



Shareholder Advisory Committee

Meeting of 3 March 2022

Participants

Members of the Advisory Committee present:

Region

Susana del Castillo Bello	Canary Islands
Gérard Arfinengo	Madrid
Yolanda Torres Lusarreta	Navarre
Josep Casalprim Compte	Catalonia
María Bertolín Pérez	Valencia
Lluís Fernàndez Fernàndez	Catalonia
Eduardo Chacón López	Extremadura
Àngel Canals Sin	Catalonia
Ana Guzmán Gangoiti	Basque Country
Xavier Martínez Motos	Catalonia

CaixaBank personnel:

Gonzalo Gortazar Rotaeché – CEO of CaixaBank

Javier Pano Riera – Chief Financial Officer

Edward O’Loughlen Velicia – Head of Investor and Shareholder Relations

Raúl Marqueta Bueno – Head of Social Projects of the Network

Merixell Ripoll Manuel – Head of Social Volunteering Impact

Merixell Soler Farrés – Director of Shareholder Relations and Committee Secretary

Zaida García Castelló – Shareholder Relations

Josep Lop Casañas – Shareholder Relations

Manuel Ripoll Rajadell – Shareholder Relations

Anna Moix Socorregut (Virtual) – Shareholder Relations

Merixell Quintana Puigbò (Virtual) – Shareholder Relations

Inés Perrote Banet (Virtual) – Shareholder Relations

María Gracia Moreno Amaya (Virtual) – Shareholder Relations

Agenda

Meeting of 3 March 2022

9.30 am - Welcome and breakfast

10.00am Gift presented to members who are leaving the Advisory Committee by the CEO, Gonzalo Gortazar, and group photo.

Final meeting of following members of the Advisory Committee:

- Susana del Castillo Bello
- Yolanda Torres Lusarreta
- Gerard Arfinengo

10.15am Presentation by the CEO of CaixaBank, Gonzalo Gortazar.

11.00am - First work session

- Shareholder Relations Report 2021 and Rankia Award for the best Shareholder Attention
- Impact of new welcome email for new shareholders

12.00pm - Presentation by Raúl Marqueta Bueno and Meritxell Ripoll, Heads of the Social Projects of the Network at CaixaBank

1.00pm - Second work session

- Aula 2022 Programme
- Topics of interest to be mentioned by the chair or CEO at the next ASM
- Campaign to promote the involvement of the AGM.

2.00pm - Luncheon with CaixaBank's Chief Financial Officer, Javier Pano

4.00pm - Third work session

- Agenda of upcoming events of the Shareholder Advisory Committee
- What direction should the Committee take?

5.00pm - End of the meeting

Conclusions from the working sessions

First work session

Shareholder Relations Report 2021 and Rankia Award for the best Shareholder Attention

It was mentioned with the members of the Shareholder Advisory Committee how in 2021 Shareholder Relations maintained the digital drive resulting from the pandemic to communicate the different milestones of the merger process with Bankia, as well as to continue reinforcing the usual channels.

The members of the Advisory Committee were informed that in 2021, and for the third year running, the Bank had received the Rankia Award for best Shareholder Attention, an award bestowed by the users of Rankia.

Impact of new welcome email for new shareholders

In line with the recommendations of this Shareholder Advisory Committee, a new emailing template was created to welcome the company's new shareholders.

The email campaign occurs once a month to welcome and present the various initiatives that CaixaBank makes available to its shareholder base. The informative blocks presented in the email are:

- Shareholder information service, highlighting the main initiatives and offering the option to subscribe.
- Advantages for shareholders, including financial benefits, promotions, exclusive offers and cultural events.
- Aula Training Programme and the Shareholder Advisory Committee.
- Investor agenda so that the shareholder is informed of and may register for upcoming scheduled events.

Comments from Committee members:

The committee members highlighted all the activities carried out in Shareholder Relations detailed in the report and congratulated the bank on the award received. With reference to the new welcome email, this was very positively received and they expressed their gratitude to the banks and its will to demonstrate transparency through this exercise.

The idea was presented to include a QR code in the letters sent to all shareholders regarding the AGM to encourage shareholders who only receive information via normal post, to register for the subscriptions for informative materials available on the CaixaBank corporate website.

Second work session

Aula 2022 Programme

The information concerning the Aula 2022 Programme was updated after the broadcast of the first chapters of the new Sobre Ruedas [On Wheels] training programme. The main features of the programme are:

- Informative pills of approximately two-minute long videos focusing on social media
- The recording takes place inside a vehicle
- They will be published weekly through the Shareholders' Twitter accounts @accionistasCABK and @accionistesCABK, and they will also be published on all corporate social media feeds and there will also be a YouTube channel where the videos will be uploaded.
- A press release has been issued to publicise the initiative.

With regard to the second podcast season, the main characteristics are:

- Audios of approximately 15 minutes but can be listened to via Spotify, iVoox, iTunes and Google Podcast.
- 12 chapters that will be published every fortnight during the second half of 2022.
- The members of the Shareholder Advisory Committee are requested to propose topics that may be of interest to shareholders.

Comments from Committee members:

Some ideas suggested by the members of the committee include:

1. Interest rate rises and how they affect the bank's income statement.
2. The metaverse.
3. The impact of war on the economy.
4. Explain concepts that appear in the market: volatility or rotation.
5. How the AGM functions.
6. Dividends and how they work (pay-out, interim dividend vs. final dividend, ex-dividend date...).
7. Proxy advisors.

Topics of interest to be mentioned by the chair or CEO at the next ASM

The members of the Shareholder Advisory Committee are asked whether the chairman or CEO should refer to some area of interest for the group of minority shareholders.

Comments by committee members:

Some ideas suggested by the members of the committee include:

- 1 -. Long-term dividend policy.
- 2 -. Reference to the work carried out by the Shareholder Advisory Committee.

Campaign to promote the involvement of the AGM

The Members of the Shareholder Advisory Committee are informed of the campaign which commenced to promote the involvement of the shareholders in the Annual General Meeting through a partnership with UNICEF. Through this partnership, CaixaBank will donate €3 to UNICEF's early childhood education project in Mali for every shareholder that participates, by voting or delegating their vote, in the AGM. CaixaBank's minimum contribution to UNICEF will be €30,000 and the maximum, €100,000.

Shareholders may vote or delegate their vote as of 8 March using the relevant channels, CaixaBankNow, CaixaBank.com and at any branch.

Third work session

Agenda of upcoming events for the Shareholder Advisory Committee

In 2022, we aim to return to normality as regards the meetings of the Shareholder Advisory Committee, with meetings being held during the Annual General Meeting, the Madrid roadshow meeting which has been pencilled in for Madrid during June, The virtual meeting of the Advisory Committee in July and the meeting for the second half of 2022 with the participation of the Chairman of CaixaBank in October.

What direction should the Advisory Committee take?

We give the floor to the members of the Shareholder Advisory Committee so that they may express their ideas regarding which direction the Committee should take in the future, with the aim of listening to new ideas in order to make the Committee grow:

Comments by committee members:

The main ideas presented by the CaixaBank Shareholder Advisory Committee are:

- The main challenge faced by the Committee, and unanimously identified among the members, is the body's lack of visibility. The Shareholder Advisory Committee should be better known, at both an internal and external level.
- Linked to the previous point, there is a lack of greater communication of everything that it does, not only from the Shareholder Relations department, but also from other departments of the bank in order to reach minority shareholders. For example, how many shareholders are aware that they may join the CaixaBank group of volunteers?

- More committee meetings should be held in order to obtain continuity and monitoring of the shares, even if these meetings are more agile and virtual and without the presence of the entire Shareholder Relations team or all the Committee members, only those who are able to attend.
- The members of the Advisory Committee should be called upon to better explain the social projects areas among shareholders, given that it is a little known distinguishing aspect of the bank.
- The members of the Advisory Committee could also be used as a nexus between both the customers and the region, as well as to express any concerns.
- Involve the Committee members in the preparation of the meetings.
- To support the inclusion of senior citizens in banking services who find it difficult to go digital.
- Use Committee members between meetings also to obtain external feedback on ideas emerging from the department through focus groups.
 - Restore the roadshow meetings and repeat the volunteering action with Committee members.
 - The Chairman's office and the CEO's technical office could be approached to ensure that the chairman and CEO have social media accounts that reinforce the corporate accounts, in order to act as ambassadors for the initiatives that emerge.
- The Advisory Committee should embrace the messages of Francesc Moragas, founder of "la Caixa", and take into account the most vulnerable groups in society.
- Members of the Advisory Committee should have the possibility to maintain contact with the Advisory Committee after their departure.