the non-NZBA materiality of these sectors, it has been determined:

- **Not to set decarbonisation targets** for the cement and aluminium sectors.
- **To monitor the relative exposure** and, should the individual exposure of any of the sectors represent more than 1% of the total portfolio of non-financial companies for three consecutive months, consideration will be given to addressing the setting of the Net Zero target.

07.4 Environment and climate

/ Financed emissions

CaixaBank quantifies the emissions related to its financing and investment (category 15 of Scope 3 of the carbon footprint), in order to **understand the overall impact** of its financial activity regarding its carbon footprint.

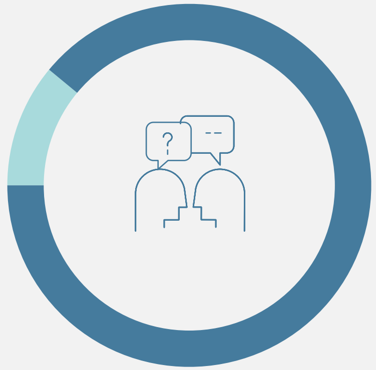
This information assists CaixaBank in **defining decarbonisation pathways** to achieve net zero emissions by 2050, in keeping with the commitment of the Net Zero Banking Alliance (NZBA).

CaixaBank takes as a reference the guidelines set out by PCAF (Partnership for Carbon Accounting Financials) in its accounting and reporting standard "The global GHG accounting & reporting standard for the financial industry" when **quantifying the emissions financed by its loan portfolio.** For 2023, other Group companies specialising in financing have been added to the calculation of financed emissions: CaixaBank Payments & Consumer and Banco BPI.

The calculation for the loan portfolio of the abovementioned companies at 31 December 2023 covers the following types of assets[1]:

- **Mortgages**
- **Commercial real estate (CRE[2]).**
- **Corporate loans**
- **Project finance**
- **Loans for financing vehicles**

Perimeter loan portfolio. Hedge



11%	89%
Exposure in perimeter not calculated (insufficient data)	**Exposure in perimeter calculated**

Furthermore, **the financed emissions related to the investment portfolio[3] (including corporate fixed income and equities)** of both CaixaBank and BPI have been calculated.

[1] In the case of CaixaBank Payments&Consumer, owing to the nature of its activity, the assets in the calculation perimeter are only corporate loans and loans for vehicle financing.
[2] Commercial real estate
[3] Does not include investees or trading portfolio.

07.4 Environment and climate

Calculation method

The calculation was made **using a bottom-up approach**, based on the methodology developed by PCAF and described in "The global GHG accounting and reporting standard for the financial industry" [1]:

- Emissions associated with the **mortgage portfolio** were calculated based on information from the energy efficiency certificate (actual or estimated) of the financed properties.
- Emissions associated with the rest of the **financing and investment portfolio** have been calculated on the basis of the carbon footprint information (scope 1, 2 and 3) reported by the companies/projects financed or on the basis of the emission factors published by PCAF when companies do not publish their carbon footprint.
- Emissions related to **vehicle financing** have been estimated taking into account vehicle type and average mileage 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. With a view to enhance the quality and completeness of the results, in the first half of 2024, **CaixaBank focused its efforts on strengthening the calculation model by developing (in-house) a specific tool that integrates all the necessary information** (from internal and external databases) for calculating financed emissions. This major evolution makes it easier to manage financed emissions by enabling the calculation, monitoring and regular tracking of this key indicator on the path to carbon neutrality.

The total absolute funded emissions reported in 2023 are 84,588 ktC02e for an exposure of €275,803m (compared to 70,331 ktC02e reported in 2022 for an exposure of €260,883m). It is worth highlighting that the data for the two years are not comparative due to the fact that:

- They refer to different perimeters. As mentioned above, the 2023 calculation incorporates the companies: **CaixaBank Payments&Consumer and BPI.**
- A major change in the **calculation process has been applied in the 2023 calculation with the update of the PCAF [2] emission factors.** These emission factors underwent a very considerable growth, especially for some specific economic activities (NACE) whose intensity (tC02e/revenue) increased by a factor of 100, 1000 or more compared to the 2022 PCAF emission factors.
- **The percentage of companies for which actual emissions data is used has been raised**.

It is worth mentioning that, over time, **financed emissions can be expected to fluctuate because of issues not linked to financial exposure but to other factors that impact the calculation**, such as fluctuations in the value of companies, the availability of actual published carbon footprint data, improvements in the calculation process or changes in the PCAF emission factors.

[1] For further details, see the "Financed emissions methodology" section of the Glossary.
[2] PCAF published new emission factors dated March and September 2023. The September 2023 emission factors have been taken into account for the calculation of financed emissions in 2023.

07.4 Environment and climate

GHG emissions from the financing and investment portfolio - 2023.

	Exposure		Absolute emissions		Economic intensity
Outlook by type of asset	Total perimeter exposure (m)	% of calculated exposure	Emissions S1+2 (ktCO2e)	Emissions S3 (ktCO2e)	Intensity of emissions S1+2 (tCO2e (MM))
CRE	5,939	87.1%	80	-	15
Mortgages	124,656	98.6%	2,986	-	24
Business funding	152,958	79.4%	28,741	50,071	237
Auto loans	8,260	95.7%	1,767	-	224
Equity [1]	738	97.7%	5	19	7
Corporate fixed income	17,927	98.3%	261	658	15
Total	310,479		33,840	50,749	122

[1] Excludes investees and trading portfolio

	Exposure		Absolute emissions		Economic intensity
Sector vision (business financing)[1]	Total perimeter exposure (m)	% of calculated exposure	Emissions S1+2 (ktCO2e)	Emissions S3 (ktCO2e)	Intensity of emissions S1+2 (tCO2e (MM))
O&G	6,785	76.6%	12,527	10,386	2,411
Electricity generation	15,156	93.2%	2,740	5,202	194
Transport	22,533	79.9%	2,668	9,530	148
Real Estate	18,704	78.2%	767	2,149	52
Cement	300	96.9%	397	138	1,365
Iron and Steel	2,141	91.9%	643	1,007	327
Agriculture (includes stockbreeding)	4,921	85.2%	2,385	1,952	569
Aluminium	492	90.4%	70	238	158
Coal[2]	0.1	50.1%	36	0.1	765,304
Other non-intensive sectors	81,927	76.5%	6,508	19,469	104
Total	152,958		28.741	50,071	

[1] Includes both general purpose lending and project finance.
[2] CNAE 510, 520, 1910
N.B.: For NACE codes 0510 and 052C the new PCAF factors have been multiplied by nearly 200 for NACE 0510 and more than 13000 for NACE 0520, compared to the 2022 factors. This has led to a very significant increase in the economic intensity linked to this sector.

	Exposure		Absolute emissions		Economic intensity
Geograpical area vision	Total perimeter exposure (m)	% of calculated exposure	Emissions S1+2 (ktCO2e)	Emissions S3 (ktCO2e)	Intensity of emissions S1+2 (tCO2e (MM))
Spain	263,310	94.4%	20,593	35,679	83
Europe	31,479	66.9%	1,609	10,734	76
Rest of the world	15,689	39.8%	11,638	4,336	1,863
Total	310,479		33,840	50,749	

Note: Due to rounding total sums may vary slightly.
$CO_2e=CO_2$ includes the following greenhouse gases: CO_2, CH_4, N_20, HFCs, PFCs, SF_6 y NF_3

07.4 Environment and climate

Calculation considerations

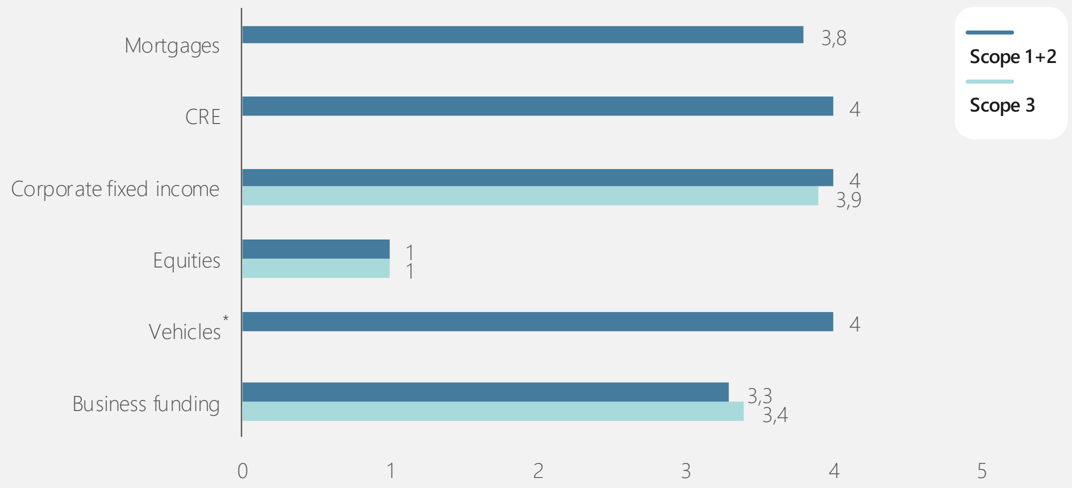
- The **calculation was done from an operational control approach,** as per the methodology developed by PCAF and described in the *"Global GHG Accounting and reporting Standard for the Financial Industry (Part A). Second Edition"*.
- **The latest financial and emissions information available** for the companies in the CaixaBank, CPC and BPI portfolios was used in the calculation. For those companies for which actual data is not available, the latest emission intensity factors (tCO_2e/€m turnover) published by PCAF (in March 2024) dated September 2023[1] have been used.
- **Corporate finance** (non-financial corporations). Includes loans for general corporate purposes (including SMEs) and project finance.
- The **calculation of company value** for the Corporate Finance and Fixed Income categories is the sum of equity and debt (carrying amount), for both listed and unlisted companies.
- **Mortgages and CRE:** The calculation of emissions has been made taking into account:
  - Energy certificate (EPC) of the property
  - Information on emissions intensity (by type of property and geographical location) published by the Spanish Institute for Energy Diversification and Saving and CRREM (PCAF factors updated in September 2023).
- The **Scope 3 calculation** was made for all sectors in CaixaBank's portfolio. In view of the high risk of double counting of emissions for the calculation of Scope 3, only the intensity of emissions per million euros is reported for Scope 1+2.
- **Exclusions:** No funded emissions have been calculated for assets with insufficient data and exposure to credit institutions and sovereign risk do not form part of the perimeter.

The calculation of the financed footprint for the year 2023 has been **verified by the external auditor (PwC)**[2]**.**

Calculation score

PCAF provides a ranking of the quality of data used in the calculation of financed emissions[3], with a score of 1 for the highest quality data (data published by companies and verified) and a score of 5 for the lowest quality data (sectoral estimates using emission factors provided by PCAF).

The data quality score by asset type is as follows:



* Corresponds to scope 1 only

[1] Explanatory note: The GHG intensity factor is an indicator that measures the impact of greenhouse gas emissions associated with the economic activity of a sector. An abnormally high value of the GHG intensity factor (100000% increase over the previous year) has been detected for NACE code 35.20 "Distribution of electricity, gas, steam and air conditioning". In order to correct for this outlier, a conservative approach has been applied, using the highest emission factor within the "Electricity, gas & water" sector for the different geographies.
[2] Limited assurance conducted in accordance with the International Standard on Assurance Engagements 3410 (NIEA 3410).
[3] For further detail, see *The global GHG accounting & reporting standard for the financial industry* (https://carbonaccountingfinancials.com/standard)

07.4 Environment and climate

/ Nature

Biodiversity and ecosystems are critical to the planet, the economy and social well-being, and their degradation and loss, as well as resource scarcity and associated impacts, threaten the livelihoods of society at large.

One of the vectors with a direct impact on nature is climate change and, consequently, protecting nature and limiting global warming are complementary objectives.

For financial institutions, **the major impacts and dependencies, risks and opportunities** related to nature primarily **stem from their value chain.** It is worth highlighting that identifying, assessing and managing them in the financial sector is a complex and developing area, as there are no homogeneous and robust measurement standards and methods, nor are there tools with disaggregated and comparable quantitative data. CaixaBank therefore deems it necessary to work collaboratively with other economic actors and agents in order to make joint progress.

| Statement on Nature

CaixaBank is committed to making progress in managing risks related to nature; gearing capital flows towards purposes that are compatible with the conservation, restoration and sustainable use of nature; and integrating nature into decision-making.

This commitment is embodied in the **Statement on Nature**, approved in February 2024 by the Board of Directors, which sets out the main lines of action:

See section *"Statement on Nature"*

01
Assessment of impacts, dependencies and the materiality of risks (portfolio focus).

02
Taking nature into account in the management of sustainability risks

03
Customer support (business solutions and engagement)

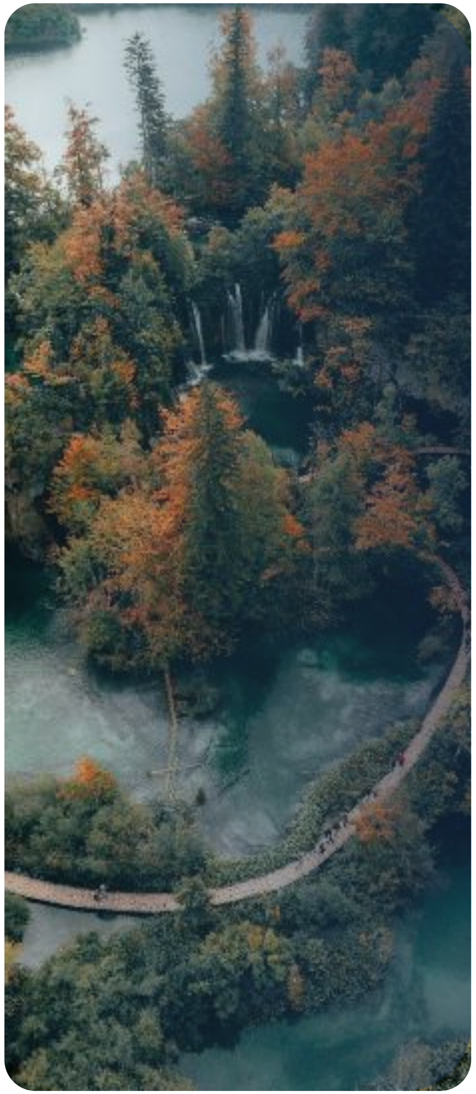
04
Integration in the management of operational impacts (waste management, plastics, water consumption, etc.)

05
Staff training (focus on specialised teams)

06
Active dialogue with stakeholders (such as issuers, regulator, customers)

07
Participation in collaborative initiatives

08
Transparency and reporting



07.4 Environment and climate

Furthermore, CaixaBank has drawn up an internal roadmap for the year 2024 with the goal of continuing to make progress in these and other lines of action, prioritising the most relevant areas for its activity.

2024 Roadmap

This roadmap puts special focus on:

Identify the priority sectors of intervention and vectors of pressure on nature for CaixaBank, according to their exposure, impacts, risks and potential opportunities, in order to focus its actions on these.

Strengthen **internal knowledge** in this field, in particular of the teams most directly related to sustainability, business and risks, through training activities and participation in external forums and working groups.

Progress in **integrating nature into existing sustainability policies**, both in the more global policies and in the Sustainability/ ESG Risk Management Policy or the sustainable financing framework.

Maintain nature as one of the fields included in the active dialogue processes with stakeholders, especially with customers and issuers.

Identify **new business opportunities** linked to protecting and enhancing nature.

Make progress in identifying and, where possible, **gathering data from external counterparties and databases** necessary to make progress in the assessment and management of risks and opportunities.

Main actions in 2024

Joining collective initiatives for joint learning on nature: Partnership for Biodiversity Accounting Financials (PBAF), as observer, and TNFD Forum.

Start of work **on measuring impacts and dependencies linked to the nature of the corporate loan portfolio**, using the ENCORE tool.

Holding of 5 awareness-raising events on sustainability with business customers (medium and medium-large) in the agri-food sector where, whenever material, the risks and opportunities linked to nature are also addressed (with around 180 attendees).

Publication of the **VidaCaixa and CaixaBank Asset Management 2024 Involvement Plan**, which identifies nature and climate as one of the three priority areas of involvement with issuers. See section 07.2 Sustainable business.

Internal briefing on the circular economy and natural capital for the group of Sustainability Benchmarks, the teams related to sustainability risks and other specialised groups.

08

Income statement and financial information

08.1 Key Group data

€ million / %	January – June 2024	2023	Change
Results			
Net interest income	5,572	4,624	20.5%
Revenues from services [1]	2,449	2,347	4.4%
Pre-impairment income	4,673	3,774	23.8%
Profit/(loss) attributable to the Group	2,675	2,137	25.2%
Main ratios (last 12 months)			
Cost-to-income ratio	39.0%	46.0%	(7.0) bp
Cost of risk (last 12 months)	0.29%	0.27%	0.02 bp
ROE	14.4%	10.2%	4.2 bp
ROTE	16.9%	12.0%	4.9 bp
ROA	0.8%	0.5%	0.3 bp
RORWA	2.2%	1.6%	0.6 bp

[1] Corresponds to the sum of "Net fee and commission income" and "Insurance service result" of the income statement in management format.

	June 2024	December 2023	Change
Balance sheet			
Total assets	630,371	607,167	3.8%
Equity	35,494	36,339	(2.3)%
Activities			
Customer funds	667,424	630,330	5.9%
Loans and advances to customers, gross	361,646	354,098	2.1%
Risk management			
NPL ratio	2.7%	2.7%	(0.1) bp
NPL coverage ratio	70%	73%	(3.1) bp
Liquidity			
Total Liquid Assets	167,421	160,204	€7,217m
Liquidity Coverage Ratio	218%	215%	3 bp
Net Stable Funding Ratio (NSFR)	146%	144%	2 bp
Loan to deposits	87%	89%	(2.4) bp
Capital adequacy			
Common Equity Tier 1 capital (CET 1)	12.2%	12.4%	(0.2) bp
Tier 1	14.0%	14.4%	(0.3) bp
Total capital	16.3%	17.1%	(0.9) bp
MREL	26.9%	26.8%	0.1 bp
Risk-Weighted Assets (RWAs)	233,658	228,428	€5,230m
Leverage ratio	5.6%	5.8%	(0.2) bp

08.2 Profits and earnings performance

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

€ million	June 2024	June 2023	Chg (%)
Net interest income	**5,572**	**4,624**	**20.5**
Dividend income	98	145	(32.1)
Share of profit/(loss) of entities accounted for using the equity method	121	145	(16.5)
Net fee and commission income	1,855	1,846	0.5
Trading income	137	143	(4.2)
Insurance service result	594	501	18.7
Other operating income and expense	(677)	(730)	(7.3)
Gross income	**7,701**	**6,673**	**15.4**
Recurring administrative expenses, depreciation and amortisation	(3,028)	(2,894)	4.6
Extraordinary expenses		(5)	
Pre-impairment income	**4,673**	**3,774**	**23.8**
Pre-impairment income stripping out extraordinary expenses	**4,673**	**3,779**	**23.6**
Allowances for insolvency risk	(487)	(456)	6.7
Other charges to provisions	(194)	(100)	93.7
Gains/(losses) on disposal of assets and other	(53)	(64)	(18.0)
Profit/(loss) before tax	**3,939**	**3,154**	**24.9**
Income tax expense	(1,262)	(1,018)	24.1
Profit/(loss) after tax	2,677	2,136	25.3
Profit/(loss) attributable to minority interest and others	2	(0)	
Profit/(loss) attributable to the Group	2,675	2,137	25.2

A new feature is the breakdown of revenues by nature of business[1]. This disclosure is intended to show the development of the main business drivers without affecting the gross margin or the total core turnover as in previous years.

€ million	June 2024	June 2023	Chg (%)
Net interest income	**5,572**	**4,624**	**20.5**
Revenue from services [2]	**2,449**	**2,347**	**4.4**
Wealth management	851	755	12.7
Protection insurance	579	521	11.2
Banking fees	1,019	1,071	(4.9)
Other income [3]	**(320)**	**(297)**	**7.8**
Gross income	7,701	6,673	15.4

[1] See "Glossary - Financial Information - Reconciliation of activity indicators using management criteria'.
[2] Corresponds to the sum of "Net fee and commission income" and "Insurance service result" of the income statement using management criteria.
[3] Corresponds to the sum of "Dividend income", "Share of profit/(loss) of entities accounted for using the equity method", "Trading income" and "Other operating income and expense" of the income statement using management criteria.

08.2 Profits and earnings performance

/ Breakdown by business

The income statement by business segment and the income by nature of business by business segment for the last interim period are as follow:

€ million	June 2024	Breakdown by business Banking and Insurance	BPI	Corporate Centre
Net interest income	**5,572**	**5,060**	**486**	**26**
Dividend income and share of profit/(loss) of entities accounted for using the equity method	220	107	19	94
Net fee and commission income	1,855	1,687	168	
Trading income	137	120	17	
Insurance service result	594	594		
Other operating income and expense	(677)	(651)	(22)	(4)
Gross income	**7,701**	**6,917**	**668**	**116**
Recurring administrative expenses, depreciation and amortisation	(3,028)	(2,739)	(256)	(33)
Extraordinary expenses				
Pre-impairment income	**4,673**	**4,177**	**412**	**83**
Pre-impairment income stripping out extraordinary expenses	**4,673**	**4,177**	**412**	**83**
Allowances for insolvency risk	(487)	(482)	(4)	
Other charges to provisions	(194)	(176)	(18)	
Gains/(losses) on disposal of assets and other	(53)	(53)	2	(1)
Profit/(loss) before tax	**3,939**	**3,466**	**391**	**83**
Income tax expense	(1,262)	(1,138)	(125)	
Profit/(loss) after tax	2,677	2,328	266	83
Profit/(loss) attributable to minority interest and others	2	2		
Profit/(loss) attributable to the Group	2,675	2,326	266	83

€ million	June 2024	Breakdown by business Banking and Insurance	BPI	Corporate Centre
Net interest income	**5,572**	**5,060**	**486**	**26**
Revenue from services	**2,449**	**2,281**	**168**	
Wealth management	851	823	28	
Protection insurance	579	539	40	
Banking fees	1,019	919	100	
Other income	**(320)**	**(424)**	**14**	**90**
Gross income	7,701	6,917	668	116

- 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.
- Corporate Centre: shows earnings, net of funding expenses, from the investees Telefónica[1], 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.

[1] On 10 June 2024, CaixaBank completely divested its 2.546% stake in Telefonica S.A. through two methods: first, by settling swap contracts with a 0.970% ownership share, and second, by selling 1.576% of its stake on the open market. This transaction had no impact on the income statement.

08.2 Profits and earnings performance

| Profits and earning performance

Attributable profit for the 1st half of 2024 amounts to €2,675 million, versus €2,137 million in 2023 (+25.2%).

Good performance of **net interest income** (+20.5%), driven by the better environment of market rates and the management of the customer spread.

Income from asset management (+12.7%) and **income from protection insurance** (+11.2%) grew due to higher volumes and an intensive commercial activity. Fall in **banking fees and comissions** (-4.9%).

The development of **other income** was impacted by lower income from participations, which included one-off positive income from SegurCaixa Adeslas in 2023. Lower net trading income (-8.1%) and higher bank tax (+€120 million compared to 2023).

Gross income grew (+15.4%) more than **recurring administrative expenses, depreciation and amortisation** (+4.6%), resulting in the growth of **Pre-impairment income** (+23.8%).

Allowances for insolvency risk increased +6.7% and **other charges to provisions** rose 11.1%, due to the rise in litigation and one-off releases in the previous year.

08.2 Profits and earnings performance

| Net interest income

Net interest income amounted to €5,572 million (+20.5% year-on-year). This growth 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 indexed to variable rates and on the rates of the new production.
- Higher contribution of the fixed-income portfolio mainly due to the rate rise.
- Higher contribution to net interest income by financial institutions mainly due to the impact of a higher excess liquidity.

These effects have been partially reduced by:

- Higher costs of customer deposits due to a rate increase and higher average volume.
- 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 and a higher average volume.

€ million		1st half of 2024 Average balance	1st half of 2024 Income or expense	1st half of 2024 Rate %	1st half of 2023 Average balance	1st half of 2023 Income or expense	1st half of 2023 Rate %
Financial Institutions		53,976	1,112	4.14	47,347	731	3.12
Loans and advances	(a)	330,610	7,566	4.60	338,237	5,813	3.47
Debt securities		84,035	684	1.64	90,236	509	1.14
Other assets with returns		62,634	943	3.03	58,520	812	2.80
Other assets		79,883	178		85,056	136	
Total average assets	**(b)**	**611,138**	**10,483**	**3.45**	**619,396**	**8,001**	**2.60**
Financial Institutions		32,531	(740)	4.58	55,482	(895)	3.25
Retail customer funds	(c)	384,748	(1,909)	1.00	378,517	(819)	0.44
Institutional debentures and marketable securities		50,350	(1,234)	4.93	45,179	(769)	3.43
Subordinated liabilities		9,291	(160)	3.46	10,349	(126)	2.46
Other funds with cost		77,919	(834)	2.15	73,588	(745)	2.04
Other funds		56,299	(33)		56,281	(23)	
Total average funds	**(d)**	**611,138**	**(4,911)**	**1.62**	**619,396**	**(3,377)**	**1.10**
Net interest income			5,572			4,624	
Customer spread	(a – c)			3.60			3.03
Balance sheet spread	(b – d)			1.83			1.50

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

- "Other assets with returns" and "other funds with cost" relate largely to the Group's life insurance activity. Net interest income mainly includes 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. This 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.
- Financial institutions on the liabilities side includes repurchase transactions with the Public Treasury.
- 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.

08.2 Profits and earnings performance

| Revenue from services[1]

Income from services (asset management, protection insurance and banking fees) amounted to €2,449 million, +4.4% compared to 2023.

€ million	1st half of 2024	1st half of 2023
Wealth management	851	755
Protection insurance	579	521
Banking fees	1,019	1,071
Revenues from services	2,449	2,347
Memorandum items:		
of which Net fee and commission income: (f)	1,855	1,846
of which Insurance service result: (i)	594	501

[1] This section shows the income broken down by nature and service provided to customers, and which corresponds to the sum of Net fee and commission income and Insurance service result of the income statement in management format. In order to facilitate the traceability of each type of income with respect to the management heading, a (f) is assigned to the income recognised in "Fees and Commissions" and an (i) to income recognised in "Insurance Service Result".

Revenue from wealth management

- **Revenue from wealth management** amounted to €851 million (+12.7% compared to 1st half 2023), largely due to the increase in volumes supported by commercial activity and the positive performance of the markets.
    - **Fees and comissions associated with assets under management** amounted to €610 million (+8.9% over the same period of the previous year).
        - **Commissions from mutual funds, managed accounts and SICAVs** amounted to €458 million (+10.4% over the 1st half of 2023), mainly due to the increase in average assets under management as a result of the markets' performance and positive net subscriptions.
        - **Commissions from pension plans** amounted to €152 million (+4.6% compared to 1st half of 2023).
- **Life-savings insurance**, including Unit Linked, amounted to €241 million (+23.8% compared to the 1st half of 2023).
    - Excluding unit-linked policies, the **life-saving profit** amounted to €183 million, with strong growth compared to the 1st half of 2023 (+28.1%), due to higher volumes in an environment of higher interest rates, which made the offer more attractive to customers.
    - The **Unit Linked result** was €43 million (+16.7% compared to the 1st half of 2023), driven by the increase in assets under management following positive market performance.
    - **Other income from Unit Linked** essentially corresponds to income from BPI Vida e Pensões Unit Linked, which is governed by IFRS9 due to its low risk component, and remained stable compared to the 1st half of 2023.

€ million	1st half of 2024	1st half of 2023
Assets under management	**610**	**560**
Mutual funds, managed accounts and SICAVs (f)	458	415
Pension plans (f)	152	145
Life-savings insurance	**241**	**195**
Life-savings insurance result (i)	183	143
Unit Linked result (i)	43	37
Other income from Unit Linked (f)	15	15
Revenue from wealth management	851	755

CaixaBank

08.2 Profits and earnings performance

Revenue from protection insurance

- **Income from protection insurance** amounted to €579 million (+11.2% compared to the 1st half of 2023) due to the increase in volumes supported by commercial activity and the positive performance of the markets.
  - Revenue from life-risk business amounted to €368 million, up 1.2% compared to the 1st half of 2023.
  - Insurance distribution fees amounted to €211 million (+5.5% compared to the 1st half of 2023).

€ million[1]	1st half of 2024	1st half of 2023
Life-risk insurance (i)	368	321
Insurance distribution (f)	211	200
Revenue from protection insurance	579	521

Banking fees

- **Banking fees** includes income on securities transactions, transactions, risk activities, deposit management, payment methods and wholesale banking. They amounted to €1,019 million in the year (-4.9% less than in the 1st half of 2023).
  - Recurring banking fees fell to €878 million (-5.6% vs. the 1st half of 2023), impacted by lower maintenance fees from card business and current accounts due to the application of bonus programmes.
  - Wholesale banking fees (€141 million, +0.3% compared to the 1st half of 2023) remained stable and were impacted by one-off transactions.

€ million[1]	1st half of 2024	1st half of 2023
Recurring banking fees (f)	878	930
Wholesale banking fees (f)	141	141
Banking fees	1,019	1,071

[1]In order to facilitate the traceability of each type of income with respect to the management heading, a (f) is assigned to the income recognised in "Fees and Commissions" and an (i) to income recognised in "Insurance Service Result".

08.2 Profits and earnings performance

| Other income

Income from equity investments

- Income from the **investee portfolio** declined as a result of the latest divestments.
  - **Dividend income** is impacted by the lower dividends recorded in 2024 by both Telefónica (€43 million in the 1st half of 2024 compared to €61 million in the 1st half of 2023) and BFA (€45 million in the 1st half of 2024 compared to €73 million in the 1st half of 2023). Income from Telefónica fell largely due to the lower stake held in 2024 compared to 2023, while BFA's income was impacted, among other factors, by the unfavorable evolution of the Kwanza exchange rate.
  - **Attributable profit of entities accounted for using the equity method** stands at €121 million. Its trend (-16.5% compared to the 1st half of 2023) is chiefly marked by the extraordinary result of SegurCaixa Adeslas in the 1st half of 2023, arising from the revaluation of its stake in IMQ prior to the increase in the shareholding.

€ million	1st half of 2024	1st half of 2023
Dividend income	98	145
Share of profit/(loss) of entities accounted for using the equity method	121	145
Income from equity investments	220	290

Trading income

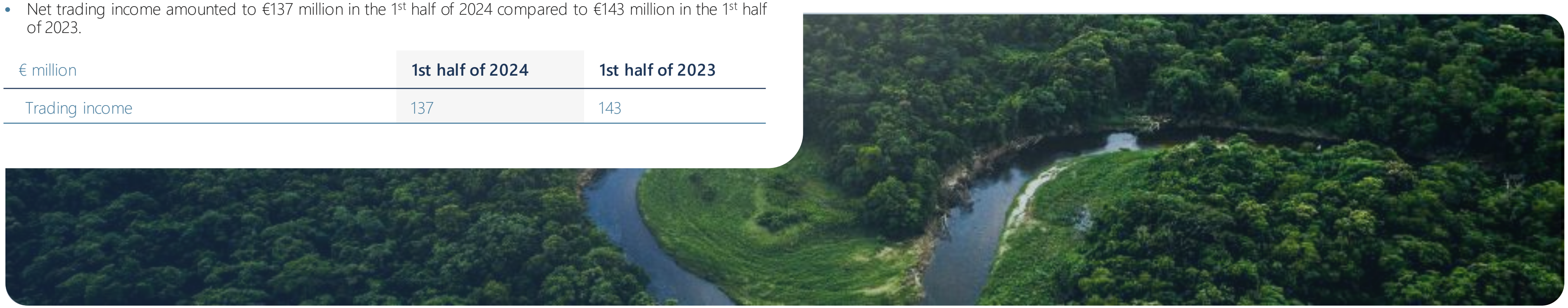
- Net trading income amounted to €137 million in the 1st half of 2024 compared to €143 million in the 1st half of 2023.

€ million	1st half of 2024	1st half of 2023
Trading income	137	143

- **Other operating income and expense** fell to €-677 million from €-730 million in the 1st half of 2023. Among other things, this heading comprises income and charges from non-real estate subsidiaries, rental income and expenses from the management of foreclosed properties and contributions, fees and taxes, notably the recording of the bank tax of €-493 million (€-373 million in 2023). Furthermore, most noteworthy in the 1st half of the year was:
  - The estimate of the Spanish real estate tax of €-21 million (€-22 million in 2023).
  - The contribution to the Portuguese banking sector for €-19 million (€-22 million in 2022).
  - Lower expenses related to the contribution to the SRF[1], as it was not required by the SRB by 2024, after a sufficient level of capitalisation was achieved in 2023 to reach the target level of 1% of guaranteed deposits (€-169 million in 2023).

€ million	1st half of 2024	1st half of 2023
Contributions and levies	(517)	(564)
Other real estate operating income and expense	(31)	(51)
Other	(129)	(115)
Other operating income and expense	(677)	(730)

[1] It includes BPI's contribution to the Portuguese Resolution Fund of €-5 million (same amount in 2023).



08.2 Profits and earnings performance

| Administrative expenses, depreciation and amortisation

Recurring administrative and depreciation expenses amounted to €-3,028 million, up +4.6% compared to the 1st half of 2023.

Personnel expenses up +6.8% compared to the 1st half of 2023, driven by the current inflationary environment and the signing and entry into force of the Agreement on the Implementation of the Collective Bargaining Application Agreement.

General expenses grow (+0.9% compared to the 1st half of 2023) and depreciation and amortisation increased by +2.5%, as a result of the continued investment effort in transformation projects.

The extraordinary expenses in 2023 are entirely associated with the integration of Sa Nostra.

The cost-to-income ratio (12 months) was 39.0% (40.9% at the end of December 2023).

€ million	1st half of 2024	1st half of 2023
Gross income	7,701	6,673
Personnel expenses	(1,863)	(1,744)
General expenses	(776)	(770)
Depreciation and amortisation	(389)	(380)
Recurring administrative expenses, depreciation and amortisation	(3,028)	(2,894)
Extraordinary expenses		(5)

| Allowances for insolvency risk and other charges to provisions

- Allowances for insolvency risk stand at €-487 million, compared to €-456 million in the 1st half of 2023 (-6.7%).

  The **cost of risk (last 12 months)** came to 0.29%.

  The provision models have been calibrated with forward-looking macroeconomic scenarios under the IFRS 9 accounting standard. The half-yearly recalibration process of models in this second quarter, together with the coverage of other risks, has resulted in assigning collective provisions at a specific level, without therefore changing the overall coverage level of the portfolio.

At 30 June 2024, the Group had a collective provisioning fund of €551 million (including PPA provisions).

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

  The trend in this heading was chiefly impacted by the increase in provisions for legal commitments, and to a lesser extent by provisions associated with early retirements at BPI. On the other hand, the 1st half of 2023 included, among others, the availability of provisions for €17 million established in 2021 to cover asset write-downs from the restructuring of the commercial network[1]. When the expense materialises, it is recognised in Gains/(losses) on disposal of assets and others.

€ million	1st half of 2024	1st half of 2023
Insolvency allowances	(487)	(456)
Other charges to provisions	(194)	(100)
Allowances for insolvency risk and other charges to provisions	(681)	(556)
Cost of risk (last 12 months)	0.29%	0.27%

[1] The provision established in 2021 will be available at the end of 2023.

| 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 heading "other" includes, among other aspects, the materialisation of charges associated with the write-downs of assets as part of the aforementioned restructuring of the commercial network and write-downs of intangible assets.

€ million	1st half of 2024	1st half of 2023
Real estate results	(15)	9
Other	(37)	(73)
Gains/(losses) on disposal of assets and others	(53)	(64)

08.3 Business performance

| Balance sheet

The **Group's total assets reached €630,371 million** at 30 June 2024, up +3.8% compared to 31 December 2023.

€ million	Group 30.06.2024	Segmentation by business: Banking and Insurance[1]	BPI	Corporate Centre	Group 31.12.2023
Total assets	630,371	585,760	40,408	4,203	607,167
Total liabilities	594,877	556,429	37,929	519	570,828
Equity	35,494	29,299	2,479	3,717	36,339
Assigned equity	100%	83%	7%	10%	100%

[1] The Group's excess capital, measured as the difference between the Group's total shareholders' equity and the capital allocated to the rest of the businesses, is assigned to the Corporate Centre.

| Loans and advances to customers

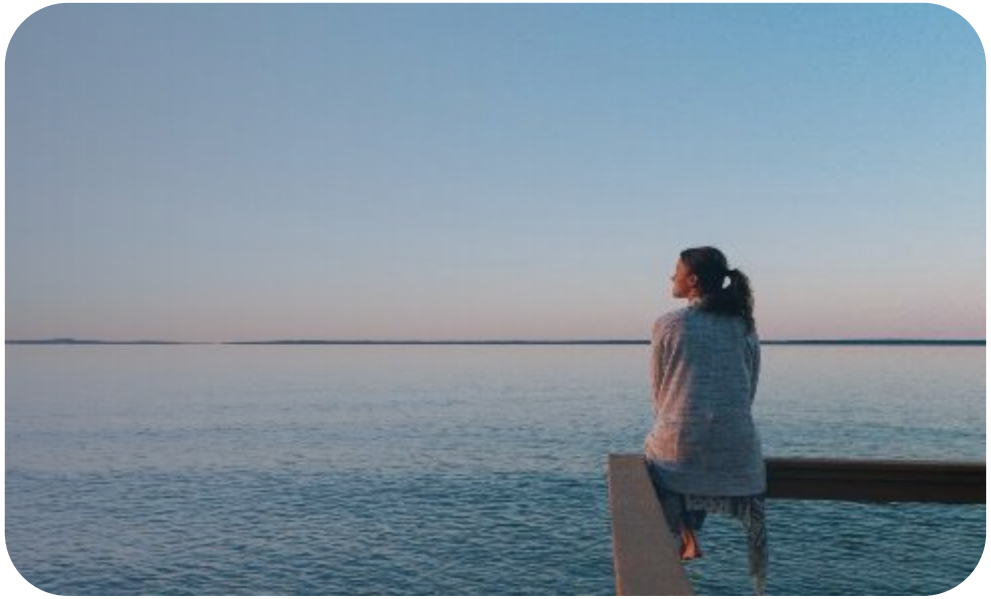
Loans and advances to customers, gross, stood at **€361,646 million** (+2.1% in the year). Particularly noteworthy was the positive seasonal impact of the advance of the double payment to pensioners in June of around €3,700 million (excluding this effect, +1.1% in the year).

Changes by segment include:

- **Loans for home purchases** (-0.4%) continued to be marked by a context of high interest rates. New production indicators show a positive trend, which means that the annual decline will be lower than during 2023.
- **Loans to individuals - Other** has grown +8.6%, impacted by the aforementioned advance of double payments made to shareholders in June (-0.3% stripping out this effect). Consumer lending grew (+3.9%), buoyed by the improvement in production levels.
- Good performance of **Loans to business**, which is the main contributor to the loan book growth, (+2.3%).
- Loans to the **public sector** rose (4.1%), marked by one-off transactions.

€ million	Group 30.06.2024	Segmentation by business: Banking and Insurance	BPI	Group 31.12.2023
Loans to individuals	**178,869**	**162,574**	**16,295**	**175,807**
Home purchases	132,675	117,987	14,688	133,270
Other	46,195	44,587	1,607	42,538
of which: Consumer lending	20,688	19,296	1,391	19,911
Loans to business	**163,763**	**151,655**	**12,107**	**160,018**
Public sector	**19,014**	**17,160**	**1,853**	**18,273**
Loans and advances to customers, gross	361,646	331,390	30,255	354,098
Provisions for insolvency risk	(7,018)	(6,517)	(501)	(7,339)
Loans and advances to customers, net[1]	354,628	324,874	29,754	346,759
Contingent liabilities	29,628	27,241	2,387	29,910

[1] See "Glossary - Financial Information - Reconciliation of activity indicators using management criteria".



08.3 Business performance

| Customer funds

Customer funds amounted to €667,424 million at 30 June 2024 (+5.9% in the year), following the growth in assets under management.

On-balance sheet funds reached €487,807 million (+5.3%).

- **Demand deposits** amounted to €341,399 million (+4.9%), affected by the recurrent seasonality of the 1st half of the year.
- **Term deposits** amounted to €63,015 million (+15.2%).
- **Liabilities under insurance contracts** rose 5.0% to €78,242 million, driven by a favourable interest rate environment for this type of product. Positive performance of unit linked products (+9.1%), spurred by the good performance in the markets.

Assets under management amounted to €172,589 million (+7.3%), impacted by the positive performance of the markets and a positive level of subscriptions.

- Assets managed in **mutual funds**, **managed accounts and SICAVs** amounted to €124,460 million (+8.4%).
- **Pension plans** amounted to €48,129 million (+4.6%), impacted by the good performance of the markets.

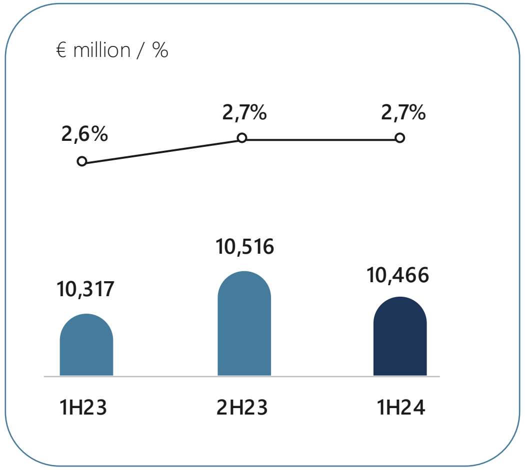
The change in **other accounts** (+13.7%) was the result of the performance of temporary funds associated with transfers and collections.

	Group	Segmentation by business		Group
€ million	30.06.2024	Banking and insurance	BPI	31.12.2023
Customer funds	404,414	374,256	30,158	385,507
Demand deposits	341,399	325,373	16,026	330,799
Term deposits[1]	63,015	48,883	14,132	54,708
Insurance contract liabilities[2]	78,242	78,242		74,538
Of which: Unit Link and other[3]	21,797	21,797		19,980
Reverse repurchase agreements and other	5,151	4,999	152	3,278
On-balance sheet funds	**487,807**	**457,496**	**30,311**	**463,323**
Mutual funds, managed accounts and SICAVs	124,460	119,845	4,615	114,821
Pension plans	48,129	48,129		46,006
Assets under management	**172,589**	**167,974**	**4,615**	**160,827**
Other accounts	**7,029**	**6,950**	**79**	**6,179**
Total customer funds[4]	**667,424**	**632,420**	**35,005**	**630,330**

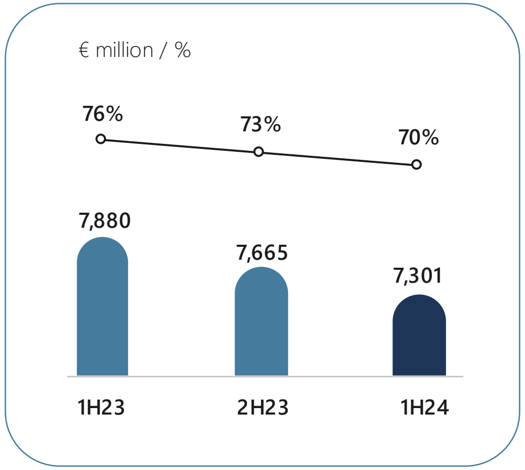
[1] Includes retail loans of €762 million at 30 June 2024 (€1,433 million at 31 December 2023).
[2] Excluding the financial component's correction as a result of updating the liabilities in accordance with IFRS 17, with the exception of Unit Linked and Flexible Investment Life Annuity products (the part 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).
[4] See "Glossary - Financial Information - Reconciliation of activity indicators using management criteria".

08.4 Risk management

NPLs and NPL ratio[1]



Provisions and coverage ratio[1]



Non-performing loans (NPLs) dropped to €10,466 million, a decrease of €-49 million in the year, after active management of non-performing loans, which includes portfolio sales.

The inclusion of prudential default criteria, which started at the end of 2023 (as laid down in the EBA/GL/2016/07 default definition guidelines), was completed in the 1st half of the year, with no material impairment in the organic evolution of credit exposures. The inclusion of these criteria has led to an increase in stage 3 of €579 million in the 1st half of the year. Following this process, practically the entire portfolio identified as default under the prudential criteria[2] will also be recorded as stage 3. This inclusion of criteria is supplementary to those required by the applicable accounting standards.

The **non-performing loan ratio** stood at 2.7 %, compared to 2.7% at 31 December 2023.

Provisions on insolvency risk amounted to €7,301 million and the coverage ratio was 70% (€7,665 million and 73% as at 31 December 2023).

NPL ratio by segment

	Group	Segmentation by business		Group
€ million	30.06.2024	Banking and insurance	BPI	31.12.2023
Loans to individuals	**2.9%**	**3.0%**	**1.6%**	**3.1%**
Home purchases	2.6%	2.8%	1.2%	2.6%
Other	3.7%	3.6%	5.2%	4.5%
Loans to business	**2.9%**	**3.0%**	**2.1%**	**2.9%**
Public sector	**0.1%**	**0.1%**	**0.0%**	**0.1%**
NPL Ratio (loans and contingent liabilities)	2.7%	2.8%	1.6%	2.7%
NPL coverage ratio	70%	68%	97%	73%

[1] Figures include contingent liabilities and loans.
[2] The key criteria for a prudentially defaulted transaction not to be classified as stage 3 can be summarised in three main cases: (i) Difference in the consideration of the default date. The default date in the prudential view is set when the overdue balances exceed certain thresholds (€100 for the retail portfolio and 1% overdue of total debt, and €500 in the non-retail portfolio and 1% overdue of total debt), and it is maintained while the defaults continue to exceed them, even after partial collections. In the accounting view, the date of the oldest receipt in default was updated; (ii) The existence of a cure period only in the prudential view, which holds the transaction in default for 3 months from the moment the debtor/transaction becomes current; (iii) In the prudential view, all the debtor's positions are carried over to default in the case of legal persons, whereas the accountant had to be more than 20% in default to produce such a carry-over.

08.5 Liquidity and financing structure

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 €167,421 million at 30 June 2024,** up €7,217 million from 31 December 2023, largely due to a positive performance of the commercial gap and the contribution of collateral in policy.
- The Group's ***Liquidity Coverage Ratio*** (LCR) at 30 June 2024 was 217%, showing an ample liquidity position (203% LCR average last 12 months) well clear of the minimum requirement of 100% since 2021.
- The ***Net Stable Funding Ratio*** (NSFR) stood at 146% at 30 June 2024, higher than the regulatory minimum of 100% required from June 2021.
- Solid retail financing structure with a **loan-to-deposit** ratio of 87%.
- High stability of the deposit base due to the weighting of **retail deposits** reaching 78.3%[1]. Furthermore, 62.7% of deposits are guaranteed[1].
- **Wholesale funding[2]** amounted to €54,901 million, diversified by instruments, investors and maturities. Wholesale funding for the purpose of managing ALCO's bank liquidity.
- CaixaBank, S.A.'s **available capacity to issue** mortgage and covered bonds amounted to €47,079 million at 30 June 2024.

€ million	30.06.2024	31.12.2023
Total liquid assets (a + b)	167,421	160,204
Institutional financing	54,901	56,227
Loan to Deposits	87%	89%
Liquidity Coverage Ratio	218%	215%
Liquidity Coverage Ratio (last 12 months)	203%	203%
Net Stable Funding Ratio	146%	144%

[1] Based on latest Pillar 3 data (EOP).
2 See "Glossary - Financial Information - Reconciliation of activity indicators using management criteria".

Information on issuances in made in the six months

€ million	Amount	Dates of issue	Maturity	Cost[1]
Additional Tier 1[2]	€750	16/01/2024	Perpetual	7.50% (mid-swap + 5.295%)
Senior non-preferred debt[3]	€1,250	09/02/2024	8 years	4.182% (mid-swap + 1.50%)
Covered Bond - BPI	€500	22/02/2024	6 years and 1 month	3.308% (mid-swap +0.64%)
Senior non-preferred debt[3.4]	USD 1,000	15/03/2024	6 years	5.673% (UST + 1.60%)
Senior non-preferred debt[3.5]	USD 1,000	15/03/2024	11 years and 3 months	6.037% (UST + 1.95%)
Senior preferred debt[3.6]	CHF 300	19/03/2024	6 years	2.175% (SARON mid-swap +1.05%)
Senior preferred debt[7]	AUD 100	17/05/2024	3 years	5.120%
Senior preferred debt	€60	25/06/2024	7 years	3.624% (mid-swap +0.87%)
Covered Bond - BPI	€300	27/06/2024	8 years	3.038% (mid-swap +0.33%)

[1] Meaning the yield on the issue, in relation to the AT1 the coupon is indicated.
[2] Issuance includes a daily call during the 6 months prior to the remuneration review date.
[3] The issue is callable, meaning that the option to redeem them early can be executed before the maturity date.
[4] Equivalent amount on the day of execution in euros: €918 million.
[5] Equivalent amount on the day of execution in euros: €918 million.
[6] Equivalent amount on the day of execution in euros: €315 million.
[7] Equivalent amount on the day of execution in euros: €61 million.

Collateralisation of mortgage covered bonds of CaixaBank, S.A.

€ million / %		30.06.2024	31.12.2023
Mortgage covered bonds issued	a	55,674	56,840
Total coverage (loans + liquidity buffer)	b	103,653	103,418
Collateralisation	b/a	186%	182%
Overcollateralisation	b/a-1	86%	82%
Mortgage covered bond issuance capacity[1]		43,043	41,654

[1] There is also the capacity to issue €4,036 million in regional public sector covered bonds. The liquid assets segregated in the liquidity buffer, if any, are not included in the calculation of the issuance capacity.

08.6 Capital management

- The Common Equity Tier 1 **(CET1) ratio stands at 12.2%.**
  - Its performance was affected by the extraordinary impact from the third SBB programme for €500 million ended in May 2024, resulting in -22 basis points. Furthermore, it prudentially includes the extraordinary impact of the fourth share buyback programme announced in July (deduction of the maximum amount of the programme, €500 million, -22 bps).
  - Organic growth in the 1st half of the year was +101 bp, reduced by the dividend forecast for the year and the payment of the ATI coupon (-75 bp).A slight rebound in market performance and others (+3 bps).
  - The internal CET1 target ratio is set between 11.5% and 12%, which implies a margin of between 300 and 350 basis points in relation to the SREP requirements.
- The Tier 1 ratio reached **14.0%** and the **Total Capital** ratio stood at **16.3%**.
- The leverage ratio stood at **5.6%.**
- The **subordinated MREL** ratio reached **23.7%** and the **total MREL** ratio **26.9%**.These ratios were impacted by the Senior Preferred and Senior Non-Preferred issues mentioned in the liquidity and financing structure section.
- Similarly, **CaixaBank is subject to minimum capital requirements** on a non-consolidated basis. The CET1 ratio in this perimeter was 11.7%.
- **BPI** is also compliant with its minimum capital requirements. Capital ratios at a sub-consolidated level are as follows: CET1 of 13.8%, Tier1 of 15.2% and Total Capital of 17.5%.
- In terms of regulatory requirements, the Group's domestic systemic risk buffer remained at 0.50% for 2024. The countercyclical buffer is estimated at 0.13% for June 2024. As a result, the **capital requirements for 2024** are 8.62% for CET1, 10.45% for Tier 1 and 12.88% for Total Capital. At 30 June, CaixaBank has a margin of 343 basis points, equating to €8,017 million, until the Group’s MDA trigger.
- As for the MREL requirement, in March 2024 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)	% requirement for LRE
Total MREL	24.67%	6.20%
Subordinated MREL	16.63%	6.20%

- 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.

€ million / %	30.06.2024	31.12.2023
Common Equity Tier 1 (CET1)	12.2%	12.4%
Tier 1	14.0%	14.4%
Total capital	16.3%	17.1%
MREL	26.9%	26.8%
Risk-Weighted Assets (RWA)	233,658	228,428
Leverage ratio	5.6%	5.8%

08.7 Shareholder remuneration

On 3 April 2024, **the Entity paid its shareholders 0.3919 euros per share, corresponding to the ordinary dividend** charged to 2023 profits and following the approval at the Annual General Meeting held on 22 March. Following the payment of this dividend, the shareholder returns amounted to €2,889 million in 2023, equivalent to 60% of the consolidated net profit of 2023, in line with the dividend policy approved by the Board of Directors for the 2024 fiscal year and with the target set within the framework of the 2022–2024 Strategic Plan.

The Board of Directors approved on 1 February 2024 the **dividend plan for 2024, which consists of a cash distribution of between 50% and 60% of consolidated net profit,** to be paid in two cash payments: an interim dividend to be paid during November 2024, amounting to between 30% and 40% of the consolidated net profit for the 1st half of 2024, and a final dividend to be paid in April 2025, subject to final approval by the General Meeting of Shareholders. In accordance with the aforementioned dividend plan the corresponding minimum distributed amount for the interim dividend stands at around €800 million. The relevant agreement by the Board of Directors and the definite interim dividend amount will be determined in October 2024.

With regard to the **share buyback programmes (SBB),** under the current Strategic Plan, **in January and May 2024, the second and third share buyback programmes were completed, having acquired 129,404,256 treasury shares for a total amount of €500 million and 104,639,681 treasury shares for a total amount of €500 million, respectively**. After receiving the appropriate regulatory authorisation, an CII was published on 11 July 2024 informing that the Board of Directors agreed to approve a programme for the repurchase of treasury shares for a maximum amount of €500 million, which will commence at some point after 31 July 2024.

Moreover, in May and June 2024, the deeds for the **reduction of the share capital by €129,404,256 and €104,639,681, corresponding to the second and third share purchase programme, respectively, were registered in the Commercial Register.** Consequently, the resulting share capital is fixed at 7,268,087,682 shares, each with a par value of 1 euro.

08.8 Ratings

Agency	Issuer Rating: Long term	Issuer Rating: Short term	Outlook	Senior Preferred Debt	Last review date	Rating of mortgage covered bonds	Last review date mortgage covered bonds
S&P Global Ratings	A-	A-2	Positive	A-	29. Apr. 2024	AA+	18 Jan. 2024
Fitch Ratings	BBB+	F2	Positive	A-	29 May 2024		
Moody's	A3	P-2	Stable	A3	10/07/2024	Aa1	26 Jan. 2024
DBRS	A	R-1 (Low)	Stable	A	11 Mar. 2024	AAA	12 Jan. 2024

During 2024, Moody’s improved CaixaBank's long-term issuer and senior preferred debt ratings to A3 from Baa1, after the improvement of the bank's intrinsic strength rating. S&P Global improved the outlook to positive from stable on CaixaBank's long-term issuer rating. DBRS confirmed CaixaBank's long-term issuer rating at A.

G

Glossary

G.1 Non-financial Information

This glossary contains definitions of the indicators and other terms related to the non-financial information presented in the consolidated half-year management report:

/ Market shares (%)

| Spain

- **Market share of loans to households and enterprises:** the outstanding amount of gross credit granted to households and non-financial corporations resident in Spain. For the numerator, internal data are used, for the denominator, official data published by the Bank of Spain.

- **Market share in household and corporate deposits:** the balance on deposit of households and non-financial corporations resident in Spain is taken into account. For the numerator, internal data are used, for the denominator, official data published by the Bank of Spain.

- **Card turnover:** The share of card turnover includes the amount of purchases made with CaixaBank Payments & Consumer and M2P cards (excluding Portugal). Cards System and Payment Methods (STMP) provides the data for the sector.

- **Market share of long-term savings:** Includes assets managed in investment funds (including managed portfolios), pension plans and savings insurance. This does not include third-party investment funds, only those managed by CaixaBank Asset Management. Source: Inverco, ICEA.

| Portugal

- **Market share in household and corporate deposits:** demand deposits and term deposits. Source: Data produced by CaixaBank based on official data (Bank of Portugal - Monetary and Financial Statistics).

- **Market share in investment funds:** source: APFIPP(Associação Portuguesa de Fundos de Investimento Pensões ePatrimónio) - Fundos de Investimento Mobiliários.

- **Market share in lending for housing:** total resident mortgage loans including securitised loans (estimated market). Data produced by CaixaBank based on official data (Bank of Portugal - Monetary and Financial Statistics).

- **Market share in salary direct deposits:** number of salary direct deposits corrected by a correction factor of 95% due to unavailable information on the Portuguese market. It is considered that 95% of salaried employees receive their salary by direct deposit. Source INE (Instituto Nacionalde Estatistica).

Glossary

G

G.1 Non-financial Information

General

- **Percentage of citizens who have a branch in their municipality:** percentage of the population in Spain with a CaixaBank branch in their municipality (retail branch or dependent teller).
- **Digital customers:** individual customers who have logged in to Now, imagin or other CaixaBank apps (*Pay*, *Sign*) at least once in the last 6 months.
- **Customer:** any natural or legal person with 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.
- **Linked customers:** natural person customers in Spain with 3 or more product families.
- **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.
- **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.
- **Ofibuses:** mobile branches that serve different municipalities on different daily routes and, depending on demand, visit the towns and villages they serve once or several times a month. Besides preventing the financial exclusion of rural areas, this service preserves the direct relationship with customers living in these areas and maintains the bank's commitment to the agricultural and livestock sectors.
- **Total population of the places where the ofimovil service is provided.** Population according to the INE (National Statistics Institute) of the places where ofimovils provide financial services.
- **Active suppliers:** Defined as an active supplier. Suppliers that fulfil any of the following:
    - They have an active Ariba contract with an agreement date within the last 3 years.
    - They have invoiced in the current or previous year.
    - They have been involved in a negotiation in the last 12 months.
- **Managed resources and securities (business model context):** balance of on-balance sheet and off-balance sheet funds under management.

Customer experience and quality

- **Global Customer Experience Index (CEI):** measures CaixaBank's global customer experience on a scale of 0 to 100, in each of the businesses.
- **Net Promoter Score (NPS):** measures customer recommendation on a scale of 0 to 10. The index is the result of the difference between the percentage of Promoter customers (ratings 9-10) and Detractor customers (ratings 0-6).

Human Resources

- **Employees:** total number of employees of the company at the end of the financial year. This figure includes the workforce that pays social security contributions, i.e. it does not include apprentices, temporary agency employees or surplus workers.
- **Employees with a disability (number):** employees working at the Company with a recognised degree of disability equal to or greater than 33%.
- **Investment in training per employee (€):** total investment in training for the year divided by the average workforce.
- **Women in managerial positions from deputy managers of large branches upwards (%):** percentage of women in senior management positions at branches A or B and above out of the total workforce in senior management positions. Data calculated for CaixaBank, S.A.
- **Number of professionals certified in financial advisory services (MiFID II):** Number of employees who have passed the Financial Advice Information Course (CIAF). Other related courses officially recognised by the National Securities Market Commission (CNMV) are also included in this calculation.
- **% Certified professionals:** ratio of the number of certified employees to the total number of key employees in Premier and Private Banking.

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G.1 Non-financial Information

/ Sustainability

- **Assets under management:** Includes investment funds, managed portfolios, SICAVs, pension plans and certain unit-linked products.
- **Type of classification Assets under management under SFDR:** **Article 8:** Financial products and services that foster environmental and/or social characteristics or a combination thereof. **Article 9:** Financial products and services that pursue a sustainable investment objective. **Article 6:** Products and services that take into consideration environmental, social and governance risks in investment decision-making that are not considered under Articles 8 or 9 and also those that do not integrate sustainability risks.
- **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.
- **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 to contribute to maximising the social impact in these sectors.
- **Subsidized housing:** portfolio of housing owned by the Group in which the lessor's situation of vulnerability is taken into consideration to set the rental conditions.
- **MicroBank beneficiaries:** Number of holders and co-holders of microloans granted by MicroBank in the 2022-2024 period.
- **Mobilisation of sustainable financing (Business Spain):** The amount of mobilisation of sustainable financing includes: i) The mobilisation of sustainable financing is the sum of the following items: - 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 and Unit Linked classified under Article 8 and Article 9 of SFDR).
- **Mobilisation of sustainable financing - Businesses in Portugal:** It includes loans to companies (companies + CIBs + institutions) and individuals, as well as participation in the placement of sustainable bonds. 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.
- **SFDR:** Sustainable Finance Disclosure Regulation. EU Sustainable Finance Disclosure Regulation.

G.1 Non-financial Information

The methodology chosen by CaixaBank to estimate emissions financed is "**The Global GHG Accounting and Reporting Standard for the Financial Industry**" (the "standard"), a standard developed by the Partnership for Carbon Accounting Financials (PCAF).

This methodology establishes that financed emissions are always calculated by multiplying an attribution factor (specific to each asset class) by the emissions of the borrower, investee or asset being financed:

Equation 1 – financed emissions

$$\text{Financed emission} = \Sigma \text{Attribution factor} * \text{Emissions}$$

Where: **the attribution factor:** is the portion of the borrower's annual CO2e emissions attributed to the bank.

Issuances: the borrower's annual emissions.

The information about emissions and financial data for the companies that form part of CaixaBank's portfolio are taken at the close of the year reported (in this case 2023).

| Business financing Methodology and calculation

The emissions calculation for this category comprises all loans or lines of credit on the Entity's balance sheet for general corporate purposes, granted to companies, non-profit organisations or any other type of organisation (including SMEs). The calculation is made on a group approach.

Calculation of the attribution factor.

The attribution factor represents the weight of the financing granted by the Entity to the customer. Following the reference of the PCAF standard it is calculated as follows:

Equation 2 - general lending attribution factor

$$\text{Attribution factor}_o = \frac{\text{Outstanding balance to be repaid}}{\text{Enterprise Value Including Cash}_o \text{ (EVIC)}}$$

The corresponding headings have been used to calculate the EVIC at book value (this avoids market volatility hindering the management and fulfilment of decarbonisation commitments). The companies' balance sheet information has been obtained based on internal databases and surveys of the information contained in the companies' balance sheets. Where company financial information is not available, it is not feasible to calculate financed emissions.

Emissions calculation

Based on the information available, the calculation of financed emissions is carried out using two approaches:

a. ***Top-down:*** when information on emissions published by the Group is available.

b. ***Bottom-up:*** when information on emissions published by the Group is not available, emissions are estimated on the basis of the information available (at sector level) from the counterparties that comprise the Group.

Glossary

G.1 Non-financial Information

| Project finance. Methodology and calculation

The Project Finance portfolio comprises all loans to special purpose projects that are on the Entity's balance sheet at year-end. To calculate the PF emissions, only emissions financed over the life of the operation are included.

Calculation of the attribution factor.

The attribution factor in this segment is calculated as follows:

Equation 3 - Project finance attribution factor

$$\text{Attribution factor}_o = \frac{\text{Outstanding balance to be repaid}}{\text{Equity}_e + \text{Debt}_e}$$

Emissions calculation

Based on the information available, the following approaches have been used for the calculation of emissions per scope 1, 2, 3:

- **Approach 1:** this approach uses the reported emissions of the project to be financed.
- **Approach 2:** GHG emissions calculated on the basis of the physical activity of the project to be financed.
- **Approach 3:** GHG emissions calculated on the basis of economic activity and PCAF intensity factors.

| Mortgages and CRE. Methodology and calculation

The mortgage portfolio comprises mortgage-backed loans on the Entity's balance sheet for the purchase or refinancing of residential properties, including individual and single-family homes. The ***Commercial Real Estate*** (CRE) portfolio comprises mortgage-backed loans on the Entity's balance sheet for the purchase or refinancing of properties for commercial purposes. Loans for consumer purposes, and those for the construction/refinancing of housing and/or properties for commercial purposes are excluded from the scope.

Calculation of the attribution factor.

The attribution factor in this segment is calculated as follows:

Equation 4 – mortgages and CRE attribution factor

$$\text{Attribution factor}_o = \frac{\text{Outstanding balance of the property to be depreciated}}{\text{Value of the property at source}_e}$$

Emissions calculation

Based on the information available, the following approaches have been used for the calculation of emissions per scope 1 and 2 of the properties:

- Energy certificate of the property. The EPC may be actual, estimated, inferred or modelled.
- Institute for Energy Diversification and Saving or PCAF/CRREM depending on the type of building.

| Investment portfolio. Methodology and calculation

The investment portfolio includes corporate fixed income and equities. The fixed income scope includes investments in financial bonds issued by private entities, excluding green bonds. The equity scope comprises the Entity's holdings in other companies, including holdings in listed and unlisted companies.

Calculation of the attribution factor.

The attribution factor in this segment is calculated as follows:

Equation 5 – investment portfolio attribution factor

$$\text{Attribution factor}_o = \frac{\text{Net carrying amount}}{\text{Enterprise Value Including Cashe (EVIC)}_e}$$

Emissions calculation

Based on the available information, the following approaches have been used to calculate the financed emissions for each of Scopes 1, 2 and 3:

- **Approach 1:** this approach uses the emissions reported by the company.
- **Approach 2:** GHG emissions calculated on the basis of the company's economic activity and GHG intensity factors.

CaixaBank

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G.1 Non-financial Information

| Vehicles. Methodology and calculation

This portfolio comprises loans to companies and individuals for the purchase of motor vehicles.

Calculation of the attribution factor.

The attribution factor in this segment is calculated as follows:

Equation 6 – vehicle attribution factor

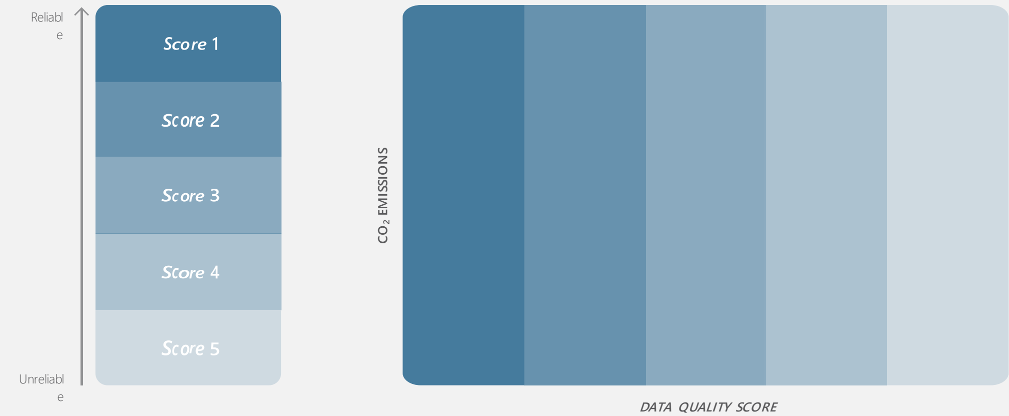
$$\text{Attribution factor}_c = \frac{\text{Outstanding balance to be repaid}}{\text{Total loan value}_e}$$

Emissions calculation

In view of the low availability of information on the actual emissions (Scope 1 emissions) of each vehicle, an estimate of the emissions financed is performed on the basis of the following proxies: average emission factor according to vehicle type and average kilometres driven according to vehicle type.

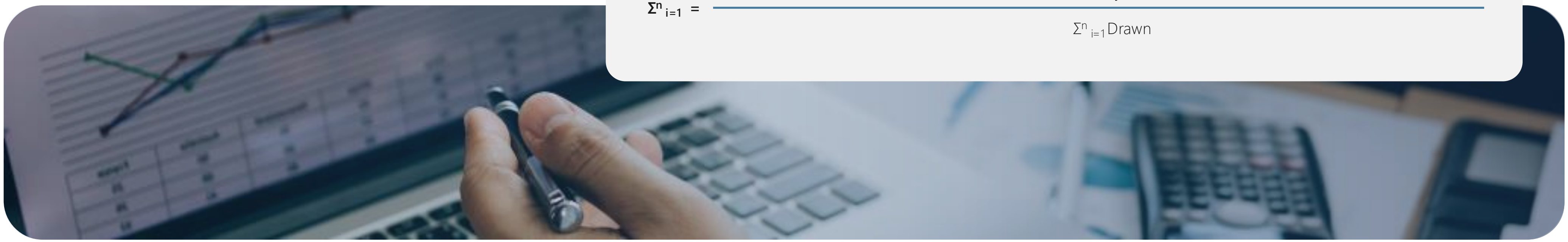
| *Data quality*

On the basis of the estimation methodology used, the PCAF establishes a quality level on the degree of certainty of the estimates (*Data Quality Score* or *DQ Score*). More specifically, the PCAF establishes 5 levels of *DQ Score:*



To provide a representative indication of the average quality of the data used, the quality scores have been normalised on the basis of the amount drawn down (weighted average), using the following formula:

$$\Sigma^{n}_{i=1} = \frac{\text{Drawn x Data Quality Score (DQ Score)}_i}{\Sigma^{n}_{i=1}\text{Drawn}}$$



CaixaBank

G.2 Financial Information

Besides the financial information, prepared pursuant to International Financial Reporting Standards (IFRS), this document contains certain Alternative Performance Measures (APMs), as defined in the Guidelines on Alternative Performance Measures published by the *European Securities and Markets Authority* on 30 June 2015 (ESMA/2015/1057 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 those presented in the consolidated financial statements. Figures are presented in millions of euros unless the use of another unit is stated explicitly.

G.2 Financial Information

| Profitability and efficiency

Customer spread [1]

Allows the Group to track the spread between interest income and costs for customers.

It is extracted from the result of dividing the following concepts:

- 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).
- 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).

€ million		1H24	1H23
Numerator	Annualised half-year income from loans and advances to customers	15,215	11,722
Denominator	Net average balance of loans and advances to customers	330,610	338,237
(a)	**Average yield rate on loans (%)**	**4.60**	**3.47**
Numerator	Annualised half-year cost of on-balance sheet retail customer funds	3,839	1,652
Denominator	Average balance of on-balance sheet retail customers funds	384,748	378,517
(b)	**Average cost rate of retail customer funds (%)**	**1.00**	**0.44**
	Customer spread (%) (a-b)	3.60	3.03

Balance sheet spread [1]

Allows the Group to track the spread between interest income and cost for its on-balance sheet assets and liabilities.

It is extracted from the result of dividing the following concepts:

- Average rate of return on assets (annualised interest income for the half year divided by total average assets for the period).
- Average cost of funds (annualised interest expenses for the half year divided by total average funds for the period).

€ million		1H24	1H23
Numerator	Annualised half-year interest income	21,081	16,135
Denominator	Average total assets for the half year	611,138	619,396
(a)	**Average return rate on assets (%)**	**3.45**	**2.60**
Numerator	Annualised half-year finance expenses	9,876	6,810
Denominator	Average total funds in the half-year period	611,138	619,396
(b)	**Average cost of fund rate (%)**	**1.62**	**1.10**
	Balance sheet spread (%) (a-b)	1.83	1.50

ROE

Allows the Group to monitor the return on its shareholder equity.

It is extracted from the result of dividing the following concepts:

- (i) profit/(loss) attributable to the Group (adjusted by the amount of the Additional Tier 1 coupon reported in shareholder equity
- average shareholder equity plus valuation adjustments for the last 12 months (calculated as the average value of the monthly average balances).

€ million		1H24	1H23
(a)	Profit/(loss) attributable to the Group 12M	5,355	3,692
(b)	Additional Tier 1 coupon	(279)	(257)
Numerator	**Adjusted profit/(loss) attributable to the Group 12M (a+b)**	**5,076**	**3,435**
(c)	Average shareholder equity 12M	37,213	35,832
(d)	Average valuation adjustments 12M	(1,874)	(2,003)
Denominator	**Average shareholder equity + valuation adjustments 12M (c+d)**	**35,340**	**33,830**
	ROE (%)	14.4%	10.2%

[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.

G.2 Financial Information

ROTE

Metric used to measure the return on a company's tangible equity.

It is extracted from the result of dividing the following concepts:

- Profit attributable to the Group (adjusted by the amount of the Additional Tier 1 coupon reported in shareholder equity)
- 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).

€ million		1H24	1H23
(a)	Profit/(loss) attributable to the Group 12M	5,355	3,692
(b)	Additional Tier 1 coupon	(279)	(257)
Numerator	**Adjusted profit/(loss) attributable to the Group 12M (a+b)**	**5,076**	**3,435**
(c)	Average shareholder equity 12M	37,213	35,832
(d)	Average valuation adjustments 12M	(1,874)	(2,003)
(e)	Average intangible assets 12M	(5,369)	(5,312)
Denominator	**Average shareholder equity + valuation adjustments excluding intangible assets (c+d+e)**	**29,971**	**28,517**
	ROTE (%)	16.9%	12.0%

ROA

Ratio that measures the level of return relative to assets.

It is extracted from the result of dividing the following concepts:

- Net profit/(loss) (adjusted by the amount of the Additional Tier 1 coupon reported in shareholder equity).
- Average total assets for the last 12 months (calculated as the average value of the daily balances of the analysed period).

€ million		1H24	1H23
(a)	Profit/(loss) after tax and before minority interest 12M	5,358	3,694
(b)	Additional Tier 1 coupon	(279)	(257)
Numerator	**Adjusted net profit 12M (a+b)**	**5,079**	**3,438**
Denominator	**Average total assets 12M**	**614,708**	**658,680**
	ROA (%)	0.8%	0.5%

RORWA

Ratio that measures the return based on risk-weighted assets.

It is extracted from the result of dividing the following concepts:

- Net profit/(loss) (adjusted by the amount of the Additional Tier 1 coupon reported in shareholder equity).
- Average total risk-weighted assets for the last 12 months (calculated as the average value of the quarterly average balances).

€ million		1H24	1H23
(a)	Profit/(loss) after tax and before minority interest 12M	5,358	3,694
(b)	Additional Tier 1 coupon	(279)	(257)
Numerator	**Adjusted net profit 12M (a+b)**	**5,079**	**3,438**
Denominator	**Risk-weighted assets (regulatory) 12M**	**227,217**	**215,623**
	RORWA (%)	2.2%	1.6%

Cost-to-income ratio

Metric widely used in the banking sector to compare the cost to income generated.

It is extracted from the result of dividing the following concepts:

- Operating expenses (administrative expenses and depreciation and amortisation).
- Gross income (or core income for the core cost-to-income ratio), for the last 12 months.

€ million		1H24	1H23
Numerator	**Administrative expenses, depreciation and amortisation 12M**	**5,951**	**5,677**
Denominator	**Gross income 12M**	**15,259**	**12,346**
	Cost-to-income (%)	39.0%	46.0%
Numerator	**Administrative expenses, depreciation and amortisation stripping out extraordinary expenses 12M**	**5,947**	**5,645**
Denominator	**Gross income 12M**	**15,259**	**12,346**
	Cost-to-income ratio stripping out extraordinary expenses (%)	39.0%	45.7%
Numerator	**Administrative expenses, depreciation and amortisation stripping out extraordinary expenses 12M**	**5,947**	**5,645**
Denominator	**Core income 12M**	**16,151**	**13,197**
	Core cost-to-income ratio (%)	36.8%	42.8%

G.2 Financial Information

Core income

recurring income related to the banking and insurance business. They include the following items:

- Net interest income
- Net fee and commission income
- Insurance service result
- Income from Bancassurance equity investments

It enables the monitoring of recurring income from banking and insurance activities.

€ million	1H24	1H23
Net interest income	5,572	4,624
Income from Bancassurance equity investments	102	139
Net fee and commission income	1,855	1,846
Insurance service result	594	501
Core income	8,124	7,110

| Risk management

Cost of risk (CoR)

Metric used to monitor allowances for insolvency risk on the lending portfolio.

It is extracted from the result of dividing the following concepts:

- **Total allowances for insolvency risk (twelve months).**
- Average of gross loans to customers plus contingent liabilities, using management criteria (calculated as the average value of the monthly closing balances).

En millones de euros		1H24	1H23
Numerator	Allowances for insolvency risk 12M	1,128	1,062
Denominator	Average of gross loans + contingent liabilities 12M	384,622	390,562
	Cost of risk (%)	0.29%	0.27%

NPL ratio

Indicator used to monitor and track the change and quality of the loan portfolio.

It is extracted from the result of dividing the following concepts:

- **Non-performing loans and advances** to customers and contingent liabilities, using management criteria.
- **Total gross loans to customers** and contingent liabilities, using management criteria.

€ million		30.06.2024	31.12.2023
Numerator	NPLs and advances to customers + contingent liabilities	10,466	10,516
Denominator	Total gross loans and contingent liabilities	391,273	384,008
	Non-performing loan ratio (%)	2.7%	2.7%

NPL coverage

Indicator used to monitor NPL coverage via provisions.

It is extracted from the result of dividing the following concepts:

- total credit loss provisions for loans and advances to customers and contingent liabilities, using management criteria.
- Non-performing loans and advances to customers and contingent liabilities, using management criteria.

€ million		30.06.2024	31.12.2023
Numerator	Provisions on loans and contingent liabilities	7,301	7,665
Denominator	NPLs and advances to customers + contingent liabilities	10,466	10,516
	Coverage ratio (%)	70%	73%

G.2 Financial Information

| Liquidity

Total Liquid Assets

Shows the Entity's liquidity position.

It consists of the sum of:

- HQLAs (High Quality Liquid Assets, within the meaning of Commission Delegated Regulation of 10 October 2014).
- Available under the facility with the European Central Bank (non-HQLA).

€ million		1H24	1H23
Numerator	High quality liquid assets (HQLAs)	106,813	98,110
Denominator	Available under ECB policies (non-HQLA)	60,607	48,536
	Total liquid assets (a + b)	167,421	146,646

Loan to deposits

Metric showing the retail funding structure (allows us to value the proportion of retail lending being funded by customer funds).

It is extracted from the result of dividing the following concepts:

- Net loans and advances to customers using management criteria excluding brokered loans (funded by public institutions).
- Customer deposits and accruals.

€ million		30.06.2024	31.12.2023
Numerator	**Loans and advances to customers, net (a-b-c)**	**351,351**	**343,758**
(a)	Loans and advances to customers, gross	361,646	354,098
(b)	Provisions for insolvency risk	7,018	7,339
(c)	Brokered loans	3,277	3,001
Denominator	**Customer deposits and accruals (d+e)**	**405,132**	**385,881**
(d)	Customer deposits	404,414	385,507
(e)	Accruals included in Reverse repurchase agreements and other	718	375
	Loan to Deposits (%)	87%	89%

| Market ratios

Indicators that provide insight into the value of a company. They are used by investors to decide whether or not to invest in a particular company.

EPS (Earnings per share)

It is extracted from the result of dividing the following concepts:

- Profit/(loss) attributable to the Group (adjusted by the amount of the Additional Tier 1 coupon reported in shareholders' equity).
- Average number of shares outstanding.

€ million		1H24	1H23
Numerator	**Profit/(loss) attributable to the Group 12M**	**5,355**	**3,692**
Denominator	**Average number of shares outstanding, net of treasury shares**[1]	**7,387**	**7,566**
	EPS (Earnings per share)	0.72	0.49
	Additional Tier 1 coupon	(279)	(257)
Numerator	**Numerator adjusted by AT1 coupon**	**5,076**	**3,435**
	EPS (Earnings per share) adjusted by AT1 coupon	0.69	0.45

[1] 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.

G.2 Financial Information

PER (Price-to-earnings ratio)

It is extracted from the result of dividing the following concepts:

- Share price.
- Earnings per share (EPS).

€ million		1H24	1H23
Numerator	Share price at the end of the period	4.943	3.787
Denominator	Earnings per share (EPS)	0.72	0.49
	PER (*Price-to-earnings ratio*)	6.82	7.76

Dividend yield

It is extracted from the result of dividing the following concepts:

- Dividends paid (in shares or cash) in the last year.
- Share price at the end of the period.

€ million		1H24	1H23
Numerator	Dividends paid (in shares or cash) last financial year	0.39	0.23
Denominator	Share price at the end of the period	4.943	3.787
	Dividend yield (%)	7.93%	6.09%

[1] 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 having been redeemed yet) 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.

Book value per share (BVPS)1

It is extracted from the result of dividing the following concepts:

- Net equity less minority interests.
- the number of outstanding shares at a specific date.

Tangible book value per share (TBVPS)[1]

quotient between:

- equity less minority interests and intangible assets.
- the number of outstanding shares at a specific date.

P/BV

quotient between:

- Share price at the end of the period.
- Book value.

P/BV tangible

quotient between:

- Share price at the end of the period.
- Intangible book value.

€ million		1H24	1H23
(a)	Equity	35,494	34,044
(b)	Minority interests	(32)	(32)
Numerator	**Adjusted equity (c=a+b)**	**35,462**	**34,012**
Denominator	**Shares outstanding, net of treasury shares (d)**	**7,260**	**7,495**
e=(c/d)	Book value (€/share)	4.88	4.54
(f)	Intangible assets (reduce adjusted equity)	(5,339)	(5,363)
g=[(c+f)/d]	Tangible book value (€/share)	4.15	3.82
(h)	Share price at the end of the period	4.943	3.787
h/e	P/BV (Share price divided by book value)	1.01	0.83
h/g	P/BV tangible (Share price divided by tangible book value)	1.19	0.99

G.2 Financial Information

| 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 at fair value through profit or loss (net).
- Gains/(losses) on financial assets and liabilities held for trading, net.
- Gains/(losses) from hedge accounting, net.
- Exchange differences (net).

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 or 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.

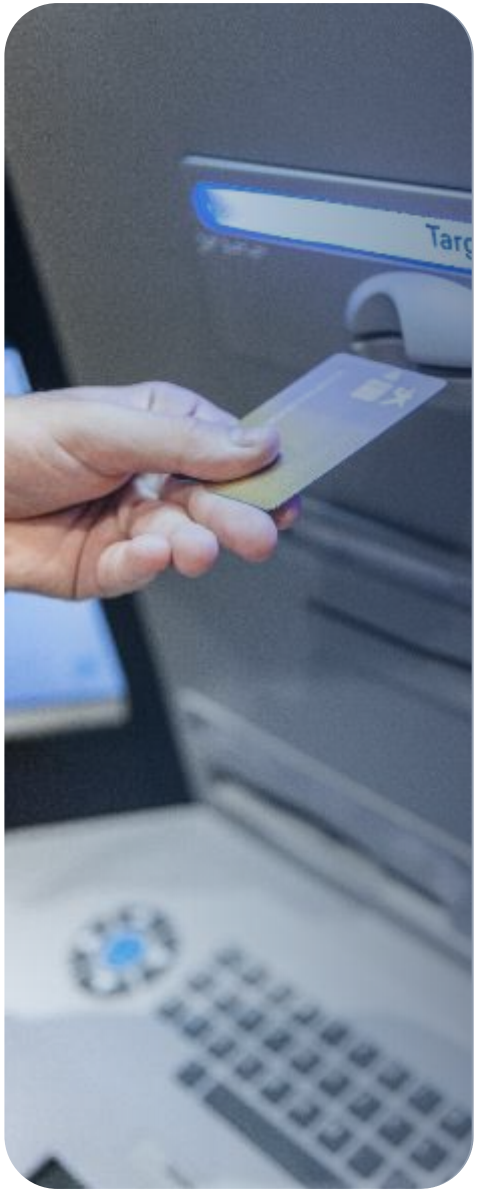
- Impairment/(reversal) of impairment losses on financial assets not measured at fair value through profit or loss, excluding balances corresponding to Loans and advances to customers, using management criteria.
- Provisions/(reversal) of provisions, excluding provisions corresponding to contingent liabilities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



G.2 Financial Information

/ Reconciliation of activity indicators using management criteria

| Loans and advances to customers, gross

€ million	30.06.2024	31.12.2023
Financial assets at amortised cost – Customers (Public Balance Sheet)	**351,707**	**344,384**
Clearing houses and sureties provided in cash	(1,681)	(1,584)
Other, non-retail, financial assets	(249)	(260)
Fixed income bonds considered retail financing (Financial assets at amortised cost – Public debt securities, Public Balance Sheet)	**4,851**	**4,219**
Provisions for insolvency risk	**7,018**	**7,339**
Loans and advances to customers (gross) using management criteria	**361,646**	**354,098**

| Institutional financing for the purpose of managing bank liquidity

€ million	30.06.2024	31.12.2023
Financial liabilities at amortised cost - Debt securities issued (Public Balance Sheet)	**54,439**	**56,755**
Wholesale funding not considered for the purpose of managing bank liquidity	**(3,581)**	**(4,570)**
Securitisation bonds	(769)	(918)
Value adjustments	(2,403)	(2,576)
Retail	(762)	(1,433)
Issues acquired by companies within the group and other	354	356
Customer deposits for the purpose of managing bank liquidity[1]	**4,043**	**4,043**
Institutional financing for the purpose of managing bank liquidity	**54,901**	**56,227**

[1] Comprising €4,010 million in multi-issuer covered bonds (net of retained issues) and €33 million in subordinated deposits. At 31 December 2023, 4,€635 million and €33 million, respectively.

| Customer funds

€ million	30.06.2024	31.12.2023
Financial liabilities at amortised cost – Customer deposits (Public balance sheet)	**422,721**	**397,499**
Non-retail financial liabilities (registered under Financial liabilities at amortised cost – Customers deposits)	**(13,918)**	**(10,148)**
Multi-issuer covered bonds and subordinated deposits	(4,043)	(4,043)
Counterparties and other	(9,875)	(6,105)
Retail funds (registered under Financial liabilities at amortised cost – Debt securities)	**762**	**1,433**
Retail issues and other	762	1,433
Insurance contract liabilities, using management criteria	**78,242**	**74,538**
Total on-balance sheet customer funds	**487,807**	**463,323**
Assets under management	**172,589**	**160,827**
Other accounts[1]	**7,029**	**6,179**
Total customer funds	**667,424**	**630,330**

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

| Insurance contract liabilities

€ million	30.06.2024	31.12.2023
Insurance contract liabilities (Public Balance Sheet)	**72,556**	**70,240**
Financial component's correction as a result of updating the liabilities in accordance with IFRS 17 (excluding Unit Link and other)	1,536	278
Financial liabilities designated at fair value through profit or loss (Public Balance Sheet)	**3,399**	**3,283**
Other financial liabilities not considered as Insurance contract liabilities	(3)	(2)
Financial liabilities of BPI Vida registered under Financial liabilities at amortised cost - Customer deposits	**754**	**739**
Insurance contract liabilities, using management criteria	**78,242**	**74,538**

G.2 Financial Information

| Reconciliation between the vision of accounting income and the vision of income by nature and service provided.

Below is the reconciliation of income between both visions.

> Income according to accounting heading

€ million		1st half of 2024	1st half of 2023
Net interest income	(a)	5,572	4,624
Recurring banking fees	(b)	878	930
Majority bank fees	(c)	141	141
Insurance distribution	(d)	211	200
Mutual funds, managed accounts and SICAVs	(e)	458	415
Pension plans	(f)	152	145
Other income from Unit Linked [1]	(g)	15	15
Net fee and commission income	(h)	1,855	1,846
Life-risk insurance result	(i)	368	321
Life-savings insurance result	(j)	183	143
Unit Linked result	(k)	43	37
Insurance service result	(l)	594	501
Income from insurance investees[2]	(m)	102	139
Other income from investees	(n)	117	151
Income from equity investments	(o)	220	290
Trading income	(p)	137	143
Other operating income and expense	(q)	(677)	(730)
Gross income		**7,701**	**6,673**
Of which income from services	(h)+(l)	2,449	2,347
Of which core income	(a)+(h)+(l)+(m)	8,124	7,110

> Income broken down by nature and service provided

€ million		1st half of 2024	1st half of 2023
Net interest income	(a)	5,572	4,624
Assets under management	(e)+(f)	610	560
Life-savings insurance	(g)+(j)+(k)	241	195
Revenues from wealth management	(r)	851	755
Life-risk insurance	(i)	368	321
Fees and commissions from the sale of insurance products	(d)	211	200
Revenues from protection insurance	(s)	579	521
Recurring banking fees	(b)	878	930
Wholesale banking fees	(c)	141	141
Banking fees	(t)	1,019	1,071
Income from insurance investees[2]	(m)	102	139
Other income from investees	(n)	117	151
Trading income	(p)	137	143
Other operating income and expense	(q)	(677)	(730)
Other income		(320)	(297)
Gross income		**7,701**	**6,673**
Of which income from services	(r)+(s)+(t)	2,449	2,347
Of which core income	(a)+(r)+(s)+(t)+(m)	7,701	6,673

[1] Mainly correspond to income from Unit Linked of BPI Vida e Pensões, which given their low-risk component are governed by IFRS 9 and are recognised in "Fees and commissions".
[2] Includes equity accounting of SegurCaixa Adeslas and income of other bancassurance investees.

A

Annexes

CaixaBank

/ Group structure

CaixaBank Group 45,349 » CaixaBank, S.A. 36,582 | Credit institution Spain

> Business support

GROUP ENTITIES

664 CaixaBank Operational Services (100%)
Services for backoffice administration

981 CaixaBank Tech (100%)
Provision of IT services

189 CaixaBank Facilities Management (100%)
Project management, maintenance, logistics and procurement

127 CaixaBank Advanced Business Analytics (100 %)
Development of digital projects

ASSOCIATES AND JOINT VENTURES

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

> Business activity

647 CaixaBank Payments & Consumer (100%)
Consumer finance and payment methods

41 Wivai SelectPlace S.A.U (100%)
Product marketing

9 Telefónica Consumer Finance (50%)
Consumer finance

8 CaixaBank Equipment Finance (100%)
Vehicle and equipment leasing

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

225 Building Center (100%)
Holder of property assets

Bankia Habitat (100%)
Real-estate administration, management and operation

Living Center (100%)
Real estate development

Coral Homes (20%)
Real estate services

Gramina Homes (20%)
Real-estate administration, management and operation

846 VidaCaixa (100%)
Life insurance and pension fund management

72 BPI Vida e Pensões (100%)
Life insurance and pension fund management

20 Bankia Mediación (100%)
Banking-insurance operator

1 VidaCaixa Mediació (100%)
Insurance

SegurCaixa Adeslas (49.9%)
Non-life insurance

269 CaixaBank Asset Management (100%)
Management of collective investment undertakings

46 BPI Gestão de ativos (100%)
Management of collective investment undertakings

9 CaixaBank AM Luxembourg (100%)
Management of collective investment undertakings

4,255 Banco BPI (100%)
Credit institution

Companhia de Seguros Allianz Portugal (35%)
Insurance

Banco comercial e de Investimentos (36%)
Credit institution in Mozambique

62 Imaginersgen (100%)
Management of youth sector of the bank

44 Nuevo MicroBank (100%)
Financing of microloans

37 CaixaBank Wealth Management Luxembourg (100%)
Credit institution Luxembourg

8 BPI Suisse (100%)
Credit institution Switzerland.

10 CaixaBank Titulización (100%)
Securitisation fund management

16 Open Wealth (100%)
Independent wealth consultancy services

N.B.: 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. (153 employees), Unión de Crédito para la Financiación Mobiliaria e Inmobiliaria, E.F.C., S.A.U. (14), Puerto Triana, S.A.U. (8), Líderes de Empresa Siglo XXI, S.L. (6), among others.

→ Number of employees.

Company subgroups.

(%) Percentage stake at 30 June 2024.

This version of our report is a free translation of the original, which was prepared in Spanish. All possible care has been taken to ensure that the translation is an accurate representation of the original. However, in all matters of interpretation of information, views or opinions, the original language version of our report takes precedence over this translation.

Independent limited assurance report on financed greenhouse gas emissions

To the management of CaixaBank, S.A.

We have undertaken a limited assurance engagement of the financed greenhouse gas emissions (hereinafter 'financed emissions') of CaixaBank, S.A., Banco BPI, S.A. and CaixaBank Payments & Consumer E.F.C., E.P., S.A.U. (hereinafter, 'CaixaBank') for the year ended 31 December 2023, comprising the financed emissions and the explanatory notes, included in Document 1 and Document 2 accompanying this report. This engagement was conducted by a team of sustainability and climate change assurance practitioners.

CaixaBank, S.A.'s management responsibility for financed emissions

The financed emissions have been prepared by CaixaBank, S.A,'s management under the responsibility of the CaixaBank, S.A.'s directors and will be part of the Interim Consolidated Management Report for the six months period ended 30 June 2024. These financed emissions have been prepared in accordance with their internal procedures "*Huella de carbono financiada. Metodología de cálculo. Gobernanza*", "*Huella de carbono financiada. Metodología de cálculo. Hipotecas y CRE*", "*Huella de carbono financiada. Metodología de cálculo. Financiación Empresarial*", "*Huella de carbono financiada. Metodología de cálculo. Project Finance*", "*Huella de carbono financiada. Metodología de cálculo. Autos*", "*Huella de carbono financiada. Metodología de cálculo. Renta fija*" and "*Huella de carbono financiada. Metodología de cálculo. Renta variable*", described in Document 2 accompanying this report. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of financed emissions that are free from material misstatement, whether due to fraud or error.

Greenhouse gas emissions quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

The information contained in the CaixaBank's financed emissions needs to be read and understood together with the internal procedures applied to its preparation, described in Document 2 accompanying this report, which CaixaBank, S.A. is solely responsible for selecting and applying. The absence of a significant body of established practice on which to draw to evaluate and measure the financed emissions allows for different, but acceptable, measurement techniques and can affect comparability between entities and comparability over time.

It is acknowledged by stakeholders globally, including regulators, that there are significant limitations in the availability and quality of greenhouse gas emissions data from third parties, resulting in the extensive use of proxy data. This limitation has resulted in the Partnership for Carbon Accounting Financials ('PCAF') establishing a data quality score which is incorporated into the internal procedures of CaixaBank, described in Document 2 accompanying this report. It is anticipated that the principles and methodologies used to measure and report the CaixaBank's financed emissions will develop over time and may be subject to change in line with market practice and regulation, impacting comparability year-on-year.

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R. M. Madrid, Hoja M-63.988, folio 75, tomo 9.267, libro 8.054, sección 3ª
Inscrita en el R.O.A.C. con el número S0242 - NIF: B-79031290

Our independence and quality management

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

Our firm applies International Standard on Quality Management 1, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our responsibility

Our responsibility is to express a limited assurance conclusion on the financed emissions based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with the International Standard on Assurance Engagements 3410 (ISAE 3410), 'Assurance Engagements on Greenhouse Gas Statements' issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC). That standard requires that we plan and perform this engagement to obtain limited assurance about whether financed emissions are free from material misstatement.

A limited assurance engagement undertaken in accordance with ISAE 3410 involves assessing the suitability in the circumstances of CaixaBank's use of applicable criteria as the basis for the preparation of the financed emissions, assessing the risks of material misstatement of the financed emissions whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the financed emissions. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we:

- Through inquiries and meetings with personnel of CaixaBank's various departments who have been involved in the preparation of the financed emissions, obtained an understanding of CaixaBank's control environment and information systems relevant to emissions quantification and reporting, but did not evaluate the design of particular control activities, obtain evidence about their implementation or test their operating effectiveness.

- Evaluated whether CaixaBank's methods for developing estimates are appropriate and had been consistently applied. However, our procedures did not include testing the data on which the estimates are based or separately developing our own estimates against which to evaluate CaixaBank's estimates.

- Verified, through analytical and substantive tests based on the selection of a sample, the information (activity data, calculations and information generated) used to determine CaixaBank's financed emissions and the correct compilation of information based on the internal procedures applied by CaixaBank.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained if we had performed a reasonable assurance. Accordingly, we do not express a reasonable assurance opinion about whether CaixaBank's financed emissions has been prepared, in all material respects, in accordance with their internal procedures, "*Huella de carbono financiada. Metodología de cálculo. Gobernanza*", "*Huella de carbono financiada. Metodología de cálculo. Hipotecas y CRE*", "*Huella de carbono financiada. Metodología de cálculo. Financiación Empresarial*", "*Huella de carbono financiada. Metodología de cálculo. Project Finance*", "*Huella de carbono financiada. Metodología de cálculo. Autos*", "*Huella de carbono financiada. Metodología de cálculo. Renta fija*" and "*Huella de carbono financiada. Metodología de cálculo. Renta variable*", applied as explained in Document 2 accompanying this report.

Limited assurance conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention which may lead us to believe that CaixaBank, S.A., Banco BPI, S.A. and CaixaBank Payments & Consumer E.F.C., E.P., S.A.U. financed emissions for the year ended 31 December 2023 are not prepared, in all material aspects, in accordance with the internal procedures applied, "*Huella de carbono financiada. Metodología de cálculo. Gobernanza*", "*Huella de carbono financiada. Metodología de cálculo. Hipotecas y CRE*", "*Huella de carbono financiada. Metodología de cálculo. Financiación Empresarial*", "*Huella de carbono financiada. Metodología de cálculo. Project Finance*", "*Huella de carbono financiada. Metodología de cálculo. Autos*", "*Huella de carbono financiada. Metodología de cálculo. Renta fija*" and "*Huella de carbono financiada. Metodología de cálculo. Renta variable*", described in Document 2 accompanying this report.

Use and distribution

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

PricewaterhouseCoopers Auditores, S.L.

PRICEWATERHOUSECOOPERS AUDITORES, S.L.

Original in Spanish signed by
Juan Ignacio Marull Guasch

31 July 2024

Document 1. Financed greenhouse gas emissions of CaixaBank, S.A., Banco BPI, S.A. and CaixaBank Payments & Consumer E.F.C., E.P., S.A.U. for the year ended 31 December 2023

Table 1.1. 2023 aggregated financed emissions of CaixaBank, S.A., Banco BPI, S.A. and CaixaBank Payments & Consumer E.F.C., E.P., S.A.U.

	Exposición		Emisiones absolutas		Intensidad económica	Data Quality Score	
Emission by asset class	**Total exposure in scope (€MM)**	**% of exposure calculated**	**Scope 1+2 emissions (ktCO_2e)**	**Scope 3 emissions (ktCO_2e)**	**Emission intensity S1+2 (tCO_2e/M€)**	**Data Quality Score (S1+2)**	**Data Quality Score (S3)**
CRE	5,939	87.1%	80	-	15	4.0	-
Mortgages	124,656	98.6%	2,986	-	24	3.8	-
Corporate Financing	152,958	79.4%	28,741	50,071	237	3.3	3.4
Vehicles Loans	8,260	95.7%	1,767	-	224	4.0	-
Variable Income[1]	738	97.7%	5	19	7	1.0	1.0
Corporate Fixed Income	17,927	98.3%	261	658	15	4.0	3.9
Total	**310,479**		**33,840**	**50,749**	**122**	**3.6**	

	Exposición		Emisiones absolutas		Intensidad económica
Emissions by sector (Corporate Financing)[2]	**Total exposure in scope (€MM)**	**% of exposure calculated**	**Emissions Scope 1+2 (ktCO_2e)**	**Scope 3 emissions (ktCO_2e)**	**Emission intensity S1+2 (tCO_2e/M€)**
O&G	6,785	76.6%	12,527	10,386	2,411
Electricity generation[3]	15,156	93.2%	2,740	5,202	194
Transport	22,533	79.9%	2,668	9,530	148
Real Estate	18,704	78.2%	767	2,149	52
Cement	300	96.9%	397	138	1,365
Iron and steel	2,141	91.9%	643	1,007	327
Agriculture (including livestock)	4,921	85.2%	2,385	1,952	569
Aluminium	492	90.4%	70	238	158
Coal[4]	0.1	50.1%	36	0.1	765,304
Other non-intensive sectors	81,927	76.5%	6,508	19,469	104
Total	**152,958**		**28,741**	**50,071**	

	Exposición		Emisiones absolutas		Intensidad económica
Emissions by geography	**Total exposure in scope (€MM)**	**% of exposure calculated**	**Emissions Scope 1+2 (ktCO_2e)**	**Scope 3 emissions (ktCO_2e)**	**Emission intensity S1+2 (tCO_2e/M€)**
Spain and Portugal	263,310	94.4%	20,593	35,679	83
Europe	31,479	66.9%	1,609	10,734	76
Rest of the world	15,689	39.8%	11,638	4,336	1,863
Total	**310,479**		**33,840**	**50,749**	

[1] It does not include subsidiaries or trading portfolio.
[2] It includes both general-purpose loans and specialized financing (project finance).
[3] For CNAE code 35.20 "Distribution of electricity, gas, steam, and air conditioning," an abnormally high PCAF intensity factor has been detected (an increase of 100,000% compared to the previous year). To correct this outlier, a conservative criterion has been applied, which consists of using the highest emission factor within the "Electricity, gas & water" sector for the different geographies.
[4] This corresponds to CNAE codes 0510, 0520, and 1910. For CNAE codes 0510 and 0520, the new PCAF factors have been multiplied by nearly 200 for NACE 0510 and by more than 13,000 for NACE 0520, compared to the factors used in the 2022 calculation. This has resulted in a very notable increase in the economic intensity linked to this sector.

Table 1.2. 2023 financed emissions of CaixaBank, S.A.[5]

	Exposure		Absolute emissions		Economic intensity	Data Quality Score	
Emission by asset class	**Total exposure in scope (€MM)**	**% of exposure calculated**	**Scope 1+2 emissions ($ktCO_2e$)**	**Scope 3 emissions ($ktCO_2e$)**	**Emission intensity S1+2 (tCO_2e/M€)**	**Data Quality Score (S1+2)**	**Data Quality Score (S3)**
CRE	5,369	91.1%	79	-	16	4.0	-
Mortgages	112,966	99.9%	2,661	-	24	3.8	-
Corporate Financing	141,225	79.3%	26,906	46,131	240	3.3	3.4
Vehicles Loans	5,745	94.9%	1,471	-	270	4.0	-
Variable Income	730	97.8%	5	18	7	1.0	1.0
Corporate Fixed Income	17,512	98.6%	212	247	12	4.0	4.0
Total	**283,547**		**31,335**	**46,396**	**122**	**3.6**	

	Exposure		Absolute emissions		Economic intensity
Emissions by sector (Corporate Financing)	**Total exposure in scope (€MM)**	**% of exposure calculated**	**Emissions Scope 1+2 ($ktCO_2e$)**	**Scope 3 emissions ($ktCO_2e$)**	**Emission intensity S1+2 (tCO_2e/M€)**
O&G	6,398	75.2%	12,342	8,831	2,566
Electricity generation	14,203	97.0%	2,592	5,188	188
Transport	20,966	79.3%	2,582	9,125	155
Real Estate	17,487	78.3%	691	1,994	50
Cement	229	96.7%	367	116	1,655
Iron and steel	1,973	91.4%	618	942	343
Agriculture (including livestock)	3,892	87.0%	1,758	1,644	519
Aluminium	408	88.6%	58	212	162
Coal	0.1	50.2%	33	0.05	771,248
Other non-intensive sectors	75,668	75.7%	5,865	18,079	102
Total	**141,225**		**26,906**	**46,131**	

	Exposure		Absolute emissions		Economic intensity
Emissions by geography	**Total exposure in scope (€MM)**	**% of exposure calculated**	**Emissions Scope 1+2 ($ktCO_2e$)**	**Scope 3 emissions ($ktCO_2e$)**	**Emission intensity S1+2 (tCO_2e/M€)**
Spain	236,600	95.5%	18,095	31,341	80
Europe	31,269	67.1%	1,602	10,719	76
Rest of the world	15,678	39.8%	11,637	4,336	1,863
Total	**283,547**		**31,335**	**46,396**	

[5] All the notes included in Table 1.1. are applicable to Table 1.2.

Table 1.3. 2023 financed emissions of Banco BPI, S.A.[6]

Emission by asset class	Exposure: Total exposure in scope (€MM)	Exposure: % of exposure calculated	Absolute emissions: Scope 1+2 emissions ($ktCO_2e$)	Absolute emissions: Scope 3 emissions ($ktCO_2e$)	Economic intensity: Emission intensity S1+2 (tCO_2e/M€)	Data Quality Score: Data Quality Score (S1+2)	Data Quality Score: Data Quality Score (S3)
CRE	571	50,0%	1	-	3	4.0	-
Mortgages	11,690	86,2%	324	-	32	4.0	-
Corporate Financing	11,204	81,9%	1,763	3,753	192	3.5	3.5
Vehicles Loans	469	87,6%	18	-	43	3.5	-
Variable Income	8	85,1%	0.07	0.35	11	4.0	4.0
Corporate Fixed Income	415	85,1%	48	412	137	3.1	3.1
Total	**24,356**		**2,154**	**4,165**	**106**	**3.8**	

Emissions by sector (Corporate Financing)	Exposure: Total exposure in scope (€MM)	Exposure: % of exposure calculated	Absolute emissions: Emissions Scope 1+2 ($ktCO_2e$)	Absolute emissions: Scope 3 emissions ($ktCO_2e$)	Economic intensity: Emission intensity S1+2 (tCO_2e/M€)
O&G	384	99.8%	183	1,543	476
Electricity generation	952	36.4%	147	13	425
Transport	1,533	88.6%	80	394	59
Real Estate	1,146	76.7%	71	128	81
Cement	70	97.6%	30	22	431
Iron and steel	163	98.1%	23	62	147
Agriculture (including livestock)	1,014	78.6%	615	301	771
Aluminium	81	99.6%	12	25	142
Coal	0.0	0.0%	-	-	-
Other non-intensive sectors	5,861	87.0%	602	1,265	118
Total	**11,204**		**1,763**	**3,753**	

Emissions by geography	Exposure: Total exposure in scope (€MM)	Exposure: % of exposure calculated	Absolute emissions: Emissions Scope 1+2 ($ktCO_2e$)	Absolute emissions: Scope 3 emissions ($ktCO_2e$)	Economic intensity: Emission intensity S1+2 (tCO_2e/M€)
Portugal	24,175	83.7%	2,147	4,150	106
Europe	170	39.1%	7	15	103
Rest of the world	12	4.4%	0.3	0.3	539
Total	**24,356**		**2,154**	**4,165**	

[6] All the notes included in Table 1.1. are applicable to Table 1.3.

Table 1.4. 2023 financed emissions of CaixaBank Payments & Consumer E.F.C., E.P., S.A.U.[7]

Emission by asset class[8]	Exposure: Total exposure in scope (€MM)	Exposure: % of exposure calculated	Absolute emissions: Scope 1+2 emissions ($ktCO_2e$)	Absolute emissions: Scope 3 emissions ($ktCO_2e$)	Economic intensity: Emission intensity S1+2 (tCO_2e/M€)	Data Quality Score: Data Quality Score (S1+2)	Data Quality Score: Data Quality Score (S3)
Corporate Financing	530	69.8%	72	187	195	4	4
Vehicles Loans	2,046	100.0%	279	-	136	4.0	-
Total	**2,576**		**351**	**187**	**145**	**4.0**	

Emissions by sector (Corporate Financing)	Exposure: Total exposure in scope (€MM)	Exposure: % of exposure calculated	Absolute emissions: Emissions Scope 1+2 ($ktCO_2e$)	Absolute emissions: Scope 3 emissions ($ktCO_2e$)	Economic intensity: Emission intensity S1+2 (tCO_2e/M€)
O&G	2	91,3%	2	11	1,307
Electricity generation	2	84,3%	1	1	600
Transport	34	75,6%	6	11	218
Real Estate	71	71,7%	5	27	105
Cement	1	93,1%	0.39	0.35	600
Iron and steel	5	87,7%	1	3	254
Agriculture (including livestock)	14	72,5%	12	6	1,188
Aluminium	3	87,1%	0.25	1.72	104
Coal	0.01	48,7%	2.95	0.00	705,322
Other non-intensive sectors	399	68,3%	41	125	150
Total	**530**		**72**	**187**	

Emissions by geography	Exposure: Total exposure in scope (€MM)	Exposure: % of exposure calculated	Absolute emissions: Emissions Scope 1+2 ($ktCO_2e$)	Absolute emissions: Scope 3 emissions ($ktCO_2e$)	Economic intensity: Emission intensity S1+2 (tCO_2e/M€)
Spain	2,534.5	95.2%	351	187	145
Europe	40.8	3.0%	0.2	0.19	137
Rest of the world	0.2	56.9%	0.0	0.02	119
Total	**2,576**		**351**	**187**	

[7] All the notes included in Table 1.1. are applicable to Table 1.4.
[8] In the case of CaixaBank Payments & Consumer, due to the nature of its activity, the assets within the calculation perimeter are solely corporate financing and vehicle loans, therefore the other categories do not apply.

Explanatory notes (applicable to all the previous tables):

- The calculation was performed under an operational control approach according to PCAF methodology developed and described in "The Global GHG Accounting and Reporting Standard for the Financial Industry (Part A). Second Edition".
- The information on emissions and financial data of the companies forming part of the CaixaBank, S.A., Banco BPI and CaixaBank Payments & Consumer portfolios. Similarly, the emission intensity factors (tCO2e/MM€ turnover) used correspond to those published by PCAF as of September 2023.
- Corporate Financing (non-financial companies): This includes loans for general corporate purposes (including SMEs) and project finance.
- The company value calculation for the Corporate Financing and Corporate Fixed Income categories is the sum of equity and debt, (book value) for both listed and unlisted companies.
- Mortgages and CRE: The calculation of emissions has been carried out taking into account the energy performance certificate (EPC) of the asset and emission intensity information (according to the type of asset and geographical location) published by the *Instituto para la Diversificación y Ahorro de la Energía of Spain* and CRREM (factors updated in September 2023).
- Scope 3 was calculated for all sectors making up CaixaBank's portfolio. In view of the high risk of double counting within Scope 3 emissions, emission intensity by €MM is only reported for Scope1+2.
- Exclusions: Financed emissions from assets for which there is insufficient data have not been calculated, and the exposure to credit institutions and sovereign risk are not part of the perimeter.
- Due to rounding, the total sums in the tables may vary slightly.

Document 2. Scope, coverage and methodology used to calculate financed greenhouse gas emissions of CaixaBank, S.A., Banco BPI, S.A. and CaixaBank Payments & Consumer E.F.C., E.P., S.A.U.

A. Absolute financed emissions:

The methodology used by CaixaBank to estimate financed emissions is that established in the second version of "*The Global GHG Accounting and Reporting Standard for the Financial Industry*" developed by the *Partnership for Carbon Accounting Financials* (hereinafter PCAF standard), in its second version dated December 2022. This methodology establishes that financed emissions of a financial institution are always calculated taking into account an attribution factor (specific for each class/type of asset) multiplied by the emissions of the borrower, investee or financed asset, as per the following calculation formula:

>> Equation 1 – FINANCED EMISSIONS

$$\text{Emisiones financiadas} = \sum \text{Factor de atribución} * \text{Emisiones}$$

Donde: **el factor de atribución**: es la parte de las emisiones de CO_2e anuales del prestatario que se atribuye el Banco. **Emisiones**: las emisiones anuales del prestatario.

Information on GHG emissions and financial data of the companies forming part of CaixaBank, S.A., Banco BPI and CaixaBank Payments & Consumer portfolios has been taken as at the end of the reporting period (in this case, as of 31 December 2023). Financed emissions have been calculated under an operational control approach within CaixaBank, S.A., Banco BPI and CaixaBank Payments & Consumer scope. The calculation coverage is 89% of the total of CaixaBank, S.A., Banco BPI and CaixaBank Payments & Consumer lending portfolios (the remaining 11% corresponds to exposure not calculated because of insufficient data). Additionally, the financed emissions linked to the investment portfolio have been calculated (includes corporate fixed income and variable income, does not include associates or trading portfolio) for CaixaBank, S.A. and Banco BPI. The breakdown of exposure for each asset type calculated may be consulted in Document 1 above.

There follow details of the methodology used to calculate financed emissions from each asset type. This methodology is common to the three companies for which the calculation of financed emissions was performed for the fiscal year 2023, namely, CaixaBank, S.A., Banco BPI and CaixaBank Payments & Consumer (hereinafter, 'CaixaBank').

A.1 Corporate financing (including SMEs). Methodology and calculation

The calculation of GHG emissions for this category includes all loans or credit facilities on CaixaBank's balance sheet, for general corporate purposes, granted to companies, non-profit organisations or any other type of organisation (including SMEs).

Calculation of the attribution factor:

The attribution factor represents the weight of financing granted by CaixaBank with respect to the customer. Following the PCAF standard as a reference, it is calculated as follows:

>> Equation 2 – ATTRIBUTION FACTOR *CORPORATE FINANCING*

$$\boldsymbol{Attribution\ factor} = \frac{Balance\ pending\ amortization}{EVIC}$$

The corresponding headings based on carrying amount have been used in calculating EVIC, to ensure that market volatility does not hinder management and delivery on the decarbonisation commitments established by the group/counterparty. The balance sheet information of the companies has been obtained from internal databases and mining of date on their balance sheets. When this financial information on the company is not available, it is not feasible to calculate financed emissions.

Calculation of GHG emissions:

Based on the information available, financed emissions are calculated under two different approaches (1,2 and 3 scopes):

- *Top-down*: when information is available on GHG emissions published by the companies, these are obtained directly from their public reports.

- *Bottom-up*: when no information is available on GHG emissions published by companies, these are estimated based on available information (on a sector level) of the counterparties, aka the business groups of those companies.

A.2 Project Finance. Methodology and calculation

The project finance portfolio includes all specific purpose project loans which at the year-end are recognised on CaixaBank's balance sheet. In order to calculate GHG emissions from these assets, only financed emissions over the lifetime of the operation with the entity are included.

Calculation of the attribution factor:

The attribution factor for this segment is calculated as follows:

>> Equation 3 – ATTRIBUTION FACTOR PROJECT FINANCE

$$\boldsymbol{Attribution\ factor} = \frac{Balance\ pending\ amortization}{Equity + \ Debt}$$

Calculation of GHG emissions:

Given the information available, the following approaches have been used to calculate financed emissions for each of Scopes 1,2 and 3:

- Scope 1: This scope uses reported emissions from the project to be financed.
- Scope 2: GHG emissions calculated based on physical activity for the energy sector, including Scope 1 emissions only.
- Scope 3: GHG emissions, calculated based on economic activity and intensity factors provided by PCAF.

A.3 Mortgages and CRE. Methodology and calculation

The mortgage portfolio includes mortgage loans on the Entity's balance sheet used to purchase or refinance residential real estate, including individual dwellings and single-family homes. The Commercial Real Estate portfolio (CRE) includes mortgage loans on the Entity's balance sheet used to buy or refinance properties for commercial purposes. Consumer loans and loans used to build/refurbish dwellings and / or commercial real estate are out of scope.

Calculation of the attribution factor:

The attribution factor for this segment is calculated as follows:

>> Equation 4 – ATTRIBUTION FACTOR *MORTGAGES AND CRE*

$$\boldsymbol{Attribution\ factor} = \frac{Balance\ pending\ amortization\ of\ the\ property}{Property\ value\ in\ source}$$

Calculation of GHG emissions:

In light of available information, in order to calculate Scopes 1 and 2 financed emissions from real estate, the primary information used is the physical intensity of the property which may be obtained from:

- Energy certificate of the property (approach under PCAF methodology). The EPC may be real, estimated, inferred or modelled.
- *Instituto para la Diversificación y Ahorro de la Energía* or PCAF/CRREM (scope 3 according to PCAF methodology) based on type of property.

A.4 Investment portfolio (corporate fixed income and variable income). Methodology and calculation

The investment portfolio includes corporate fixed income and variable income. Fixed income includes investment in financial bonds issued by private entities, excluding green bonds. Variable income includes the Entity's interests in other companies, including interests in listed and unlisted companies.

Calculation of the attribution factor:

The attribution factor for this segment is calculated as follows:

>> Equation 5 – ATTRIBUTION FACTOR *INVESTMENT PORTFOLIO*

$$\boldsymbol{Attribution\ factor} = \frac{Net\ book\ value}{EVIC}$$

The corresponding headings in view of carrying amount have been used to calculate EVIC, ensuring that market volatility does not undermine management and delivery on the decarbonisation targets established by the group/counterparty. Specifically, for variable income investments in listed companies, EVIC is calculated based on the company's stock market capitalisation and debt.

Calculation of GHG emissions:

Given the information available, the following approaches have been used to calculate financed emissions for each of Scopes 1,2 and 3:

- Scope 1: This scope uses reported emissions from the company to be financed.
- Scope 2: GHG emissions, calculated based on economic activity and intensity factors provided by PCAF.

A.5 Vehicles. Methodology and calculation

The mortgage portfolio includes loans for companies and individuals to be used to buy or repair vehicles or boats.

Calculation of the attribution factor:

The attribution actor for this segment is calculated as follows:

>> Equation 6 – ATTRIBUTION FACTOR VEHICLES

$$\boldsymbol{Attribution\ factor} = \frac{Balance\ pending\ amortization}{Total\ value\ of\ the\ loan}$$

Calculation of GHG emissions:

Given the lack of information available concerning real emissions (scope 1 emissions) for each vehicle, financed emissions are estimated based on the following proxies: average emission factor according to vehicle type and average mileage according to vehicle type.

B. Economic intensity of financed emissions:

Economic intensity (hereinafter EI) provides information on the portfolio efficiency in terms of emissions per euro financed.

EI is calculated on both a recognition or counterparty level and aggregate level.

- On a counterparty level[9], EI is obtained by dividing the counterparty's financed emissions (in tCO2e) by the counterparty's outstanding balance.

>> Equation 1 – Economic intensity

$$EI = \frac{Financed\ emissions_{Counterpart}}{Balance\ pending\ amortization_{Counterpart}}$$

- On an aggregate level: a weighted average is obtained based on the counterparty's outstanding balance[1] with respect to the overall total to be aggregated:

>> Equation 2 – Aggregate economic intensity

$$\boldsymbol{EI_{Agregated}} = \sum Economic\ Intensity_{Counterpart} \times \frac{Balance\ pending\ amortization_{Counterpart}}{Balance\ pending\ amortization_{Agregated}}$$

C. *Data Quality Score*. Data quality:

Based on the methodology used to calculate financed emissions and the estimates made, PCAF establishes a quality level for the degree of certainty of the estimates (the Data Quality Score or DQ Score). Specifically, PCAF has set five levels for the DQ Scope as described in the following graph:

In order to disclose the average quality of the data used in a representative way, the quality scores are normalised for each sector based on the amount drawn, applying the following formula:

$$\frac{\sum_{i=1}^{n} Amount\ drawn\ ixDQScore\ i}{\sum_{i=1}^{n} Amount\ drawn\ i}$$

[9] Economic intensity is obtained at the level of the property, vehicle or project depending on the type of asset calculated.