



**POLICY ON COMMUNICATION AND CONTACTS WITH
SHAREHOLDERS, INSTITUTIONAL INVESTORS AND
PROXY ADVISORS**

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1. INTRODUCTION

The Board of Directors of CaixaBank S.A. (“**CaixaBank**” or the “**Company**”) approves this *Policy on Communication and Contacts with Shareholders, Institutional Investors and Proxy Advisors* with the aim of establishing a framework for action and to define the general principles that must govern the Company's communication with shareholders, institutional investors and proxy advisors, protecting and facilitating the exercise of their rights and interests within the framework of their involvement in the Company.

2. GENERAL PRINCIPLES

The Company's communications with shareholders, institutional investors, proxy advisors, other stakeholders, such as intermediary financial entities, the management companies and depositories of the Company's shares, financial analysts, regulatory and supervisory bodies, credit rating agencies, information agencies and the markets in general, must respect the following principles:

- **Transparency:** integrity, accuracy and clarity in the disclosure of information.
- **Equality and non-discrimination:** protection of the rights and legitimate interests of all shareholders and equal treatment in the access to information and the recognition and exercise of the rights of all shareholders and investors in identical conditions and not involved in conflicts of interest.
- **Immediate access and ongoing communication:** quick and easy access to the information published by the Company, providing shareholders and investors with the dynamic means and tools that promote a direct and efficient communication that allow interaction to take place and the generation of a dialogue regarding the performance of the business, resulting in the forging of cooperative and trusting relationships with the recipients and a greater involvement of the *stakeholders*, which could result in long-term investments.
- **At the cutting edge in the use of new technologies:** development of information tools that allow shareholders and investors to take advantage of new technologies, keeping the Company at the forefront in the use of new communication channels.
- **Respect for the standards and recommendations:** compliance with the provisions of the Law, and particularly the regulation against market abuse and the processing of Insider Information and Other Relevant Information, as well as the Company's internal standards and policies and the recommendations of supervisory bodies, vis-a-vis corporate governance, and fully respecting the principles of cooperation and transparency with the authorities, regulatory bodies and competent administrations.

3. COMMUNICATION AND CONTACTS CHANNELS

For the principles of this Policy to be effectively complied with, the Company has several communication and contact channels, some of which are used to disclose information to the general public and others for specific communications that can be used depending on the recipients, respecting the principles established in this policy at all times and, in particular, the principle of equal treatment and non-discrimination.

In any event, the use of the communication contact channels will respect the principles and the strategy that govern corporate communication in the CaixaBank Group.

3.1. GENERAL CHANNELS

3.1.1. Spanish National Securities Market Commission website and other channels of foreign supervisory authorities.

The Spanish National Securities Market Commission ("**CNMV**") website is one of the Company's general information channels, not only for shareholders and institutional investors, but for the markets in general. On this website, the Company publicizes and disseminates Insider Information and Other Relevant Information in accordance with the applicable legislation. After publication on the CNMV website, the corresponding information is immediately published on the CaixaBank corporate website.

The dissemination of Insider Information and Other Relevant Information is carried out in accordance with the provisions set forth in the applicable legislation without prejudice to the Company being able to simultaneously use social media to disseminate such information while ensuring compliance with the requirements established for the use of these communication channels, which are in any event complementary and do not substitute the publication of the Insider Information or any Other Relevant Information under the terms set forth in Law.

The Company publishes information through the channels established by other foreign supervisory authorities, where applicable.

3.1.2. CaixaBank corporate website

The main communication channel available to the Company is its corporate website (www.CaixaBank.com). Through this site, the Company makes information available to its shareholders, investors and other stakeholders, favouring immediate access to the information in a symmetric manner to all stakeholders, as well as the possibility of subsequent access through its status as an information repository under the terms set out in the applicable legislation. The Company publishes on its corporate website not only the information it is legally required to submit to the CNMV and other official bodies, (including financial and non-financial information in the area of ESG - environmental, social and governance), but also all additional information that it considers to be appropriate or relevant to its shareholders, institutional investors and the market in general, thus encouraging their involvement in the Company. The results presentations, as well as any other relevant presentations and the Shareholders' Annual General Meeting are broadcast live through the Company's corporate website, both in Spanish and English. Furthermore, the corporate website is also used to disseminate other content regarding the current corporate situation and information that may be of interest for the different stakeholders.

In order to comply with the principle of transparency, equality, immediacy and symmetry in the information disclosed and to make it easier for shareholders and investors to submit any queries they may have, the Company ensures that the information transmitted through its corporate website is always clear, complete, correct and accurate, and it regularly updates the content and includes information in English.

The CaixaBank corporate website is also an instrument that allows shareholders not only to access documentation information relating to the Annual General Meetings, published at the time of its call, but also to exercise attendance, proxy or voting rights at the General Meeting.

The Board of Directors is the most senior body for ensuring that the structure and content of the corporate website fulfil the legal requirements in force at any time. The Communication Department acts as the coordinator between the different areas of CaixaBank and ensures the overall coherence of the contents of the corporate website.

3.1.3. Annual General Meeting of Shareholders

The Annual General Meeting, which is held at least once a year, is also one of the main communication channels for the Company.

One of the main objectives of the Board of Directors is to promote the informed and responsible participation of the shareholders in the Annual General Meeting, for which it makes all kinds of resources available (such as the corporate website, the branch network, postal addresses, and for the Bank's customers, the *CaixaBankNow* digital banking service) so that they may easily exercise their attendance, proxy and voting rights and, where applicable, supplement the agenda and submit proposals. The Board of Directors also ensures that the shareholders have access to all the information necessary in order to participate in the General Meeting, all in accordance with the Law and the recommendations of good corporate governance that are applicable in the Company.

With the call for the Annual General Meeting, the communication channels with the shareholder are increased to make it easier for them to participate, with the telephone and email customer service in particular being reinforced. For those attending the meeting in person, a specific area within the recinct where the General Meeting is to be held will be set aside to resolve any issues that may raise in relation to their participation in the General Meeting. Furthermore, through its corporate website, the Company provides shareholders with a tool that allows them to confer their representation or exercise their right to vote remotely via electronic means, prior to the Meeting. Likewise, shareholders and shareholder proxies have the option to participate in the General Meeting and exercise their rights remotely and in real-time via the remote attendance platform made available on the Company corporate website. In any event, the General Meeting may be viewed live by any interested party, regardless of whether they are a shareholder or not, via the CaixaBank corporate website.

From the time of the call of the Annual General Meeting, shareholders may access the Company's Electronic Shareholders Forum via the corporate website. The purpose of this forum is to facilitate communication between shareholders in order to publish proposals, requests to adhere to proposals or initiatives and, in this manner, reach a sufficient shareholding percentage to exercise minority rights, or publish bids or requests of voluntary representation, all in accordance with the prevailing legislation and the Company's internal regulations.

For the Annual General Meeting, the Company may use the services of agencies, entities and financial intermediaries to better distribute information to shareholders and investors.

From an organisational standpoint, CaixaBank maintains relations with retail shareholders, institutional investors and proxy advisors through its Investor and Shareholder Relations Department.

3.2. COMMUNICATION WITH RETAIL SHAREHOLDERS

3.2.1. Shareholder contact service

The Company has suitable channels so that shareholders may request information, clarifications or raise questions and receive responses in relation to the Company's activity, all in accordance with the Law and the recommendations of good corporate governance that apply to the Company. The Company has established a Shareholders' Office, which aims to act as an open channel of communication that is permanent and transparent with all Company shareholders, via telephone, email or in writing, as detailed in the section of the corporate website (www.CaixaBank.com) which provides information on the communication channels with the shareholder, in the section *Shareholders and Investors -General Information*.

3.2.2. Meetings with retail shareholders

The Company holds regular meetings with groups of shareholders to inform them of the Company's performance and any other issues that may be of interest, attending to and providing personalised responses to any issues that may be raised.

CaixaBank also has a Shareholder Advisory Committee formed by retail shareholders that seeks to improve communication between CaixaBank and its shareholders in terms of the communications channels provided by the Company and the specific communication initiatives in order to ensure the maximum level of transparency at all times. The rules regarding the composition, structure and procedure of the Shareholder Advisory Committee are found in *the Regulations of the Advisory Committee of CaixaBank*, published on the Company's website along with the minutes of the most recent committee meetings.

3.2.3 Other communication channels

Investor Relations provides a variety of communication channels for the Company's shareholders, adapting to the needs of shareholders and remaining at the forefront in the use of new technologies. These channels offer information on the performance of the share price and the financial markets, the latest news of interest at corporate level, and initiatives aimed towards this group. To again free access to this information, shareholders can subscribe to the digital reports that are issued with differing frequencies, formats and content via the corporate website (www.CaixaBank.com).

The Company maintains an active presence on the social networks (such as Twitter, Facebook, YouTube and LinkedIn, among others) through which it publishes information on the Company's performance and activities for shareholders and stakeholders that use these means of communication on a regular basis, which allows them to interact with the Company.

When these communication channels are used to disclose Insider Information at the same time as its dissemination through the CNMV, as indicated in section 3.1.1 above, the information disclosed must be complete, objective, clear and precise, avoid any colloquial language, and neither add nor highlight any information in the answers or conversations that are essential in comprehending the information.

The Company also has a communications system with the shareholders via mobile telephone for those that wish to receive text messages (SMS) or *Push* notifications through the *CaixaBank App* (if they are *CaixaBankNow* customers), regarding corporate events that may be of their interest, such as the shareholder remuneration or the call for the Annual General Meeting.

3.3. COMMUNICATION WITH INSTITUTIONAL INVESTORS AND ANALYSTS

3.3.1. Institutional investors and analysts service

CaixaBank structures its communications with institutional investors through the Institutional investors and analysts service, which constantly attends to queries by analysts and professional or qualified investors in equities, fixed income and socially responsible investments, via telephone contact, email or post, as detailed in the section of the corporate website (www.CaixaBank.com) which details the communication channels with institutional investors and analysts, under *Shareholders and Investors - General Information*.

In addition, CaixaBank regularly sends informative communications to analysts and investors by email on the occasion of the publication of communications concerning Insider Information or Other Relevant Information, quarterly results and other communications that may be of interest to institutional investors and analysts.

3.3.2. Meetings with institutional investors and analysts

The Company organises informative meetings on its performance and that of the Group and other areas of interest for analysts and qualified investors in different formats (individual or group meetings) and it also attends the relevant conferences of the sector. In addition to the Investor Relations team, the CaixaBank senior management may also attend these meetings.

3.3.3. Presentation of quarterly results

Every quarter, after the release of the documents relating to Insider Information or Other Relevant Information on the corporate website and the CNMV website, the CaixaBank's senior management presents the quarterly results, followed by a question and answer session aimed at institutional investors and analysts. It is broadcast via *streaming* and it can be followed live or at a later date via the corporate website (www.CaixaBank.com).

3.3.4. Analysts' consensus

The analysts' consensus is published on the CaixaBank corporate website every quarter and it is prepared by the Investor and Shareholder Relations Department. It is an average of the estimates published by each one of the analysts covering CaixaBank of the different lines of the income statement and financial ratios.

3.3.5. Investor Day

When there are changes or developments in the Company's strategy, the Company may organise a specific event to disclose this information to analysts and institutional investors. These events are broadcast by webcast to the general public on the corporate website the same day and are available for a reasonable period of time. Where applicable, the materials used are previously communicated and published on the CNMV website and on the CaixaBank corporate website.

3.3.5 Other communication channels

The corporate presentation is available on the corporate website (www.CaixaBank.com) along with other more specific ones (fixed income, ESG or in relation to corporate operations, among others). There is also a section named "Analysts" which publishes information relevant to the coverage of CaixaBank given by this group.

3.4. COMMUNICATION WITH PROXY ADVISORS

Proxy advisors are entities that provide assessment services to investors, mainly institutional, in relation to exercising their voting rights deriving from the ownership of shares in listed companies.

Prior to the Annual General Meetings, CaixaBank seeks to maintain regular contact with the leading proxy advisors on the market in order to listen to them and gain first-hand knowledge of their perceptions regarding the Company as well as to inform them on the particular situation and condition of its environment and the regulatory framework, as well as aspects more associated to the business performance and to attempt to ensure that their recommendations with regard to the Annual General Meeting are based on real knowledge that is unique to the Company. During these meetings, matters relating to corporate governance, corporate social responsibility or sustainability are generally addressed, particularly regarding the proposed resolutions to be submitted before the Annual General Meeting. This is all carried out with the aim of promoting a more in-depth knowledge of the Company which ultimately allows it to foster a solid and long term relationship with its shareholders and investors.

4. DESIGNATED INTERLOCUTORS FOR COMMUNICATING WITH THE COMPANY

The Board of Directors has appointed a Lead Director from among the independent directors. The Lead Director is expressly authorised to maintain contact, whenever deemed appropriate, with investors and shareholders to understand their perspectives in order to form an opinion regarding their concerns, particularly in relation to the corporate governance of the Company, all within the framework of this policy.

Without prejudice to the powers of the Lead Director, members of the CaixaBank senior management maintain a regular dialogue with investors and shareholders. This dialogue and flow of information is managed from the Investor and Shareholder Relations Department, within the Finance Department.

The Board of Directors may also entrust the dialogue with specific shareholders to other interlocutors provided that the circumstances or uniqueness of the matter to be treated advise so.

5. POLICY MONITORING AND REVIEW

It is the responsibility of the Appointments and Sustainability Committee of the Board of Directors to report to the Board of Directors concerning the regular supervision of both the content and the application and development of this *Policy on Communication and Contacts with Shareholders, Institutional Investors and Proxy Advisors*.

The application of this policy is monitored by the Investor and Shareholder Relations Department, which will regularly report the main relationships that the Company has with its shareholders, Institutional Investors and proxy advisors in application of the provisions set forth in this policy to the Appointments and Sustainability Committee.

The Investor and Shareholder Relations Department will also be responsible for presenting any proposals to review and update the Policy before the Appointments and Sustainability Committee for examination and report by the Committee and their subsequent submission for approval before the Board of Directors. Notwithstanding the above, any changes of a minor nature will be introduced directly by the Investor and Shareholder Relations Department for the purposes of maintaining the data appearing in the policy up to date. Minor changes are understood to be changes in the nomenclature of departments, areas or committees to which the text of the policy may refer, as well as the digital banking service or other services mentioned in this policy, references to contact data or social media used by the Company and any corrections that are merely of a typographical nature. The Appointments and Sustainability Committee will be informed of any changes approved and introduced by the Investor and Shareholder Relations Department. If deemed appropriate by the Appointments and Sustainability Committee, these changes will be presented before the Board of Directors.

6. DISSEMINATION OF THE POLICY

This policy will be published on the corporate website of the Company, including any information relating to the manner in which it has been put into practice and identifying the interlocutors or persons responsible for its implementation.
