

Included in the world's main sustainability index for the tenth year in a row

The Dow Jones Sustainability Index ranks CaixaBank among the world's most sustainable banks

- **CaixaBank received the highest score in the fields of “Risk management”, “Financial inclusion” and “Social and Environmental reporting”.**
- **José Ignacio Goirigolzarri, CaixaBank's Chairman, emphasised the importance of this achievement: "At CaixaBank we have a model of banking that is very close to society, to the needs of families and businesses. A very inclusive model in which the 'what', namely the goals, are very important, but the 'how', the way of doing things, is decisive."**
- **CEO Gonzalo Gortázar highlighted that "CaixaBank's inclusion in the Dow Jones Sustainability Index for the tenth year in a row demonstrates that the institution upholds the essence of a differential banking model, committed to financial inclusion, sustainable development and social progress."**

13 November 2021

For the tenth consecutive year, the Dow Jones Sustainability Index (DJSI) has included CaixaBank among the world's highest ranking banks in terms of sustainability. The global index that assesses companies' performance under ESG criteria (environmental, social and governance) has rated CaixaBank among the 24 most noteworthy banks in terms of sustainability, from 168 candidates, and ranked it on the 11th position.

In its 2021 analysis, the DJSI, which is multi-sector in scope, features 322 companies, out of a total of 1,843 analysed companies from all over the world. In Spain, the main global index has ranked 15 companies as leaders in sustainability.

CaixaBank, with a total of 85 points, received the highest score (100 points) in the areas of “Risk management”, “Financial inclusion” and “Social and Environmental reporting”. Furthermore, the analysts have highlighted other positive aspects such as “Human rights”, “Human capital development”, “Information security and cybersecurity”, “Sustainable finance” and “Climate strategy”.

CaixaBank's Chairman, **José Ignacio Goirigolzarri**, emphasised that "a project, a sector, or a company is only sustainable if society finds it useful and wants it to exist." Along these lines, Goirigolzarri noted that "at CaixaBank we have a model of banking that is very close to society, to the needs of families and businesses. A very inclusive model in which the 'what', namely the goals, are very important, but the 'how', the way of doing things, is decisive."

CEO **Gonzalo Gortázar** added that "CaixaBank's inclusion in the Dow Jones Sustainability Index for the tenth year in a row demonstrates that the institution upholds the essence of a differential banking model, committed to financial inclusion, sustainable development and social progress." Gortázar highlighted "the constant effort that the organisation makes to continue to support our customers and society as a whole."

CaixaBank features on the most relevant and credible sustainability indices in the world. The institution features on the MSCI ESG Leader Indexes, Stoxx Global ESG Leaders Indices, the Euronext Vigeo Index Eurozone 120, the Ethibel Sustainability Index (ESI) Excellence Europe and the FTSE4Good index.

Spain's leading bank in sustainable financing and social bonds

CaixaBank is one of the financial institutions most committed to sustainability, given that its Socially Responsible Banking Plan covers five significant principles of action that include a direct contribution to the United Nations Sustainable Development Goals. Through its initiatives, the Bank is supporting environmentally friendly initiatives and projects that contribute to preventing and mitigating climate change and to encouraging the transition to a low-carbon economy and social development.

The bank has mobilised more than 24.3 billion euros in sustainable financing in the first nine months of 2021, with more than 8 billion euros formalised in green and ESG funding. CaixaBank has also participated in the issuance of 16 green, sustainable or social bonds, worth a total of 16.3 billion euros, making it the leading bank in Spain and Portugal.

In 2021, the bank ranked fifth in green and sustainable loans by volume, according to EMEA Green & ESG Loan League Table by Refinitiv. Furthermore, CaixaBank has recently received the award of "Outstanding Leadership in Social Bonds in Western Europe 2021" from Global Finance magazine awards, which acknowledge the world's leading companies in sustainable finance.

CaixaBank, a socially responsible banking model

CaixaBank is an organisation with a far-reaching social vocation. Remaining true to its roots, the bank has pledged to serve society and its customers. Sustainability is one of the pillars of the institution's 2019-2021 Strategic Plan, and the bank also has its own Socially Responsible Banking Plan.

One of the bank's key commitments is financial inclusion, facilitated through its expansive branch network. CaixaBank is the only institution present in 100% of towns with more than 10,000 inhabitants, and in 94% of those with more than 5,000. It is also the only bank that offers microloans to people with no guarantees or sureties, through MicroBank, to help them drive their personal and professional projects.

Meanwhile, it remains committed to financial culture through multiple initiatives, to help people make better decisions when managing their finances. Additionally, part of its workforce participates in volunteering activities during dedicated social weeks and throughout the year.

The institution has a Sustainability Committee, which reports to the Management Committee, responsible for monitoring sustainability strategy and practices.

Furthermore, CaixaBank is one of the leading financial institutions around the world in the fight against climate change, with commitments that directly relate to decarbonisation, such as funding climate change solutions, reducing and offsetting its carbon footprint and a meticulous environmental management policy, among other lines of activity.