

Promoting sustainability among stakeholders

Engagement

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Introduction

One of CaixaBank's strategic priorities is to become a benchmark for sustainability across Europe and advance towards a more sustainable economy, investing in solutions for the transition and driving the decarbonisation of the social and business fabric, as well as supporting the economic and social development of all the people, strengthening social and financial inclusion, promoting employability and entrepreneurship and responding to the population's increasing longevity. Concreteness. With these goals in mind, the Bank is developing specific services to promote sustainability among its stakeholders.

Furthermore, CaixaBank has created spaces for direct dialogue to understand how the business affects these stakeholders (employees, customers, analysts, suppliers, shareholders and investors, NGOs and foundations, regulators and supervisors) and how these impacts must be managed.

The Bank has many engagement channels from which it receives feedback on a recurring basis in the normal course of business. An example of this is the Dual Material Study. CaixaBank has also involved its stakeholders in the preparation of the Dual Materiality Study.

In 2024, the Bank produced a Dual Materiality exercise that helped assess the impacts, risks and opportunities (IROs) associated with the various ESG matters. All the stakeholders internal and external, that represent the various categories of the value chain have played a relevant role in the preparation of the Study.

Surveys have been conducted, including a vast number of consultations aimed at all stakeholders, with the aim of including their opinions regarding which they were provided with a list of topics related to sustainability and were asked to assess the IRO's for CaixaBank. This process has favoured their participation in establishing the ESG approach and the prioritisation of the topics. This has enabled the Bank to align its strategy with the results obtained from the Dual Materiality Study, to reflect the main expectations of its stakeholders.

Engagement with customers



The bank carries out various engagement actions by means of the different business sectors, with the aim of adapting to the different customer profiles.

CIB y Corporate Banking

CaixaBank carried out an ambitious ESG engagement project with its corporate customers, whose goal is to establish a roadmap that can be used to build a new, commercially valuable roadmap for them to help their customers in this transition, and that also positions CaixaBank as a leading company in sustainability.

Since setting the first NZBA targets, CaixaBank has been actively managing its sectoral portfolios to ensure that the transition towards the targets set for each sector are properly met. With the vocation of accompanying its customers throughout their process of transitioning towards decarbonisation, among the main actions

implemented to manage the alignment metrics of the portfolios, the Bank includes: an engagement and dialogue service; assessment and classification of the level of alignment with sustainability indicators of the key customers in each sector; setting strategies for improving the indicators; and a range of products and services supporting the transition.

Within the 2025-27 Sustainability Plan, the Bank has set the objective of engaging with 90% of companies with credit exposure in sectors under the **Net Zero Banking Alliance (NZBA)** perimeter.

Furthermore, the Bank has a Corporate Sustainability/ESG Risk Management Policy, reviewed in March 2025. This policy, together with the commitment taken on with the accession to the Net Zero Banking Alliance, is one of the instruments that the CaixaBank Group uses as a basis for customer engagement, with the aim of ensuring that they comply with the ESG criteria established by the Group and to contribute to its adoption of more sustainable practices. For its implementation, customers and operations with potential environmental, social and/or reputational risks are analysed to ensure they meet criteria set by the Bank. If necessary, the Business teams engage in active dialogue with customers to ensure compliance with the criteria established in the Policy.

In the area of Corporate & Investment Banking (CIB), CaixaBank has **an ESG advisory service** to support its corporate and institutional customers with their sustainability strategy. The ESG Advisory methodology, designed in 2021 by CaixaBank CIB, is based on the Cambridge Institute for Sustainability Leadership and UNEP-FI Guide.

In 2023, the analysed areas were broadened, specifically on Net Zero and Clean Tech Advisory and in 2024, a service has been added with additional modules on Water, Biodiversity and Circular Economy.

Additionally, during 2024, CaixaBank served as the ESG Coordinator for Sustainable Finance Lending in 16 out of 102 syndicated loans facilitated.

CaixaBank has also continued to assess the impact of the degree of sustainability of the companies included in its corporate portfolio, introducing a sustainability assessment in its financial ratings via the integration of ESG elements within its framework. This analysis is reflected in semi-public reports that showcase CaixaBank's commitment towards transparency in the promotion of sustainability.

The Bank also established an ESG Onboarding procedure for customers focused on evaluating their alignment with the Bank's policies.

For the activities that are included in the list of exclusions of [the operating principles of the Corporate policy for managing CaixaBank's sustainability/ESG risks](#), the Bank acts within the framework of said policy, where applicable. [\(see more policies\)](#)

In the Corporate sector, 39 customers received ESG guidance throughout the year 2024. Additionally, in 2024, the Company Banking department incorporated a new sustainability team, consisting of 14 members (11 of which are spread across various regional areas).

The added-value proposition offered to the Corporate sector to advance in terms of sustainability from a perspective of opportunities and challenges, establishes a baseline analysis based on the customers' initial situation in terms of sustainability (level of alignment with sustainability indicators); it is customised and adapted based on the challenges, opportunities and economic sector in question, and experts in sustainable financing conduct an evaluation, which provides a tangible benefit and establishes a relationship of mutual trust.

A support framework was established, featuring partnerships with high-calibre consultants to elevate customers' ESG maturity, facilitating their entry into the Sustainable Finance market. This support model has the following features:

- **Initial phase.** Commitment and Governance: Aims: Commitment by senior management, corporate governance, governance policies and frameworks.
- **Identification phase.** Dual materiality diagnosis and analysis. Aims: Calculation of the starting point of the Baseline company, identification of the material issues for its material stakeholders and, GAP analysis, and identification of IROs.
- **Concretion phase.** Establish level of ambition and Sustainability Plan. Aims: Establish ambition in KPIs and specify the ESG Strategic Plan.

CaixaBank's function is crosscutting in the three phases, while being Project Monitor of the process.

The Bank's aim is to continue with the engagement plan with customers of small, small and medium-sized companies in terms sustainability, with face-to-face sessions for customers in different sectors. In 2024 the Bank has participated in 14 events disseminating its Sustainability value proposal.

CaixaBank has also created specific plans to promote the transition to a green economy for companies in sectors such as the agri-food, transport and chemical industry which will require these companies to accelerate their sustainable transition plans within sustainability, in addition to carrying out sector-specific events, 5 in 2024.

AgroBank

Due to its productive and strategic importance, CaixaBank is especially focused on promoting **engagement with its customers in the Agri-food sector**, and the entire value chain (production, processing and marketing), where it has more than 491,491 customers and 1,141 specialised branches.

AgroBank is committed to promoting sustainability and it offers its customers a series of products designed to accompany them in the decarbonisation of the sector, for which it has loans such as the Ecological Transition Agroinvestment, the financing of solar panels for the transition to the use of renewable energies and the Woody Agroinvestment that allows the planting of new crops that help with carbon fixing with large gaps necessary for their implementation. Furthermore, in partnership with MicroBank, programmes have been launched with the aim of supporting entrepreneurship and helping young people and women with a view to facilitating generational transition in the agricultural sector, as well as new financial products to support business initiatives and foster financial inclusion in rural areas.

Within the innovation area, it is worth highlighting, among other projects the launch in February 2025 of the third edition of 'AgroBank Tech Digital INNovation', the largest acceleration programme for start-ups in the agri-food sector. With this initiative, the Bank is positioned as the main benchmark for offering the sector technological solutions.

Similarly, within the support to diversity and the role of rural women, there are various initiatives, including the mentoring programme 'Crecemos Juntas' (We Grow Together) in collaboration with the Ministry of Agriculture, [the Chair 'Women, Business and the Rural World'](#) with the University of Castilla-La Mancha (UCLM).

On the other hand, AgroBank is present in the sector's main **Trade Fairs and Seminars**. In 2024, these events brought together more than 467,000 visitors, businesses, entrepreneurs and professionals within the agricultural and fishery sectors, which focused on a range of topics such as the use of water, digital innovation and the transformation of the entire agri-food chain, and key elements of sustainability (climate change, circular economy, the gender gap in rural activities, and more).

On the other hand, with the aim of contributing to the transformation of Spain's countryside areas, CaixaBank has launched AgroBank HUB, a digital platform for both customers and non-customers that aims to foster innovation, sustainability and strengthen communication between the sector's various agents.

CaixaBank also developed a **collaborative programme "Land of Opportunities"** to create employment, promote business and root populations in rural settings, with direct aids to business owners and job and training projects.

Furthermore, the Bank has offered business a **"carbon footprint calculator"**. This tool, whose methodology has been validated and verified by AENOR, where customers can compare their footprint with the national or European average and find out the environmental impact it represents.

Since January 2025, **CaixaBank offers businesses that have calculated their carbon footprint using the calculator provided by the bank, the possibility of verifying this figure with AENOR.**

Private Banking

Private Banking has specialised teams, 1,146 professionals working exclusively of Private Banking and Wealth, and offers its customers advice and an all-inclusive solution to respond to their needs in the areas of philanthropy and responsible and impact investment. To do this, it takes action in the following areas:

In that of Sustainable and Impact Investment. In 2024, CaixaBank has revised the entire system in terms of sustainability and has launched the **Sustainable Darwin Project**, which aims to strengthen training in commercial skills among Private and Premier Banking managers, to effectively ensure their responsible advice, arising from the change in the suitability test in relation to sustainability preferences. Workshops have also been carried out at all the centres, in which Premier and Private Banking managers took part.

The **Philanthropy Service**, integrated into the Private Banking value proposition, works along several lines. One of which is the promotion of **charitable causes** so that its customers can donate with maximum guarantees of transparency and impact. In 2024, Private Banking customers contributed 8.7 million euros to various charitable causes.

In the areas of dissemination and disclosure, CaixaBank organises events such as the 7th Edition of the Private Banking Charity Awards: granted annually with the aim of highlighting the philanthropic projects carried out by CaixaBank customers. In 2024, 210 candidates working in areas such as research, education, integration of vulnerable groups and promotion of culture.

Added to which, it offers its customers bi-weekly information on sustainability in order to raise awareness and enhance their knowledge of sustainability and thus promote responsible investing. With subject matters related to emissions, social inequality, alternative energy sources, climate change, biodiversity and natural capital, and others.

On the other hand, the number of sustainable and impact investments keeps growing, offering both private and retail banking customers a wide range of funds (articles 8 and 9) based on their risk profile and approach to ESG. There is also **the OCEAN platform**, a fund search engine and comparison tool from national and international managers where funds can be selected and filtered based on sustainability criteria. With over 4,000 funds from 200 management agencies.

Retail banking

In the retail banking area, CaixaBank continues to train its entire commercial network on issues related to sustainable investment and sustainability preferences, which will enable them to help customers in understanding the importance of their decisions in the environment and in society.

CaixaBank consolidated its offer of sustainable products such as **financing for solar panels** in single-family homes, businesses and microcompanies, with an extension of the commercial offer for installations with a higher number of panels and increase in electric storage batteries. On the other hand, the number of green mortgages has increased, in 2024 1,901 million euros have been granted in **mortgages to individuals on for homes with an A or B energy efficiency rating**.

CaixaBank also offers the Efficient Mortgage, that promotes home renovations for the improvement in energy consumption by financing in a single product not only the acquisition but also the cost of the renovation, calculating the amount of financing based on the estimated post-renovation appraisal value. This product offers a 6-month grace period to be able to complete the renovation without having to rush. The proposal is complemented by the expert service of a renovation agent who will prepare the Energy Efficiency Certificate and calculate savings on energy consumption and its impact on the energy certificate resulting from the renovation.

Similarly, a differential **value proposition has been defined for Home Owners' Associations and Property Managers**, through a model of specialised assistance which aims to provide support for marketing specific products and services, as well as consultancy adapted to the field of renovations focusing on energy improvements for multiple-dwelling buildings.

Making it easier than ever before for customers from home owners' associations to access a diverse and innovative range of financing options and offering them loans linked to subsidies for financing energy renovation projects.

The Bank also maintained a continued offer of leasing **and financing of vehicles, enhancing the offer for sustainable vehicles**. At the close of 2024, 9,049 leasing transactions for the leasing of sustainable vehicles (electric and plug-in hybrids) had been signed. Which already represents 38.4% of the total.

In addition, CaixaBank offers its retail customers a “**carbon footprint calculator**” through CaixaBank Now, a tool whose methodology has been validated and verified by AENOR and which allows customers to determine their carbon footprint by automatically analysing their consumption and purchases (utilities, clothes and footwear, food, transport, restaurants, leisure, etc.), which is deduced from their direct debited bills and their credit, debit and prepaid card purchases.

The Bank has also created within the [commercial website](#) a specific area containing sustainable products, where it also offers interesting articles related to sustainability and other relevant topics. In addition, and through CaixaBank Talks and other events such as those convened with CaixaBank Chairs and collaborating entities, the Entity organises events and disseminates the importance, risks and opportunities linked to sustainability, particularly environmental, among its customers.

Imagin

One of the segments where CaixaBank is also focusing its **engagement efforts is young people and children, and it is doing so through Imagin**, the new and leading bank among young people in Spain and a company that has been **B Corp certified** since 2020 due to its positive impact on the environment and society.

With its imaginPlanet and imaginChangers proposals, it develops initiatives with a positive impact on environmental and social sustainability, including products, services, content and agreements.

imagin remains committed to preserving the world's seas and oceans by creating a second coral reef in Nerja and removing fishing nets and plastic from the sea. It also continues to back financial education and entrepreneurship as levers for social transformation with its imaginAcademy digital content programme, and its imaginPlanet Challenge sustainability entrepreneurship programme.

Engagement with employees



The CaixaBank Group promotes an open, two-way dialogue with its employees through active listening to gather their opinions and internal communication to spread and convey the Group's values.

The Company measures the commitment, satisfaction and needs of its professionals through internal surveys (on Psychosocial factors, Touchpoints, Quality of Service, etc.), as well as through focus groups, interactions with the Business Partner and frequent meetings held with the employees' representatives, fostering an inclusive and participatory environment. As well as through external monitors such as Merco Talento.

Biannually, the Bank carries out the **Employee, Culture and Leadership Engagement and Satisfaction Study**. The last one, done in 2024, had an overall participation rate of 83%, (vs. 75% in 2022). The results of the study help identify areas for improvement and design strategies or action plans that enhance the employee experience. The representation of these factors gave rise to the **Engagement 360° Model**, which has 6 separate blocks and 18 dimensions, and is used to inform both the analysis and the design and follow-up of the actions that impact employee commitment and motivation.

The elements available to activate the action plan include cross-department work teams, tracking and measurement of actions, and monitoring the resulting impact, all under a governance model that calls for periodic work sessions, and status meetings are held quarterly with the members of the project's Steering Committee, which reports on the progress made to the Management Committee.

As a result of this entire analysis, 2024 saw the continuation of the **Nosotros Plan**, which began in 2023 and is part of the CaixaBank Group's purpose of "**Being close to people for everything that matters**", with the aim of improving the working environment for employees and facilitating their experience at the Entity in order to continue to advance towards the ambition of "Being the best financial group to work for".

The Nosotros Plan addresses the main areas of improvement from the Study, which are grouped into three main lines of action and encompass more than 150 initiatives and improvement actions.

- **Business and customer service improvement:** To help the commercial team enhance the improvement of customer service, to reinforce their capacity to add value and excellence to the relationship.
- **Support, organisation and processes:** To move forward in the progressive simplification of processes and in an operating environment that promotes collaboration and streamlining and facilitates the daily performance.
- **People management and development:** To harness the AHEAD Leadership model and promote the development of people based on meritocracy, according to the skills, knowledge and results obtained in the performance of their duties.

During 2024, the Bank has also carried out various strategic exercises to get to know the opinion of its employees as regards specific topics in the CaixaBank working environment, such as **Active listening in relation to the Onboarding process** for all new hires with the aim of allowing them to express their opinion on the experience

they have had while joining **CaixaBank**, and the progressive incorporation of the **automatic active listening of all the vital moments** of our employees throughout their working lives within the company: Crossboarding, Internal Candidate, Births, Offboarding.

In addition, under the umbrella of the [Wengage programme](#), the company relies on various actions, courses and programmes for employees to promote initiatives related to **functional, generational, gender, sexual orientation** and other types of diversities that prioritise respect for people, their differences and skills.

The company also has a programme to integrate new employees, **CaixaBank Experience**, and a [confidential whistleblower channel to report violations of the Ethics Code](#), and external committees with employee representatives.

The organisation values the role of employee representatives as key partners in communication and active listening, thus a continuous and transparent dialogue is maintained to identify concerns and propose improvements in areas such as working conditions, safety, equality, and work-life balance. This collaboration ensures that strategic decisions reflect the needs of the staff, thereby enhancing their satisfaction and well-being.

Furthermore, in 2024 a **Development by skills and other specific training plans have been launched**, a plan that it is more proactive in the training of the teams and focusing on critical skills. As well as continuing with the Health and Well-Being Plan "We Are Healthy" and the "New ways of working" project: remote working.

In 2024, the Action Plan came to an end, having successfully driven the desired progress in team culture and approachable leadership, as reflected in the improved results of the Engagement Survey. The Total Culture Favourability (TF) has improved by 2% compared to the previous survey and now stands at 69%, driven by the attributes of approachability, responsibility and high standards.

At the same time, efforts to promote respect for diversity and equal opportunities have continued. This is reflected in the increase in women in leadership positions to 43.4%, surpassing the established target, as well as the guarantee of pay equality (adjusted gender pay gap).

In addition, as part of CaixaBank's aspiration to be a leading bank in sustainability, training is a crucial part to be a benchmark and ensure that all employees internalise the concepts involving sustainability, and that the new business opportunities that the changing financial scenario offers society are fully leveraged.

In 2021, the bank started to provide generic awareness training to all employees in order to lay the foundations, as well as training on sustainable investing for Private Banking employees. In 2022, the training on sustainable investments was expanded to the Premier Banking employees, and the legal requirement to provide MiFID training on sustainable financing and adjusting the suitability test was also complied with.

In 2023, the **ESG 360° training plan** was approved, and training in this field (linked to the bonus) was provided to the Bank's entire workforce, in addition to the training intended for specific groups: training on sustainable investment and financing given to directors of retail branches.

In 2024, the focus has remained on this training with **30,037 employees trained in sustainability** via different programmes (with a total of 227,891 hours of training). We also placed a special emphasis on communicating with managers as a way to boost the projects and strategic messages of the new 25-27 plan by giving them guidelines and materials to get their teams involved in the Bank's challenges.

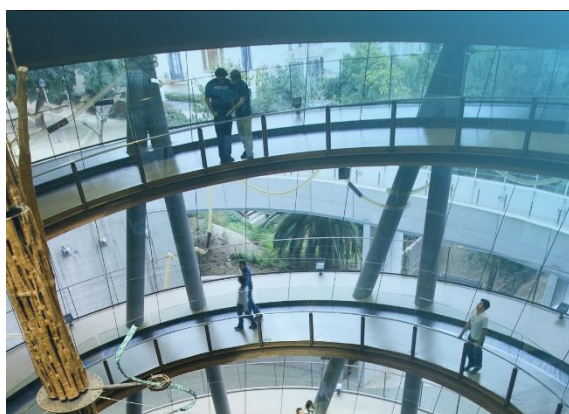
In 2024, the Sustainability Representatives programme was continued, which was originally launched in 2023. It consists of a network of individuals participating in different CaixaBank Group departments and subsidiaries that facilitates the exchange of ideas and internal and external engagement in sustainability, with the aim of advancing the implementation of the Sustainability Plan and ensuring the transmission of key sustainability messages, knowledge and priorities within the Group.

These representatives receive a specific, fortnightly newsletter, and among other activities, have had access to 24 exclusive, global and sectoral webinars and presentations on specific sustainability issues, including trends, regulatory outlook, taxonomy, climatic scenarios and reporting, among others.

Another method of engaging with employees is internal communication, which focuses mainly on conveying the values and culture of the Group, fostering a sense of pride of belonging as a differential element, encourage and

guide in the achievement of the challenges included in the Strategic plan and the business priorities, acknowledge and reinforce best professional practices and promote and streamline the "PeopleNow" corporate social intranet by facilitating two-way communication and conversation among professionals, as well as camaraderie between teams.

Engagement with issuers, shareholders and investors



CaixaBank carries out an active engagement with its shareholders and investors in order to provide them with accurate and appropriate information in time and in due form, so that they can make their decisions based on complete and reliable information.

The Bank has developed various training and information initiatives with shareholders:

- > Quarterly webcasts to explain the results.
- > Shareholder and institutional investor services.
- > Corporate meetings with shareholders.
- > Shareholder Advisory Committee.
- > Roadshows, talks, webinars and other meetings with institutional investors.
- > Annual opinion surveys. (Global Reputational Index and Dual Materiality Study, among others).
- > Monthly newsletters.
- > Aula Training Programme.

Customised support is provided through the Shareholder Service and the Institutional and Analyst Investor Services, in accordance with the **Policy on Information, Communication and Contact with Shareholders, Institutional Investors and Voting Advisers**. During 2024, a total of 1,935 Contacts have been made via this service (telephone, email or videocall).

Additionally, **12 corporate meetings have been held with CaixaBank's directors** to explain the results to the shareholders in person, as well as other relevant corporate information, which have included the participation of 2,576 attendees.

During 2024, periodic meetings were also held (4 in total) with the **Advisory Committee of Shareholders** to deal with sustainability issues. The Committee is a non-binding advisory body created to learn first-hand from its members about the assessment of initiatives aimed at the shareholder base, and contribute to the continuous improvement of communication and transparency.

A total of 529 meetings have been held with institutional investors on the topic of fixed income and equity assets, both national and international, and a further 26 meetings have been held with specific investors to deal with ESG issues and were attended by a total of 44 investors.

Shareholder information is structured through the monthly newsletter and corporate event emails (reaching a total of 216,650 shareholders), SMS alerts or other subscription materials available on the corporate website.

Worthy of note is the **'Aula' Programme**, a training projects on economy and finance, aimed at CaixaBank's retail shareholders. With four in-person courses attended by 291 people and 582 hours of classes provided in 2024, 11 AULA webinars, online seminars, with 7,648 views, as well as the new episodes of the AULA financial training podcast with 54,932 views and the Training on wheels programme, with 23 episodes published and 28,346 views.

All the above has led to widespread recognition, for which in 2024 CaixaBank has been recognised as **'Best shareholder service for a Listed Company'** at the **Rankia Awards**. Special praise has been given to the online 'Shareholder area', the programme of company meetings and the work on financial education and dissemination in the Aula programme.

Furthermore, the Investor Relations team received the following awards at the Iberian Equity Awards presented by AERI (Spanish Association for Investor Relations): Best Global Investor Relations Company in Spain, **Best Investor Relations Programme in the financial sector in Iberia** and **Best Investor Relations Team in Spain**.

VidaCaixa and CaixaBank Asset Management

Moreover, as per the Group's manager and insurer, as described in the Engagement Policy, the investment policies of VidaCaixa and CaixaBank Asset Management include active voting actions and active dialogue with listed portfolio companies to promote improvements in the management and disclosure of sustainability.

The priorities for dialogue were made public in their 2024 engagement plans, with nature and climate among the priority areas. To address this dialogue, they contemplate collaborative dialogue actions, and these are framed, among others, within its accession to the Climate Action 100+ and Advance, in climate change and human rights matters, respectively. In 2023, the management companies adhered to Spring, a collaborative dialogue initiative promoted by PRI on nature.

On the other hand, CaixaBank Asset Management and VidaCaixa engage with issuers in matters involving sustainability, acting under the scope of the Operating principles of CaixaBank's Corporate Policy for managing sustainability/ESG risks:

In 2024, CaixaBank Asset Management had **341 meetings with companies on ESG topics** (60 meetings on environmental aspects, 145 on social aspects and 136 on governance aspects), and it conducted 182 due-diligence processes on ESG with external managers and dialogues with third-party managers, four collective dialogues, and it cast proxy votes at 1,010 shareholder meetings.

For Irs part, in 2024 VidaCaixa had **185 meetings with companies on ESG topics**, six collective dialogues, 10 with external management companies on ESG topics, it conducted 379 due-diligence processes on ESG with external managers, it covered 247 ESG topics in dialogues with companies (16% of investment in companies subject to engagement processes), and it cast proxy votes at 536 shareholder meetings.

In addition, CaixaBank takes part in the evaluation processes of various analysts of sustainability and climate change, and is committed to actively and transparently replying to their information requests. In addition to sharing the [main cases of public interest](#) for increasing their awareness. For this reason, CaixaBank is broadly [recognised by the leading sustainability indexes and analysts on the market](#). As proof of this, the preeminent analyst on climate change, **CDP, has recognised CaixaBank as a leading company in sustainability** for its action against climate change.

In financial year 2024, CaixaBank was ranked the ninth most sustainable financial institution in the world according to the **Dow Jones Sustainability Index, with 86 points and in the second position** of the **DJSI Europe**, as well as being included in the **S&P Global Sustainability Yearbook 2025** due to its excellent performance as regards

sustainability. For its part, **MSCI has also granted the Bank with a AA rating**, placing it in Leader category, for its good performance in terms of sustainability and its ESG risk management.

Engagement with suppliers



CaixaBank works hand in hand with its suppliers to share the same ethical principles and social and environmental commitment it upholds, in order to contribute to sustainable development and create value for society

The CaixaBank Group undertakes, in its **Corporate Policy** and [Principles of Procurement](#) to disseminate ethical, social and environmental considerations in [its network of suppliers and partners](#), promote the contracting of suppliers who implement best practices, as well as good corporate governance, and implement mechanisms to assess the performance of suppliers, fostering dialogue through an institutional communications channel.

Integrity and transparency are essential pillars, which is why we have established guidelines that are contained in our [Vendor's Code of Conduct](#) (latest update approved by the Steering Committee in November 2023), in accordance with the Group's principles, which must be accepted by all our vendors as part of their registration and certification process.

On the other hand, the Procurement and Supplier Management Standard (latest updated dated October 2024) established the framework for managing purchases within the CaixaBank Group. It includes best practices and optimises purchasing processes, incorporating ESG criteria among other factors.

In 2023, a review of the different phases of the process of managing purchases and vendors (certification, bidding and contracting) was carried out with the goal of further integrating these ESG criteria. Specifically, the 13 modular surveys that incorporated ESG criteria have been reviewed, and [aspects related to Human](#) and environmental rights have been included therein. During 2024, an "ESG index" internal indicator has been launched that will allow the Bank to classify its vendors using sustainability criteria (considering the questions in the questionnaires on the certification process, audit results, development plans, attendance at training courses, etc.). This index is taken into consideration in the decision matrix when awarding a tender, representing a % in the final award decision.

In 2023, a questionnaire was also launched for all vendors with a sales volume in excess of €1.5MM, with the aim of determining their carbon footprint and thus extend the Group's sustainability commitment to its value chain. In 2024, this questionnaire was sent to strategic suppliers with a turnover of more than €0.5 million.

On the other hand, CaixaBank is carrying out an active engagement with suppliers for calculating their carbon footprint and establishing reduction targets. In 2024, 15% and 24% of emissions from categories 3.1 and 3.2 have been calculated using the specific emission factors of each supplier. One of the objectives of the new 2025-2027 Environmental Management Plan is to increase these percentages through engagement initiatives with suppliers to encourage them to calculate and reduce their carbon footprint.

The Group also has a Supplier Audit Plan which, through an on-site validation process, seeks to gather evidence to ensure that CaixaBank has the information necessary to generate a risk map for the main suppliers.

In 2024, 34 audits (31 in 2023) were carried out, including all the categories of Procurement (Facility&Logistics, Works, IT, Professional Services and Marketing). Audits of suppliers are carried out by an independent third party to ensure transparency in the evaluation. Suppliers are chosen based on the risk previously analysed, while seeking to obtain a representative sample of all categories. Corrective measures have been defined as a result of the audits. A posteriori, together with the suppliers, a follow-up of the implementation of these measures is made to achieve an improvement in its commitment ASG. CaixaBank supports the supplier throughout this process with sustainable development plans.

CaixaBank seeks to promote supplier development in the area of sustainability through dialogue with suppliers, for which it has various programmes to help them in their transition:

- > **Supplier development plans.** As part of CaixaBank's Sustainable Development project, the Supplier Development Plan was implemented in 2023 with the aim of helping them achieve a better position. The Plan consists of analysing their current situation and proposing improvement plans, with the aim of attaining sustainability standards, including environmental aspects, aligned with those required by the Group.
- > **Training.** Taking part in the second edition of the Sustainable Supplier Training Programme. Project promoted by the United Nations Global Compact, together with the ICO Foundation and ICEX España Exportación e Inversiones, with the aim of training the supply chains on sustainability within the framework of the Ten Principles and the 2030 Agenda. 85 SMEs took part in the last edition.

Engagement with the regulator, peers, NGOs and society



CaixaBank collaborates and maintains an ongoing dialogue with other bank's main stakeholders in ESG matters, namely the leading NGOs or other organisations, with a view to ascertaining what issues they value most and their perception of the Company's management.

CaixaBank collaborates and maintains an ongoing dialogue with other bank's main stakeholders in ESG matters, namely the leading NGOs or other organisations, with a view to ascertaining what issues they value most and their perception of the Company's management in this regard. This dialogue is carried out via face-to-face and online meetings, via email enquiries and with replies to information requests relating to the bank that favour the drafting of its reports and their vision of CaixaBank.

2024 saw an increase in engagement in comparison to previous years, as reflected in the positive feedback from various organisations, that highlighted CaixaBank's willingness to respond to their publications. In addition, the majority of NGOs had previously shared their reports, allowing CaixaBank to carry out engagement actions prior to publication.

Since 2024, the letters sent by NGOs or organisations directed to the CEO on topics related to CaixaBank's policies are analysed at the Disputes Committee, which determined whether they require a response, which type of response and ensures their follow-up.

As of 2025, all reports received which mentioned CaixaBank are analysed within the analysis gap in the **framework of the Action Plan of ESG analysts and other organisations**.

As a result of this engagement, in January 2025, the international entity **World Benchmarking Alliance (WBA)**, founded in 2018 with the goal of helping companies achieve the Sustainable Development Goals (SDGs), in its Financial System Benchmark 2025 ranked CaixaBank as the **second Spanish bank in contributing to a fair and sustainable economy**. Ranking it 9th worldwide and 7th among European institutions.

With the aim of focusing its actions on the needs of society, CaixaBank also encourages engagement with key social organisations in the region to promote progress in its social transformation. Through dialogue with these entities, CaixaBank identifies the key needs of the people in the communities of the region. This feedback enables the organisation to prioritise the development of specific actions and enhance certain social programmes in key areas, such as vulnerable children, depopulation, or poverty. This is also achieved through volunteering, which has an impact across all of these areas.

The engagement process with each of the social entities and institutions is carried out through different channels:

In relation to its **own programmes and alliances**, the main channel is the regular meetings between CaixaBank's Social Action Directorate and the "la Caixa" Foundation, one of the largest foundations in the world, whose mission is to build a better and fairer society by providing opportunities to those who need them most. In this regard, the "la Caixa" Foundation possesses expert knowledge in the social sphere, particularly concerning the needs of affected communities. Additionally, the Social Action managers of each CaixaBank Territorial Directorate maintain contact with social entities and public bodies in the region. Similarly, ad-hoc meetings are held with other leading national social entities, such as the Red Cross and ONCE, with which CaixaBank maintains strategic alliances. These partnerships enable CaixaBank to gain insights into the perspectives, opinions and needs of the communities in the regions where it operates.

With regard to support for the third social sector, regular meetings are held between CaixaBank's Social Action Directorate, as well as programme managers and representatives of social entities that are also clients. When specific needs are identified during collaboration with social entities and/or foundations, new projects are developed to address them.

Before launching any project, CaixaBank's programme managers, together with representatives from social entities, organise specific focus groups to identify the initiatives that will provide the greatest value.

In the case of the **volunteering programme**, the main channel is regular direct contact with representatives of various foundations, associations, and other social entities involved in volunteering activities. Other noteworthy channels include the participation of the Volunteering Directorate in specialised forums and ad-hoc meetings, where spokespersons from organisations and associations share specific information about affected communities. Through the aforementioned channels, the concerns and suggestions of various social entities, NGOs, and other representatives of the communities in the territories where CaixaBank operates are gathered.

Another area where the Bank is focusing its efforts is in promoting the financial education of its stakeholders through its [Financial Culture Plan](#), through which it organises free education initiatives (courses, conferences, workshops) for all types of audiences so they can make informed decisions. It also has a specific section containing informational content on sustainability, on the [CaixaBankblog](#).

In 2024, through various formats, CaixaBank has created content on financial literacy, specifically 1,366 conferences, with 39,000 attendees; 46 courses and 3,040 workshops with over 75,000 attendees, as well as 11 digital webinars, 73 videos and 22 podcasts with more than 72 million views.

CaixaBank also places special emphasis on establishing active **dialogue with regulators and supervisors** and other entities in order to move forward and establish common goals in the field of sustainability.

The Company is actively involved in consultation processes for regulatory initiatives¹ on issues of financial stability; sustainable finance; innovation and digitisation; consumer protection; transparency, money laundering prevention, etc.

It also participates in working groups of UNEPFI to further measure impacts; financial inclusion, biodiversity, implementation of the objectives of the Net-Zero Banking Alliance (NZBA) and the recommendations of the Task Force on Nature-Related Financial Disclosures (TNFD).

In 2022, it was the first Spanish company to sign the **Statement of the Financial Sector on biodiversity** for COP15, endorsed by UNEP FI, which invited leaders worldwide to sign a global agreement on biodiversity. And in February 2024, the Board of Directors of CaixaBank approved a Statement on Nature, in which it promises to take into consideration the goals of the Kunming-Montreal Global Biodiversity Framework (GBF), make progress in managing risks related to nature and the integration of nature in its decision making, and establish the main action plan in this matter.

It holds regular meetings with other organisations and it participates in other think tanks and initiatives, such as the Spanish Green Growth Group, Spainsif, Global Compact, CECA, ESGB-WSBI, Forética and Seres, to share knowledge in the area of sustainability and further its implementation.

It is driving the measurement of impacts by taking part in initiatives like Banking for Impact, PCAF and SpainNAB, and by participating in specific workshops.

It is involved in knowledge dissemination forums such as the PRB Biodiversity Community in the framework of UNEP FI and the TNFD Forum of the Task Force on Nature-Related Financial Disclosures, and CaixaBank has adhered to Nactiva, a platform for the protection and regeneration of natural capital.

The Company also promotes outreach publications and activities related to sustainability, like the [CaixaBank Chair on Sustainability and Social Impact](#) with IESE, the CaixaBank Chair of Sustainable Economy with the Universidad de Comillas, and [the AgroBank Chair of Quality and Innovation](#) in the Agro-Food Sector with the Universidad de Lleida.

¹For further details, see the [Consolidated Management Report 2024](#), pages 222 and 483.