

_Key indicators

		Semester 2023	2022	Semester 2022	2021	Law 11/2018, on nonfinancial information and diversity	GRI (Global Reporting Initiative)	SASB (Sustainability Accounting Standard Board)	SDGs (Sustainable Development Goals)
Corporate governance									
Quorum General Meeting of Shareholders (AGM) (Ordinary)	%	76.6%	76.14%	76.14%	75.4%		102-18; 102-22		
Average approval of the points on the agenda of the AGM	%	92.03%	94.78%	94.8%	92.4%		102-18; 102-22		
Independent directors	%	60.0%	60.0%	60.0%	60.0%		102-18; 102-22		
Women on the Board	%	40.0%	40.0%	40.0%	40.0%		102-18; 102-22; 405-1		
Board Members - Average term in position	years	4	5	4	4		102-18; 102-22		
Shares and Shareholder structure									
Share price at end of period	€/share	3.787	3.672	3.317	2.414				
Percentage stake "la Caixa" Foundation	%	32.2%	30.0%	30.0%	30.0%		102-5		
Percentage stake FROB ¹	%	17.3%	16.1%	16.1%	16.1%		102-5		
Percentage stake in Own Shares, Board Members and other shareholders with Board representation	%	0.1%	7.02%	2.5%	0.1%		102-5		
Percentage stake Free float - management	%	50.3%	46.9%	51.4%	53.7%		102-5		
Free float - Retail	%	28.2%	28.0%	26.9%	28.0%		102-5		
Free float - Institutional (National and International)	%	70.3%	70.5%	71.7%	70.3%		102-5		
Free float - Employees	%	1.5%	1.5%	1.5%	1.7%		102-5		
Shareholders	Units	606,964	617,806	635,883	663,457		102-5		
Shareholder remuneration for the year ²	€/share	0.23	0.23	0.15	0.15				

¹. In accordance with the last notification submitted to the Spanish securities market regulator (CNMV).

². Dividend charged to the previous year.

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		Semester 2023	2022	Semester 2022	2021	Law 11/2018, on nonfinancial information and diversity	GRI (Global Reporting Initiative)	SASB (Sustainability Accounting Standard Board)	SDGs (Sustainable Development Goals)
Commercial positioning									
Customers	<i>m</i>	20.1	20.2	20.4	20.7	✓	102-6		
Customers Spain	<i>m</i>	18.2	18.3	18.5	18.9	✓	102-6		
Customers Portugal	<i>m</i>	1.9	1.9	1.8	1.9	✓	102-6		
Market shares in Spain									
Loans to households and businesses ¹	%	23.9%	24.0%	24.1%	24.2%		102-6		
Loans to business ¹	%	23.9%	23.9%	23.9%	23.7%		102-6		8
Mortgage Credit ¹	%	25.3%	25.6%	25.4%	25.9%		102-6		
Household and business deposits ¹	%	25.0%	24.8%	25.1%	25.2%		102-6		
Pension plans ^{2,3}	%	33.8%	33.8%	34.0%	33.9%		102-6		
Investment funds ¹	%	24.3%	24.5%	24.8%	24.5%		102-6		
Life-risk insurance ³	%	26.0%	23.2%	24.1%	23.3%		102-6		
Health insurance ³	%	28.5%	28.9%	28.9%	28.9%		102-6		
Card turnover ¹	%	31.3%	31.4%	31.8%	32.7%		102-6		
POS invoicing ¹	%	31.2%	31.5%	35.8%	36.7%		102-6		
Direct debit of pensions ¹	%	34.2%	34.2%	34.3%	33.7%		102-6		
Direct deposit of salaries ¹	%	36.4%	37.1%	37.1%	37.6%		102-6		
Savings insurance ^{2,3}	%	35.3%	35.5%	35.0%	34.7%		102-6		
Long-term savings ^{2,3,4}	%	29.5%	29.5%	29.6%	29.5%		102-6		

¹. Data as of May 2023.

². It includes the contribution of the integration of Sa Nostra Vida in the fourth quarter of 2022 and Semester 2023.

³. Data as of March 2023.

⁴. Combined share of investment funds, pension plans and savings insurance. Savings insurance data for the sector, estimated from the total return on life insurance.

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Commercial positioning									
Market share in Portugal									
Loans to households and businesses ¹	%	11.6%	11.5%	11.3%	11.1%		102-6		
Loans to business ¹	%	11.0%	11.0%	n.d.	10.6%		102-6		
Mortgage Credit ¹	%	14.2%	13.8%	13.5%	13.2%		102-6		
Household and business deposits ¹	%	10.7%	10.9%	10.8%	10.9%		102-6		
Direct deposit of salaries ²	%	10.1%	10.0%	9.7%	9.7%		102-6		
Investment funds (including PPRs) ¹	%	11.5%	11.6%	11.0%	10.5%		102-6		
Savings insurance (including PPRs) ³	%	18.7%	18.2%	12.5%	18.5%		102-6		



¹. Data as of May 2023..

². Data as of March 2023.

³. Data as of April 2023.

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		Semester 2023	2022	Semester 2022	2021	Law 11/2018, on nonfinancial information and diversity	GRI (Global Reporting Initiative)	SASB (Sustainability Accounting Standard Board)	SDGs (Sustainable Development Goals)
Local accessible banking									
Network in Spain									
Branches	Units	3,911	4,081	4,202	4,966	✓	102-6		
Retail branches	Units	3,649	3,818	3,934	4,615		102-6		
of which Stores	Units	745	705	654	608		102-6		
of which Stores Business	Units	68	67	92	84		102-6		
of which all in one	Units	6	5	5	4		102-6		
Private Banking Centres	Units	88	88	88	127		102-6		
Business Centres	Units	159	160	164	208		102-6		
Institutional Banking Centres	Units	14	14	15	15		102-6		
Corporate Banking Centres	Units	1	1	1	1		102-6		
International points of presence	Units	27	27	27	27		102-6		
Spanish towns with >5,000 inhabitants where CaixaBank has a presence	%	99%	99%	99%	99%	✓			1; 11
Spanish towns with >10,000 inhabitants where CaixaBank has a presence	%	100%	100%	100%	100%	✓			1; 11
Number of towns in which it is the only financial institution present	Units	483	471	472	420	✓			1; 11
Spanish towns where CaixaBank is present	Units	2,233	2,233	2,234	2,234	✓			1; 11
Citizens with a branch in their municipality	%	92%	92%	92%	92%	✓			1; 11
Number Mobile Branches (<i>ofibuses</i>)	Units	17	17	17	14				
Number of towns covered by Mobile Branches (<i>ofibuses</i>)	Units	636	626	579	426				
Accessible branches	%	88%	88%	99%	86%				1; 11
Branches where barriers have been removed (Spain)	Units	21	48	15	16				1; 11
ATMs	Units	11,412	11,608	11,719	13,008	✓	102-6		
Accessible ATMs	%	100%	100%	100%	100%	✓			1; 11

¹. The data for Semester 2022 and 2021 included the Business Store Centers of micro-enterprises.

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Local accesible banking									
Network in Portugal									
Portugal branches	Units	317	324	339	348	✓	102-6		
Retail branches	Units	272	278	291	297		102-6		
Premier/Private Centres	Units	16	17	19	22		102-6		
Business Centres	Units	29	29	29	29		102-6		
Branches where barriers have been removed (Portugal) ¹	Units	4	14	n.d.	n.d.				1; 11
ATMs- Portugal	Units	1,279	1,339	1,376	1,418	✓	102-6		



¹. Given for 6 months in Semester 2023, while 12 months in 2022.

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Innovation, multi-channel communication and digitalisation									
CaixaBank Spain									
Digital clients (Now Customers)	<i>m</i>	11.4	11.2	11.1	10.5				9
Mobile customers only	<i>m</i>	7.6	7.2	n.d.	n.d.				9
Mobile customers (w/ digital customers)	<i>%</i>	67%	65%	n.d.	n.d.				9
inTouch customers	<i>m</i>	3.4	3.4	3.3	2.4				9
Imagin customers	<i>m</i>	3.1	3.0	3.2	2.7				9
BPI									
Digital customers (BPI Net)	<i>m</i>	0.9	0.9	0.8	0.8				9
Customer experience and quality									
CaixaBank Spain									
Customers Linked	<i>%</i>	71.0%	70.4%	69.4%	n.d.				
IE Corporations	<i>Units</i>	92.8	91.6	n.d.	n.d.				
NPS Branch ¹	<i>Units</i>	77.6	64.0	63.0	54.2				
CTL improves NPS ^{2,3}	<i>Units</i>	6.0	4.1	4.2	n.d.				

¹ Previously the Office NPS figure was Retail NPS + Private NPS. As of January 2023, it is the recommendation level of a B. Retail, B. Private, B. Business and Micro-enterprise customer.

² Given in relation to the Retail Banking NPS.

³ Percentage points of NPS improvement by Close the Loop alert management.

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Cybersecurity, efficiency and IT infrastructure									
Investment in information security	€m	+65	+60	n.d.	+50				9
People in the Security & Governance team	Units	86	83	n.d.	55				9
Phishing simulations per employee/year ¹	Units	6	12	n.d.	12				9
0-clickers in phishing campaigns	%	75.0%	59.0%	n.d.	33.0%				9
Employees trained in Cybersecurity	%	99.0%	98.9%	n.d.	99.0%				9
Number of leaks of information	Units	0	0	0	0				9
Number of leaks of personally identifiable information	Units	0	0	0	0				9
Number of customers affected by leaks of personally identifiable information	Units	0	0	0	0				9



¹. Given for 6 months in Semester 2023, while 12 months in 2022..

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People working in CaixaBank									
CaixaBank Group employees	Units	44,683	44,625	45,022	49,762	✓	102-7		
CaixaBank, S.A.	Units	36,048	36,089	36,422	41,602		102-7		
BPI	Units	4,378	4,387	4,461	4,462		102-7		
Companies of the Group	Units	4,257	4,149	4,139	3,698		102-7		
Average age	years	46.1	45.8	45.5	46.0	✓	102-7		
Average length of service	years	18.3	17.9	17.7	18.4		102-7		
Number of employees with disabilities	Units	596	578	578	588	✓	102-7; 405-1		
Employees with permanent or indefinite full-time contracts	%	99.6%	99.5%	99.8%	99.8%	✓	102-7		
Women	%	56.5%	56.5%	56.5%	55.5%	✓	102-7; 405-1		5
Women in management positions from deputy managers of large branches and up (A or B) ¹	%	42.7%	41.8%	41.3%	41.3%		102-7; 405-1		5
Training hours	hours	1,191,771	3,178,202	1,269,276	3,943,021	✓	102-7; 404-1		
Online training	%	97.6%	96.4%	96.6%	98.2%	✓	102-7; 404-1		
Employees certified in MiFiD II ¹	Units	29,413	33,512	29,074	32,088		102-7; 404-1; 404-2		
Employees with certification in Real Estate Credit Law ¹	Units	29,080	28,792	28,562	30,664		102-7; 404-1; 404-2		
Employees with certification in the IDD (Insurance Distribution Directive) ¹	Units	30,457	30,440	30,833	33,259		102-7; 404-1; 404-2		
Employees covered by a collective agreement	%	100%	100%	100%	100%	✓	102-7; 102-30		
Responsible and Ethical Behaviour									
Enquiries and complaints channel - Complaints ²	Units	25	27	12	33	✓	102-27; 412-1		12; 16
Enquiries and complaints channel - Enquiries ²	Units	241	388	201	417	✓	102-27; 102-28; 205-1; 412-1;		12; 16
Reputational Risk Response Service – Enquiries ²	Units	151	235	131	293		412-1		12; 16

¹. CaixaBank S.A.

². Given for 6 months in Semester 2023, while 12 months in 2022.

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		Semester 2023	2022	Semester 2022	2021	Law 11/2018, on nonfinancial information and diversity	GRI (Global Reporting Initiative)	SASB (Sustainability Accounting Standard Board)	SDGs (Sustainable Development Goals)
Financial inclusion									
CaixaBank issued social bonds	€m	1,000	1,000	1,000	1,000	✓	203-1; 413-1		1; 8
Micro-loans and other loans with social impact granted ¹	€m	634	1,016	570	953	✓	203-1; 413-1	✓	
Families	€m	376	636	351	547	✓	203-1; 413-1	✓	1; 10
Businesses	€m	127	171	96	196	✓	203-1; 413-1	✓	8
Other loans with social impact	€m	131	208	122	210	✓	203-1; 413-1	✓	3; 4; 9
Accumulated non-payment of matured loans	%	6.24%	6.18%	n.d.	6.07%			✓	
Micro-loans and other loans with social impact granted ¹	Units	62.463	100.323	55.770	107.222	✓	203-1; 413-1		1; 3; 4; 8; 9; 10
New businesses created thanks to support for entrepreneurs ¹	Units	4,060	5,876	n.d.	6,672	✓	203-1; 413-1		1; 3; 4; 8; 9; 10
Jobs created thanks to support for entrepreneurs ¹	Units	12,097	17,455	n.d.	17,007	✓	203-1; 413-1		1; 3; 4; 8; 9; 10
Banking products for vulnerable groups (Social Accounts + Insertion Accounts) ²	Units	341,871	324,685	302,915	211,432	✓	413-1	✓	1; 8; 10
No. of specialised advisers exclusively dedicated to senior citizens	Units	1,644	1,233	982	n.a.				
No. of face-to-face training sessions for senior citizens (current year) ¹	Units	2,149	3,000	114	n.a.				
NPS Senior Clients	Units	71.7	64.1	n.a.	n.a.				



¹ Detail for 6 months in half-yearly 2023, whereas 12 months in 2022.

² In half-yearly 2023 makes reference to client' number and includes basic fee-paying accounts for vulnerable people. The rest of comparable ones makes reference to number of contracts.

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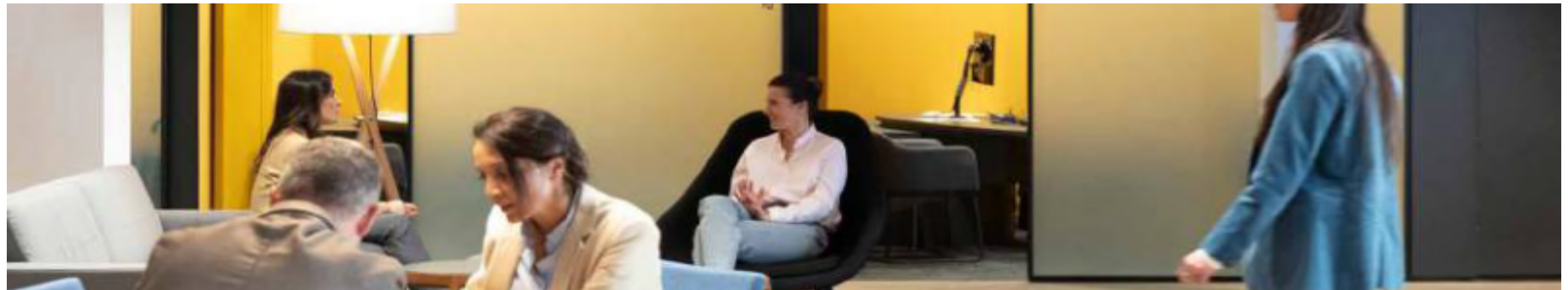
		Semester 2023	2022	Semester 2022	2021	Law 11/2018, on nonfinancial information and diversity	GRI (Global Reporting Initiative)	SASB (Sustainability Accounting Standard Board)	SDGs (Sustainable Development Goals)
Sustainable Business¹									
Sustainable Business Spain									
Mobilising sustainable finance (accumulated 2022-2024)	€m	39,687	23,583	n.d.	n.d.		201-2; 413-1		7; 12; 13
Mobilising sustainable finance (not accumulated)	€m	16,104	23,583	n.d.	n.d.		201-2; 413-1		7; 12; 13
Sustainable financing	€m	14,710	20,633	n.d.	n.d.		201-2; 413-1		7; 12; 13
of which: according to type									
Green	€m	5,360	8,074	n.d.	n.d.		201-2; 413-1		7; 12; 13
Renewable energy	€m	3,259	3,065	n.d.	n.d.		201-2; 413-1		7; 12; 13
Real Estate	€m	1,310	3,532	n.d.	n.d.		201-2; 413-1		7; 12; 13
Infrastructure	€m	430	311	n.d.	n.d.		201-2; 413-1		7; 12; 13
Transport	€m	200	310	n.d.	n.d.		201-2; 413-1		7; 12; 13
Circular Economy	€m	101	n.d.	n.d.	n.d.		201-2; 413-1		7; 12; 13
Other	€m	60	856	n.d.	n.d.		201-2; 413-1		7; 12; 13
Social	€m	1,586	1,016	n.d.	n.d.		201-2; 413-1		7; 12; 13
Sustainability linked	€m	7,764	11,543	n.d.	n.d.		201-2; 413-1		7; 12; 13
of which: according to category									
Retail	€m	858	1,645	n.d.	n.d.		201-2; 413-1		7; 12; 13
Corporations ²	€m	1,996	2,850	n.d.	n.d.		201-2; 413-1		7; 12; 13
CIB&IB	€m	1,186	16,138	n.d.	n.d.		201-2; 413-1		7; 12; 13
Sustainable intermediation	€m	1,394	2,950	n.d.	n.d.		201-2; 413-1		7; 12; 13
of which: participation in the placement of sustainable bonds (excluding own issues)	€m	1,333	1,134	n.d.	n.d.		201-2; 413-1		7; 12; 13
of which: increase in managed sustainable assets	€m	61	1,816	n.d.	n.d.		201-2; 413-1		7; 12; 13

¹. Given for 6 months in Semester 2023, while 12 months in 2022.

². Promotional activity contributes €502m.

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Sustainable Business¹									
Sustainable Business Portugal									
Mobilising sustainable finance	€m	299	2,185	n.d.	n.d.		201-2; 413-1		7; 12; 13
Sustainable financing	€m	336	785	n.d.	n.d.		201-2; 413-1		7; 12; 13
of which:									
Promotions with energy rating A or B	€m	149	361	n.d.	n.d.		201-2; 413-1		7; 12; 13
Bond operations	€m	160	n.d.	n.d.	n.d.		201-2; 413-1		7; 12; 13
IFRUF line	€m	6	69	n.d.	n.d.		201-2; 413-1		7; 12; 13
ESG Business Facility	€m	16	22	n.d.	n.d.		201-2; 413-1		7; 12; 13
Other	€m	6	333	n.d.	n.d.		201-2; 413-1		7; 12; 13
Sustainable intermediation ²	€m	(37)	1,400	n.d.	n.d.		201-2; 413-1		7; 12; 13



¹. Given for 6 months in Semester 2023, while 12 months in 2022.

². Does not include participation in sustainable bonds (unlike the amount contemplated for business in Spain). 2023 is included.

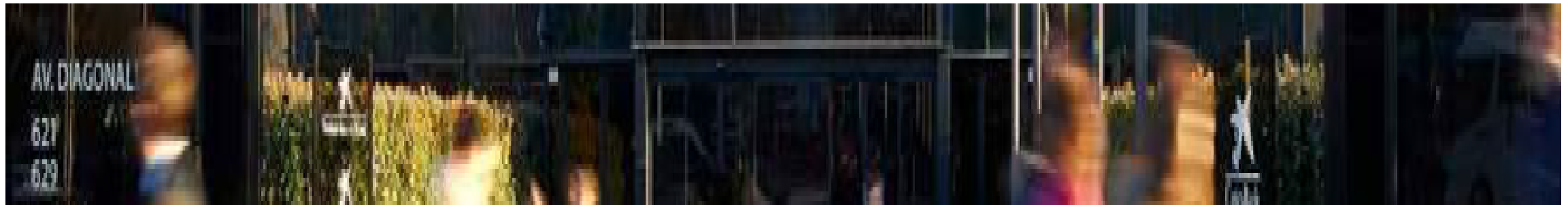
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Responsible Investment									
Assets under management with a rating articles 8 and 9 according to SFDR (Spain) - (VC+CAM)	€m	47,063	47,605	46,625	48,704		102-2; 102-6		
Assets under management with a rating articles 8 and 9 according to SFDR (Portugal) - (VC+CAM)	€m	5,357	4,847	4,890	2,522		413-1		12
VidaCaixa									
Customer-managed resources ¹	€m	112,429	107,478	106,142	106,032		102-2; 102-6		
Investments which take ESG criteria into account	%	100%	100%	100%	100%		413-1		12
Distribution of assets of products under SFDR (Pension plans in Spain)									
Heritage of products classified under article 6	€m/%	22,974 / 52.6%	21,843 / 51.4%	23,507 / 54.1%	24,770 / 52.8%		413-1		12
Heritage of products with sustainability rating (article 8)	€m/%	19,356 / 44.3%	19,108 / 45.0%	18,222 / 42.0%	21,970 / 46.8%		413-1		12
Heritage of products with sustainability rating (article 9)	€m/%	1,331 / 3.0%	1,507 / 3.5%	1,691 / 3.9%	195 / 0.4%		413-1		12
Distribution of assets of products under SFDR (Pension plans in Portugal)									
Heritage of products classified under article 6	€m/%	3,932 / 54.4 %	3,549 / 56.1 %	n.d.	n.d.		413-1		12
Heritage of products with sustainability rating (article 8)	€m/%	3,300 / 45.6 %	2,777 / 43.9 %	n.d.	n.d.		413-1		12
Heritage of products with sustainability rating (article 9)	€m/%	0 / 0.0 %	0 / 0.0 %	n.d.	n.d.		413-1		12

¹. Includes the life and pension plan business of VidaCaixa, S.A. and Sa Nostra Vida, S.A.

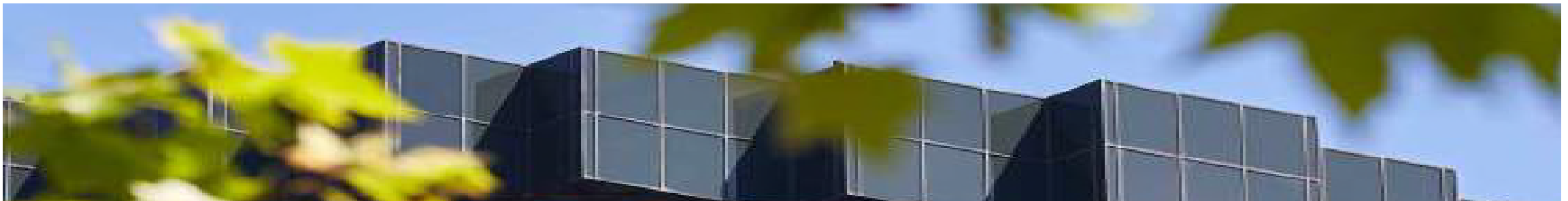
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Responsible Investment									
CaixaBank Asset Management									
Assets under management	€m	87,205	81,530	80,445	84,507		102-6		
Investments which take ESG criteria into account	%	100%	100%	100%	100%		413-1		12
Distribution of assets of products actively marketed under SFDR - Spain									
Heritage of products classified under article 6	€m/%	53,742 / 67.1%	48,146 / 64.1%	46,902 / 63.7%	50,360 / 65.5%		413-1		12
Heritage of products with sustainability rating (article 8)	€m/%	24,347/30.4%	24,495/32.6%	23,850/32.4%	23,325 / 30.3%		413-1		12
Heritage of products with sustainability rating (article 9)	€m/%	2,029/ 2.5%	2,495 / 3.3%	2,863 / 3.9%	3,214 / 4.2%		413-1		12
Distribution of assets of products actively marketed under SFDR - Portugal									
Heritage of products classified under article 6	€m/%	1,513 / 42.4%	1,467 / 41.5%	1,420 / 39.5%	1,514 / 37.5%		413-1		12
Heritage of products with sustainability rating (article 8)	€m/%	1,957 / 54.8%	1,994 / 56.4%	2,154/59.9%	2,522 / 62.5%		413-1		12
Heritage of products with sustainability rating (article 9)	€m/%	100 / 2.8%	76 / 2.1%	24 / 0.7%	0 / 0%		413-1		12



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Access to housing									
Payment in kind current year	Units	200	419	192	843	✓	203-1		1; 10; 11
Homes in social rent programme - Spain ¹	Units	10,446	11,105	12,103	13,235	✓	203-1		1; 10; 11
Properties with subsidy	Units	3,291	3,360	3,985	4,160	✓	203-1		1; 10; 11
Properties without subsidy	Units	6,662	7,161	7,342	7,996	✓	203-1		1; 10; 11
Centralised social rental programme - "la Caixa" Foundation	Units	493	584	776	1,079	✓	203-1		1; 10; 11
Suppliers²									
Number of Active suppliers ³	Units	1,857	3,323	n.d.	3,390		102-6		
Average payment period to suppliers	days	13.8	16.8	n.d.	22.1	✓	102-6		
Volume of local supplier management - Spain	%	92%	93%	n.d.	97%	✓	102-6; 204-1		
Volume awarded to CEE (Special employment centres) ¹	€m	3,0	7.0	3.2	7.3	✓	102-6		
Supplier audits carried out during the year	Units	10	30	n.d.	30	✓	102-6; 308-1		
Suppliers certified in social and environmental management ¹	Units	812	249	n.d.	n.d.	✓	102-6; 308-1; 414-1		



¹. Given for 6 months in Semester 2023, while 12 months in 2022.

². Applicable to the companies of the Group with which it shares a corporate Purchasing model. It includes suppliers whose turnover in 2023 is greater than €30,000. Creditors, official bodies, communities have been excluded.

³. An active supplier is defined as one that fulfills any of the following: an active contract with Ariba with an agreement date in the last 3 years; has invoiced in the current or previous year or participated in any negotiation in the last 12 months. In 2023, the active supplier criterion has been strengthened, removing from the definition suppliers related to agreements and collaborations, among others.

_Key indicators

		Semester 2023	2022	Semester 2022	2021	Law 11/2018, on nonfinancial information and diversity	GRI (Global Reporting Initiative)	SASB (Sustainability Accounting Standard Board)	SDGs (Sustainable Development Goals)
Social action									
Social Action with the "la Caixa" Foundation - Funds aimed at social entities that have been channelled through the branch network	€m	25.0	25.0	25.0	40.0	✓	413-1		1;2;10
Social Action with the "la Caixa" Foundation - Number of activities	Units	2,237	5,624	1,609	7,607	✓	413-1		1;2;10
Social Action with the "la Caixa" Foundation - Beneficiary entities	Units	2,167	5,041	1,558	6,427	✓	413-1		1;2;10
Social Action - Donation platform	€m	7.5	22.9	12.1	21	✓	413-1		1;2;10
Volunteers ¹	Units	20,339	14,000	6,228	n.d.	✓	413-1		1;2;10
Active volunteers ²	Units	4,527	5,263	n.d.	4,997	✓	413-1		1;2;10
CaixaBank Dualiza - Students Benefited (current year)	Units	3,489	6,864	n.d.	6,489	✓	413-1		1;2;4;10
CaixaBank Dualiza - Beneficiary Companies (current year)	Units	513	484	n.d.	459	✓	413-1		1;2;4;10
CaixaBank Dualiza - Beneficiary teachers (current year)	Units	1,160	2,143	n.d.	1,767	✓	413-1		1;2;4;10
CaixaBank Dualiza - Beneficiary Educational Centers (current year)	Units	568	316	n.d.	595	✓	413-1		1;2;4;10



¹. It includes the total number of people who have participated in volunteering activities within and outside the scope of the Social Month-Social Week in the last 12 months. The figure eliminates duplication of participating volunteers in both areas. Includes participants in the Social Month of May 2023 and the Social Week of October 2022.

². It does not include volunteers of the social month or the social week.