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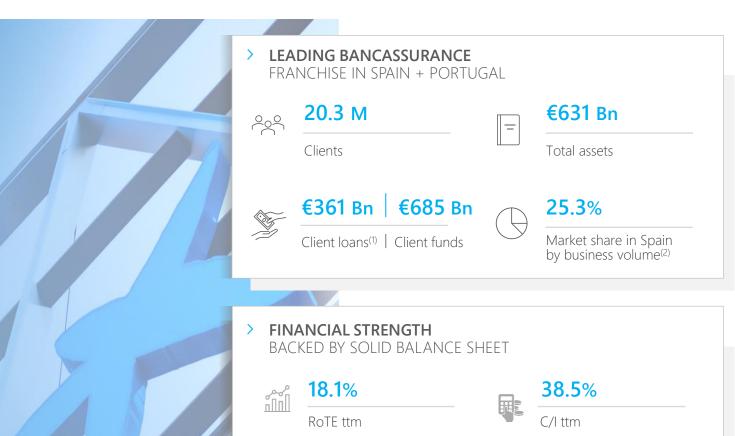






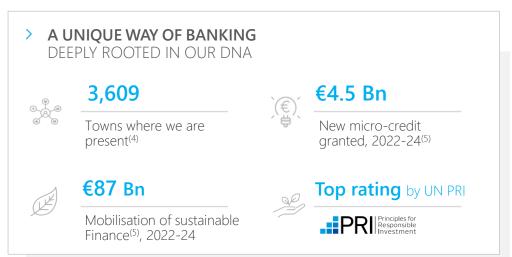


# CaixaBank Group at a glance



A ONE-STOP SHOP FOR LIFETIME FINANCE AND INSURANCE NEEDS WITH AN **OMNI-CHANNEL DISTRIBUTION PLATFORM** 12,370 4,128 Branches **ATMs** Life-insurance and 89% AM factories, in Spain % digital individual ★ VidaCaixa 💢 CaixaBank clients in Spain<sup>(3)</sup>







# The bank of choice for Spanish retail customers

with a growing franchise in Portugal







23.7%

Mutual funds

26.5%

Life-risk

insurance



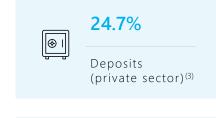
34.3%

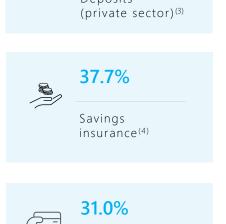
36.1%

Payroll

deposits

Pension plans

















# Premium brand reputation























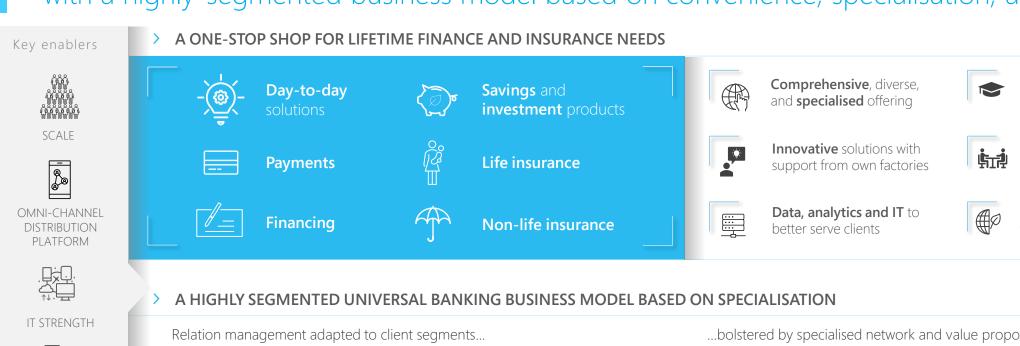


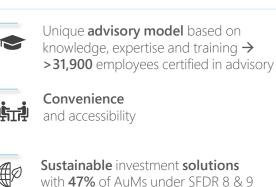


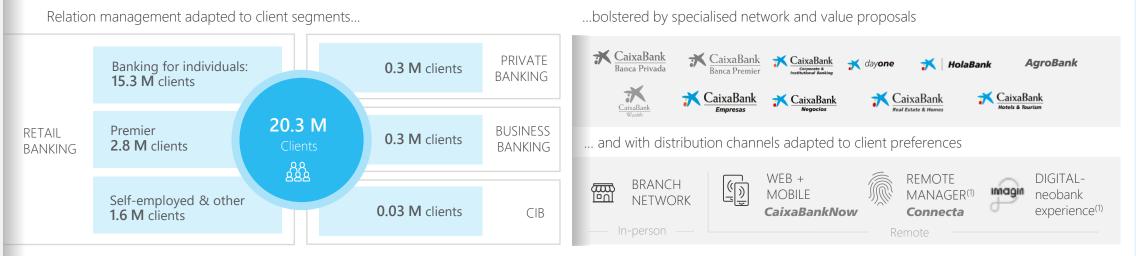


# A one-stop shop for lifetime finance and insurance needs

with a highly-segmented business model based on convenience, specialisation, and quality of service









OWN

**FACTORIES** 

TALENT &

(1) For retail banking clients only.





# Solid financials backed by a strong balance sheet



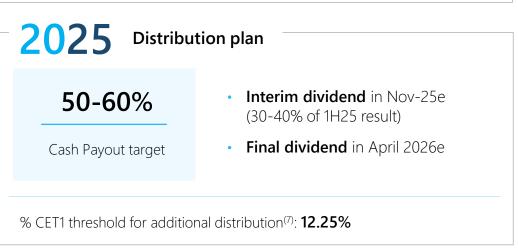
<sup>(1)</sup> Pre-provision profit excluding extraordinary operating expenses. 2021 PF including Bankia 12 months. 2023 excluding impact from the banking tax (€373M pre/post tax). 2024 excluding impact from the banking tax (€493M pre/post tax). (2) Since 2022 under new accounting standards (IFRS17); 2015-2021 based on previously reported figures (IFRS 4). 2021 PF including Bankia 12 months. (3) Excluding one-off impacts from restructuring in 2019 and from M&A in 2021. (4) Historical figures exclude extraordinary costs related to M&A impacts and 2019 restructuring. (5) SREP requirements for 2025 received in December 2024 with P2R at 1.75%, the O-SII buffer at 0.50%, the countercyclical buffer at 0.13% and the systemic risk buffer in Portugal for 0.07%. (6) MREL PF including January 2025 AT1 issuance and tender offer as well as January 2025 SNP issuance. Reported MREL ratio at 28.07%. Requirement received in December 2024. (7) % LCR 12-month average as of 31 December 2024 at 204%.

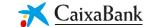


# Robust financials enable high and frequent returns...









# ... and to fulfill our social and sustainability aims

Group ex BPI



**Fostering** financial inclusion



3,609 towns where we are present<sup>(1)</sup>

(∆ YE21-YE24: +933; △ YE24 yoy: +559)

>362,000 clients with basic accounts Leading micro-lender in Europe



**€4.5 Bn** granted in new micro-credit in 2022-24 vs. €3.5Bn target

(€2.1 Bn in 2024)

>32,000 jobs created with MicroBank support in 2024<sup>(2)</sup> **Solutions** with social impact



>9,400 social housing units

~10,000 transactions in solutions related to the DANA in Valencia<sup>(3)</sup>

Social projects across the territory



~20,200 volunteering and >29,900 activities in FY24

DUALIZA: >12,400 beneficiary students in FY24

# Commitment to sustainability







# €87 Bn

Sustainable finance mobilisation<sup>(4)</sup> in 2022-24 vs. €64Bn target

(€36 Bn in 2024)

**Top** rating by UN PRI<sup>(5)</sup>





A unique way of banking





# Profitability and returns to society are fully aligned





# Our purpose



# **Standing by**

Be close to people and society. Be part of their lives, communities, reality and financial needs. Be close to their concerns, commit to them

Standing by people for everything that matters

# **Everything**

Beyond our financial activity

# People

Placing people at the centre and including all CaixaBank's stakeholders (both external and internal)

### Matters

It allows everyone to embrace the purpose, according to their needs and specific situation. It lets CaixaBank talk about both micro and macro aspects, thus also encompassing the organisation's social commitment

### **OUR MISSION**

Contribute to the **financial** well-being of our customers and to the progress of society



# OUR VALUES Trust Quality Social commitment

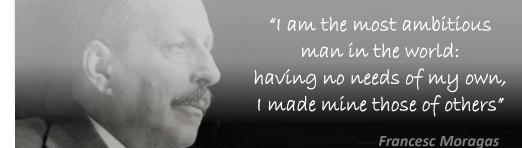








# Born sustainable and responsible











# It is in our DNA

"la Caixa" was founded originally as a savings bank in 1904, with the aim of fostering savings, retirement planning and disability insurance for the working class. In 1918, the welfare programme was integrated into the organisation.









**OUR MISSION:** Contribute to the financial well-being of our customers and to the progress of society

**OUR VISION:** To be a leading and innovative financial group, with best-in-class service and a benchmark in sustainability

**OUR VALUES:** Quality, Trust, Social Commitment



# It is in our activity and actions

Universal banking model, offering quality service, following bestpractices in corporate governance and management, and showing exemplary conduct



**FOSTERING FINANCIAL INCLUSION** 



LEADING MICRO-LENDER IN EUROPE



**SOLUTIONS** WITH **SOCIAL IMPACT** 



Founder of "la Caixa"

**SOCIAL PROJECTS** ACROSS THE **TERRITORY** 



COMMITMENT TO **SUSTAINABILITY** 



ROBUST **CULTURE** AND **GOVERNANCE**  A unique way of banking



# **CaixaBank**

# Fostering financial inclusion

\_\_\_\_













### COMMITTED TO FINANCIAL INCLUSION OF VULNERABLE GROUPS

>362,000

Clients with basic accounts



The only financial institution with its commitment to seniors certified by AENOR

80.9%

Senior customers NPS (scale 0-100)

3,949

Braille credit cards

### ACCESSIBLE AND CUSTOMER CENTERED BANKING

99%

of towns >5,000 inhabitants with CABK's presence<sup>(1)</sup> 1,294 | 644K

Villages | people served through mobile branches<sup>(2)</sup>

459

Municipalities where CaixaBank is the only bank present 89% | 90%

Accessible branches POS terminals accessible to visually impaired<sup>(3)</sup>

### PROMOTING FINANCIAL EDUCATION

39,000

Attendees at 1,366 conferences

>75,000

Attendees to workshops, courses and training sessions

72 M

Views of webinars, podcasts, and videos

CaixaBankTalks

mucho por hacer

**elBulli**Foundation



Aula



2024 DATA (SPAIN)

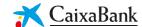


- World's Best Bank for
  Sustaining Communities 2025

  Best Bank for Sustaining
- Best Bank for **Sustaining Communities** in Western
  Europe 2025

Global Finance





# Leading micro-lender in Europe: MicroBank

2022-24 CUMULATIVE FIGURES



# €4,465 M



Granted in micro-credits and other loans with social impact

78,221

**Jobs** created with microcredit support



24,038



**New businesses** created with the support of micro-credits (2022-24)



Online training for entrepreneurs launched in 2024









# Family micro-credit



Other financing with social impact





€741 M Granted in

2022-24



Average /

transaction

268

Collaborations<sup>(2)</sup> to promote selfemployment



402.125 €2,904 M

> Granted in 2022-24

~€7 K

Average /

transaction

Transactions

€25,200

Applicant's max. annual income<sup>(3)</sup>



Transactions

Granted in 2022-24

€819 M

~€40 K

Average / transaction €79 M

"Skills and Education loans" (with EIF)(4)







With support from **European institutions** 











- ~1.7 M Micro-credits and loans with social impact granted since inception (2007)
- €3.7 Bn outstanding loans by YE24





# **CaixaBank**

# Solutions with social impact













### **FOSTERING HOUSING ACCESS**

>9,500

Social housing units

# €368 M

Loans granted for social housing (FY24)

# "Code of Good Practices"

For families with mortgage debt on primary homes

### SOLUTIONS TO ADDRESS AGEING AND LONGEVITY

~120,000

Clients with MyBox Protection Senior

# #1

Entity in Spain by market share in Wealth Mgmt. and Life Insurance

# Comprehensive and innovative offering to address longevity

MyBox VidaCare MyBox Jubilación Autónomos

### READY TO PROVIDE SUPPORT IN FACE OF EMERGENCIES

~10,000

Transactions in solutions related to floodings in Valencia<sup>(1)</sup>

~€23 M

Emergency funds raised for Valencia flooding via CABK's donation platform

# ~€8 Bn

Amount outstanding by YE24 in GGLs granted during the pandemic





Issued in Social Bonds advancing SDGs since 2019











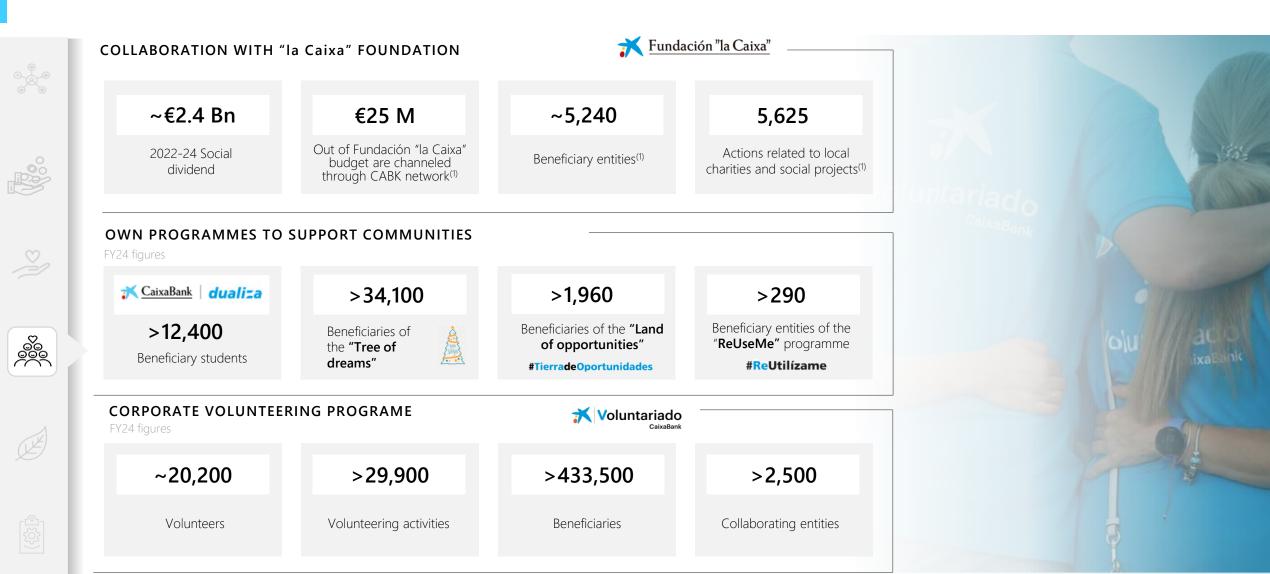








# Social projects across the territory





# CaixaBank

# Commitment to sustainability (I/II)

2024 DATA













### SUSTAINABLE BUSINESS

€38 Bn

Sustainable finance mobilisation<sup>(1)</sup>

2.3x

Green mortgages<sup>(2)</sup>,  $\Delta$  yoy



New microcredits and other financing with social impact<sup>(2)</sup>,  $\Delta$  yoy



**#4 EMEA** Bank Top Tier LSEG-Refinitiv

Dow Jones Sustainability Indices

#2 most

Sustainable finance loan

# sustainable bank in Europe

### **RESPONSIBLE INVESTMENT**

~€154 Bn | 47%

AuMs under SFDR I % under SFDR Art. 8 & 9 €12.7 Bn

VidaCaixa + CABK AM exposure to ESG bonds



Top UN rating in sustainable investment(3)



CABK AM is **the only European fund manager** to obtain the "EFOM 600 SEAL"

### **CLIMATE AND NATURE**

100%

Carbon neutral since 2018<sup>(4)</sup>

10 sectors

With 2030 decarbonization targets(5)

### Statement on Nature

New. Published in February 2024





Founding member

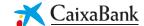
CDP Climate Change Leader

Environmental certifications









# Commitment to sustainability (II/II)



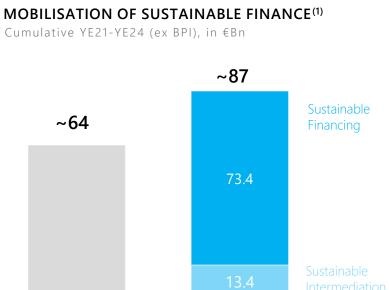
















### 2022-24 SUSTAINABLE INTERMEDIATION BREAKDOWN

31% **Participation** in the placements of sustainable **bonds** excluding own issues



∆ In **managed** sustainable assets (47% of total AuMs at YE24 under SFDR art. 8 & 9)

69%







Best Bank for ESG Spain 2024

Best Bank for Sustainable Finance WE 2024

Best Bank for Sustainable Finance Europe 2024

# 2030 DECARBONISATION TARGETS(2)



TARGET

**POWER GENERATION** 

-30% kgCO<sub>2</sub>e/MWh



**COMMERCIAL RE** 

-41% kgCO<sub>2</sub>e/m<sup>2</sup>



OIL & GAS

-23% MtCO<sub>2</sub>e



REALITY

**RESIDENTIAL RE** 

-19% kgCO<sub>2</sub>e/m<sup>2</sup>



THERMAL COAL

-100% exposure in €M



**AVIATION** 

-30% gCO<sub>2</sub>e/RPK



**AUTOMOTIVE** 

-33% gCO<sub>2</sub>/vkm



**SHIPPING** 

-11.9% Alignment Delta



**IRON & STEEL** 

-[10-20%] kgCO<sub>2</sub>e/t steel



**AGRICULTURE** 

Qualitative(3)





# **CaixaBank**

# Strong culture of responsibility

2024 DATA













### RESPONSIBLE COMMERCIAL PRACTICES

31,990

Employees certified in MIFID II

33,146

Employees certified in insurance IDD

# 100%

of employees participated in training courses

# **PeopleSkitls**

New platform launched in 2024 that allows all employees to manage and develop their skills

### **FOSTERING DIVERSITY**

40%

of Directors at the BoD are women

43.4%

of management positions are carried out by women<sup>(1)</sup>



Programme fostering diversity internally and externally



Top Employer Spain 2025 seal<sup>(2)</sup>



Top 3 worldwide in gender equality<sup>(3)</sup>



Excellence Level A<sup>(4)</sup>

### DIGITAL TRANSFORMATION AND INFORMATION SECURITY

€1,368 M

FY24 investment in IT and development

+21%

# of employees dedicated to cybersecurity,  $\Delta$  yoy

800 | 100

Cybersecurity rating by Bitsight | Information security rating by DJSI

### INFOPR®TECT.

Advanced information security model with certified standards

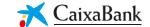






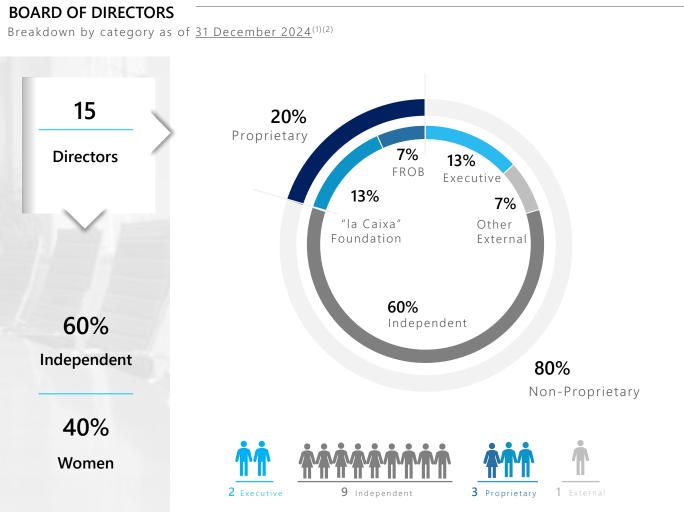






# Best-in-class in corporate governance is a corporate priority





### **BEST-IN-CLASS GOVERNANCE PRACTICES**

- One share, one vote
- **Separate roles** for **chairman** (non-executive since 1 January 2025) and **CEO**
- Appointment of **Lead Independent Director** since 2017
- **Diversified Board** in terms of nationality, skills, backgrounds and disciplines, with yearly self-assessment exercise
- "Fit & Proper" process (ECB suitability approval needed)
- Balanced remuneration aimed at attracting and retaining the appropriate profile for the Board of Directors
- Protection of minority shareholders and initiatives to foster their involvement AENOR
- **AENOR** certified
- ISS ESG Quality Score: top ranked in all categories including Governance(3)



**BUEN GOBIERNO** 

CaixaBanl





# ESG commitment supported by a



# strong governance structure with Board of Directors supervision







**€** 









# **Board of Directors**





Management

Lines of Action in

Approves the Strategy and

Committee

Sustainability

### **Appointments** and sustainability Committee

Supervises compliance with Corporate policies related to environmental and social matters



### Risk Committee

Proposes to the Board of Directors the Group's Risk Policy, which includes ESG matters



### Remuneration Committee

**Establishes** remuneration linked to ESG targets



### Global Risk Committee

Manages, controls and supervises from a global approach the risks that the Group may incur



sustainability strategy within

Sustainability

Ensures successful

promotion of the

the organisation

implementation and

Committee



is the highest governing body responsible for approving the strategy and action principles in matters of Sustainability as well as for supervising their implementation







# Remuneration schemes aligned with sustainability

and good governance aims

2025 REMUNERATION POLICY FOR THE EXECUTIVE DIRECTOR (CEO)



Prudent balance between fixed and variable components

Risk-adjusted variable remuneration scheme based on performance<sup>(1)</sup>

**40%** of variable remuneration is upfront; **60% deferred** (5 years)

3 years share retention policy(3) Malus and clawback clauses









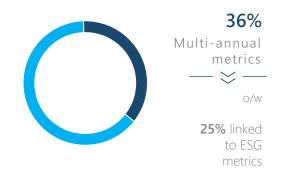


to ESG

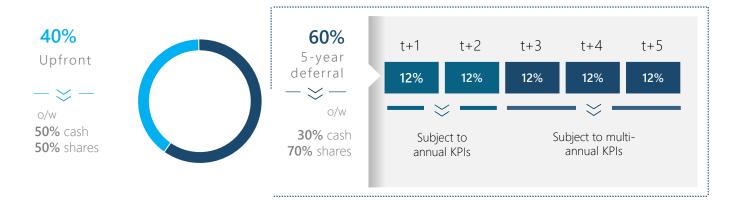
metrics







# VARIABLE REMUNERATION: Delivery method





Variable remuneration for all employees is tied to ESG KPIs







# ESG commitment supported by ethics and integrity policies

### **Ethics & Governance**



Code of Ethics



Corporate Criminal Compliance Policy



Corporate Compliance Policy



CaixaBank Group General Corporate Conflicts of Interest Policy



Internal Rules of Corporate Conduct in the Securities Market (RIC)



General principles of the Corporate Anti-Corruption Policy



Principles of action of the Corporate Sustainability/ESG Risk Management Policy<sup>(1)</sup>

# **Risk Management & Security**



Tax Risk Control and Management Policy



Corporate Policy for the Prevention of Money Laundering and Terrorist Financing and the Management of International Financial Sanctions and Countermeasures of the CaixaBank Group



Principles of action of the Information Security Policy



Information
Management Procedure



Corporate Internal Information System Policy

### Sustainability & Responsibility



Sustainability Business Principles<sup>(1)</sup>



CaixaBank Human Rights Principles<sup>(2)</sup>

Summary of the HR due diligence and assessment process in Human Rights



Procurement Principles



Supplier Code of Conduct

# Investments, Portfolio Management & other



Discretionary Portfolio Management involvement policy

Corporate framework for integrating ESG risks into investment and asset management services.



General Principles of the Corporate Privacy and Data Protection Policy



Health and Safety policy



Healthy Organisation Policy





# CaixaBank

# **Active participation in key initiatives (I/II)** Join effort is essential to foster ESG and exchange best practices

CROSS-DISCIPLINARY ESG





UN international initiative that promotes sustainable development by aligning the business activity with ten principles on human rights, labour standards, the environment and the fight against corruption, CaixaBank (2005); CABK AM and VidaCaixa (2009); MicroBank (2011); BPI (2020) and CABK Tech (2024)



Commitment to promoting, fostering and disseminating new knowledge about sustainability and social impact (2005)



Spanish Association of CSR prof. CABK is a member of the Board (2015)



UNEP FI promotes sustainable finance and the integration of environmental and social aspects in the business. CABK (2018) and BPI (2023). Responsible Banking Principles. A voluntary initiative to promote the alignment of the banks' actions with the SDG goals and the Paris Agreement. CaixaBank (2019), and BPI (2023)





Strives to fulfil SDGs by promoting high-impact investments. CaixaBank holds the Presidency of SpainNAB, Advisory Council for Impact Investing (2019)



Promotes the integration of ESG in the management of companies (2010)



They promote investment management based on environmental, social and good governance criteria. VidaCaixa (2009), CABK AM (2016) and BPI Gestao de Activos (2019)

They strive to ensure enough

private capital is allocated to

Members of the network of

UN European sustainability

sustainable investments.



Initiative that drives the development and expansion of innovative risk and insurance management solutions that contribute to environmental, social and economic sustainability VidaCaixa (2020)



Multinational company alliance united with a common goal: to create a measurable way and to compare the value of the contribution done by companies to the society, the economy and the environment. The alliance turns social and environmental impacts into comparable financial data. CaixaBank (2024)



United Nations body responsible for promoting responsible and universally accessible tourism (2019)



Promotes the commitment of companies to improve society by acting responsibly. CaixaBank is on the Board of Trustees and the Advisory Board (2011)



centres (2019)

Promoting responsible and sustainable investment in Spain (2011)



# CaixaBank

# Active participation in key initiatives (II/II)

# Join effort is essential to foster ESG and exchange best practices

### ENVIRONMENTAL



Commitment to achieve neutral greenhouse gas emissions in credit and investment portfolios by the deadline of 2050. CaixaBank (2021)



Commitment to apply a voluntary management framework for determining, assessing and managing social and environmental risks in project financing (CaixaBank 2007)



Developing and improving a standard for assessing biodiversity impacts and dependencies CaixaBank (2024)



Advisory group of institutions that publishes recommendations and disclosure guidelines for incorporating nature into corporate reporting CaixaBank (2023)

### Net Zero Asset Owners Alliance

An initiative driven by the United Nations and PRI involving the commitment to transition its portfolios towards net zero greenhouse gases emissions in 2050. VidaCaixa (2022)



Framework established by the Global Maritime Forum for assessing and promoting climate-aligned shipping portfolios. It seeks to enhance the role of maritime financing in addressing global climate goals. CaixaBank (2022)



Promotes economic growth linked to a low-carbon economy through collaboration between the public and private sectors CaixaBank (2016)



Partnership of financial institutions to develop and implement a methodology for measuring and reporting greenhouse gas emissions associated with loans and investments CaixaBank (2021)



Initiative promoted by the climate Aligned Finance Standard for the Aviation Sector to enable financial Institutions to measure and disclose the climate alignment of their aviation Ioans CaixaBank (2024)



Initiative to foster dialogue with companies around the emission levels. VidaCaixa, CABK AM, BPI Gestao Activos and BPI Vida e Pensoes (2018)

### European Energy Efficiency Financing coalition

European Clean

Promotes and develops renewable

green hydrogen production as a

aim of achieving the European

**spring** 

Activos (2023)

driver of decarbonization with the

Union's climate targets CaixaBank

Collaborative dialogue initiative

promoted by PRI and that seeks

to promote the objective of the

Biodiversity Framework, CABK

AM, VidaCaixa and BPI Gestao

Kunming-Montreal Global

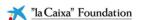
Hydrogen Alliance

Need to intensify investments in energy efficiency and engagement globe with high greenhouse at three levels: General Assembly, Expert Platform and National Hub activities CaixaBank (2024)

### Global Investor Statement to Governments on the Climate Crisis

Initiative promoted by institutional investors that urge governments to increase their climate ambition and to implement solid transitional policies. CABK AM, VidaCaixa and BPI Gestao de Activos (2024)

### SOCIAL



Partnership with "la Caixa" Foundation, the first Social Action Project in Spain and one of the largest in the world



Impact investment network for increasing prosperity and social welfare for all people, solve inequality and injustices and preserve the planet, MicroBank (2024)





### Collective Commitment to Financial Health and Inclusion

Initiative to promote better health and financial inclusion of customers and society in general (2021)



Participating in Advance as a collaborative dialogue initiative promoted by PRI to act and influence companies and other institutions to act on human and social rights, CABK AM and VidaCaixa (2022)



The Funcas-Educa Financial Education Stimulus Programme, promoted by CECA and the Funcas Foundation, aims to improve the level and quality of financial culture in Spanish society (2018)



Promotes a clear and accessible language as a democratic value basis. To incorporate projects in favor of the accessibility of the language. CaixaBank (2024)

### GOVERNANCE



Spanish non-profit association promoting an inclusive and respectful environment with LGTBI diversity in the workplace. CaixaBank (2022)

# closingap

Company alliance acting as a reference cluster, with public and private collaboration, that analyses the cost of economic and social opportunity of gender gaps. CABK (2021)

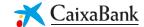




Promoted by the UN with the commitment of aligning policies towards advancing gender equality and fostering women representation at Board of Directors and executive management positions. CaixaBank (2013), CABK (2020) and BPI (2021)







# Contributing to advancement of SDGs



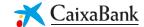
### CAIXABANK'S CONTRIBUTION TO SDGs – SOME EXAMPLES

- Microloans and other finance with social impact
- Social accounts
- Capillarity
- Social actions
- AgroBank

- Active Housing policy
- Social bonds
- Adherence to the Commitment to Financial Health and Inclusion promoted by UNEP FI
- Gama SI, Impact Solutions
- Financial Education Plan
- Financing for companies and the self-employed
- Microloans to entrepreneurs and businesses
- Investment in R&D
- Social bonds

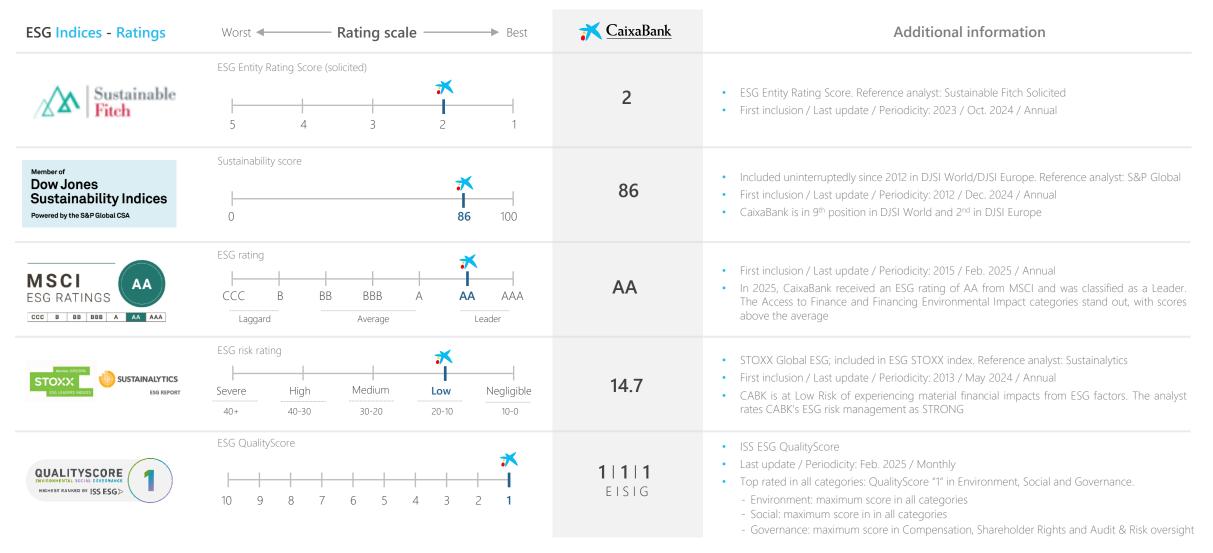
- Wengage Diversity Programme
- Adherence to the United Nations Women's **Empowerment Principles**
- DayOne<sup>(1)</sup>
- CaixaBank Dualiza Foundation, to promote vocational training
- Adherence to the Net Zero Banking Alliance (NZBA) & PCAF • PRI & Climate 100+ membership
- Adherence to Poseidon Principles
- Financing based on ESG criteria Principles for Sustainable Insurance (PSI) and
- Ethics and integrity policies
- Due Diligence and assessment in Human Rights
- Green bonds & loans
- (VidaCaixa and CABK AM)
- Net Zero Asset Owner Alliance (VidaCaixa)
- Verified reporting (SASB, TCFD)
- Certification BCorp imagin & Wivai
- Alliances directly associated with different SDGs
- Strategic Alliance with "la Caixa" Foundation
- Responsible Banking Principles signatory
- Chairs with leading universities to foster sustainability knowledge





# Strong sustainability performance

# Ample recognition by main ESG analysts and rating agencies (I/II)

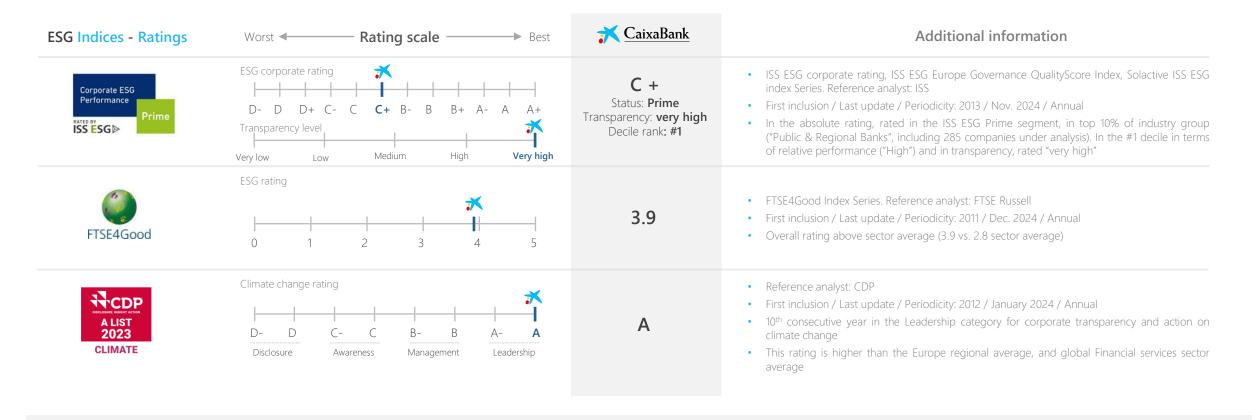






# Strong sustainability performance

# Ample recognition by main ESG analysts and rating agencies (II/II)



# Other analysts/ESG ratings with ongoing assessment on CaixaBank















### Other recognition



S&P Global Sustainability Yearbook 2025

# **Bloomberg**

Included in Bloomberg Gender Equality Score



CDP Supplier Engagement Leader 2023





3

# SUSTAINABLE Banking strategy









# Setting the benchmark in sustainable and responsible banking is and has always been a key priority in the Group strategy

STRATEGIC PRIORITIES ACROSS DIFFERENT STRATEGIC PLANS

2015-2018



- Best-in-class in quality of service and reputation
- 2. Sustainable profitability above cost of capital
- 3. Optimisation of capital allocation
- 4. Enhance our leadership in banking digitalisation
- 5. Retain and attract the best talent

2019-2021



- 1. Offer the best customer experience
- 2. Accelerate digital transformation to boost efficiency and flexibility
- 3. Foster a people-centric, agile and collaborative culture  $\stackrel{\checkmark}{\sim}$
- 4. Attractive shareholder returns and solid financials
- 5. A benchmark in **responsible banking** and **social commitment**

2022-2024



- 1. Growing the business, developing the best value proposition for our customers
- 2. Operate an efficient customer model adapted to customer preferences
- 3. Sustainability a benchmark in Europe





- 1. Growth acceleration
- 2. Transformation and investment in the business
- 3. Distinctive ESG positioning







# 2022-24 Sustainable Banking Plan: exceeding our targets



(1) As of 31 December 2024. (2) Ex BPI. Refer to the Appendix (Glossary) for definition. (3) CaixaBank's own indicator constructed using KPMG methodology. It consists of an objective weighting of the scores awarded by the main international ESG analysts (S&P Global, Sustainalytics, MSCI and ISS ESG). (4) 2020-30 for "Power Generation" and "Oil & Gas"; 2022-30 for "Thermal Coal phase-out", "Iron & Steel", "Automotive", "Agriculture", "Commercial Real Estate", "Residential Real Estate", "Aviation" and "Shipping". No decarbonisation targets were established for "Aluminum" & "Cement" since exposure to both sectors is non-material. (5) As a result of the Equality Plan update in 2023, the initial target for 2024 of 42% was revised upwards to 43%. (6) CaixaBank S.A., considering deputy-manager positions in branches type A and B and above.





# 2025-27 Sustainability Plan

# ADVANCING TOWARDS A MORE SUSTAINABLE ECONOMY



> **Investing** in current and future **transition solutions** 



- **RENEWABLE** ENERGY
- CLEAN MOBILITY
- ✓ EFFICIENT BUILDING
- ✓ INDUSTRIAL **DECARBONISATION**
- ✓ SUSTAINABLE INTERMEDIATION





- ✓ NET-ZERO LOAN PORTFOLIO BY 2050 (FOR BUSINESSES AND HOUSEHOLDS)
- ✓ SUPPORT FOR BUSINESSES (CUSTOMERS AND EMITTERS)





Strengthening social and financial inclusion



- ✓ ACCESSIBLE FINANCING AND SERVICES IN RURAL AREAS
- ✓ PRODUCTS AND SERVICES FOR VULNERABLE GROUPS
- ✓ FINANCIAL EDUCATION AND HEALTH
- ✓ COLLABORATION WITH "LA CAIXA" FOUNDATION AND OTHERS
- Promoting employability and entrepreneurship



- JOB TRAINING
- ✓ SUPPORT FOR ENTREPRENEURS AND SELF-EMPLOYED
- Addressing the challenges of increased longevity



- ✓ LIFETIME SAVINGS PLANNING
- SENIORS' FINANCIAL AND PERSONAL WELL-BEING





**COMPLEMENTARY INITIATIVES** 





# 2025-2027 Sustainability Plan: KPIs and key targets



### **PRIORITIES**

in current and future transition solutions

**Investing** 



### KPIS AND TARGETS

> Mobilisation of **sustainable finance** (ex BPI)

~€100 Bn 2025e-27e

> Interest income from sustainable financing in % of total interest income<sup>(1)</sup>

**15%** 2027e



Driving decarbonisation in society and businesses

- > Annual dialogues with 90% high-carbon emission companies (Net Zero Banking Alliance perimeter)<sup>(2)</sup> to support and finance their sustainable transition
- > Achieve annual internal **net-zero targets** –in alignment with industry-specific decarbonisation pathways for 2030<sup>(3)</sup>





Social and financial inclusion



**Employability** and **entrepreneurship** 



Addressing the challenges of increased longevity

- → # of people with inclusive solutions promoted by CaixaBank → continuous monitoring of a KPI
- # of jobs generated with CaixaBank's support<sup>(4)</sup>

~150,000 2025e-27e

Ranking of listed banks in Spain for senior customers<sup>(5)</sup>

**#1** 2027e

> % of customers aged 50-67 years with wealth management products

**33%** 2027e

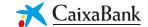
Our ambition is to be a benchmark in sustainability

> Sustainability ratings<sup>(6)</sup> vs. European peers<sup>(7)</sup>

Above average







## CaixaBank SDG Funding Framework

#### FRAMEWORK **Update in 2022**

- In line with CaixaBank's Sustainability Principles, the **SDG** Bond Framework published in 2019 and updated in **2022** represents a **statement of intent to clearly** contribute to the process of transition to a carbon neutral economy and contributing to the economy, employment and social initiatives
- CaixaBank has been a frequent Green and Social Bond issuer since the establishment of its SDGs Bond Framework in August 2019<sup>(1)</sup>
- > Since then, CaixaBank's Sustainable asset portfolio has been growing and several additional ESG commitments have been pledged; in line with those commitments, CaixaBank updated its SDGs Bond Framework in Nov-22, which reflects the current sustainability strategy of the bank and its intention to be aligned with the EU Regulation on ESG
- CaixaBank reports on a portfolio basis<sup>(2)</sup>: Green Bonds impact reports published in 2021, 2022, 2023 and 2024; impact reports on Social Bonds published in 2020, 2021, 2022, 2023 and 2024

#### **HIGHLIGHTS**

- The Framework allows CaixaBank to issue **Green**(3), **Social**(4) and/or Sustainability debt instruments(5)
- Debt instruments issued under the Framework are fully aligned with the four key pillars of the ICMA Green Bond Principles 2021 ("GBP 2021"), Social Bond Principles 2021 ("SBP 2021") and Sustainability Bond Guidelines 2021 ("SBG 2021")
- For each Green, Social or Sustainability debt instrument issued, CaixaBank asserts that it will adopt: (1) Use of Proceeds; (2) Project Evaluation and Selection; (3) Management of Proceeds; (4) Reporting, as set out in the Framework
- Funds raised through issuances under this Framework will be allocated to finance or refinance a variety of assets ("Eligible Projects") that promote the following **SDGs:**

#### SUSTAINABLE GOALS

















Sustainable Development Goals (SDGs) Funding Framework

November 2022

CaixaBank















# SDG Funding Framework is aligned with the four key pillars of ICMA 2021 GBP, 2021 SBP and 2021 SBG<sup>(1)</sup>

4 KEY PILLARS



#### Use of proceeds

- Net proceeds will be used to finance or refinance, in whole or in part, new or existing loans, investments and expenditures ("Eligible Projects") that meet the categories of eligibility<sup>(2)(3)</sup> as established in ICMA 2021 GBP/ 2021 SBP and 2021 SBG<sup>(1)</sup>
- Eligible Projects refers to assets initiated up to 3 years prior to the year of inclusion in any of the Eligible Portfolios
- Commitment to full alignment with the EU Taxonomy Climate Delegated Act, where relevant and possible<sup>(4)</sup>



## Project evaluation and selection

- A 3-stage process determines eligibility and selects projects:
  - **Loan nomination** by business units
  - Review and selection by the SDGs Funding Working Group
  - Inclusion/exclusion in Eligible portfolios after the shortlisted projects plus the Working Group review and recommendation are submitted to the Sustainability Committee
- At least on an annual basis, the alignment of Eligible Projects with the Eligibility Criteria will be re-assessed<sup>(5)</sup>



## Management of proceeds

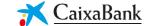
- Portfolio approach to manage proceeds
- CaixaBank's **Treasury team** is in charge of **managing and tracking the proceeds** (from the Green, Social or Sustainability debt instruments) and of keeping its **SDGs Funding Register** including:
- Principal, maturity and coupon
- Eligible portfolios, criteria and projects
- Issuance remaining capacity
- **Unallocated proceeds** to be invested according to general guidelines for s/t investments



#### Reporting

- Allocation and Impact reporting:
- An annual allocation and impact report will be provided<sup>(6)</sup> at least until full allocation of net proceeds; thereafter, information on allocation of net proceeds would be provided in case of material change in allocation
- Allocation information will at least contain: amount allocated by SDG and Eligibility Criteria; remaining balance; amount and % of new financing/refinancing

(1) ICMA Green Bond Principles 2021 ("2021 GBP") and Social Bond Principles 2021 ("2021 SBP") and Sustainability Bond Guidelines 2021 ("2021 SBB"). (2) Where a business or project derives ≥90% of revenues from activities that align with Eligibility Criteria, its financing can be considered eligible for CABK Green, Social, or Sustainability Bonds. In these instances, the Use of Proceeds can be used by the business for general purposes (as long as it does not fund activities in the Exclusion list). (3) Expenditures could be considered if compliant with the pending final EU GBS (Green Bond Standard) definition of Green expenditures. (4) CaixaBank has broadened the scope of the Second Party Opinion, including an analysis of the alignment of the Green Assets included in the Framework with the EU Taxonomy at the Technical Screening Criteria and Minimum Social Safeguards level. (5) Additionally, the Non-Financial Risk Department supervises and monitors the fulfilment of eligibility conditions on a regular basis. (6) On CaixaBank's website at https://www.caixabank.com/en/shareholders-investors/fixed-income-investors/sdg-bonds.html



## Use of proceeds (I/III) - Social eligible categories

SDG & SDG Target	ICMA	SBP category	Preliminary EU Social Taxonomy Objective	Target Population	Eligibility criteria	Examples of eligible assets
1 NO POVERTY 1.4 1.5		Access to essential services	Adequate living standards and well-being for end-users	Low-income population (as per income criteria defined by MicroBank) Population living in rural areas in Spain who lack access to basic financial services	Activities that improve access to financial services for underserved populations	MicroBank's Family Microcredit; essential bank services (e.g. microfinance, deposit-taking, insurance, retail loans/mortgages) provided to individuals or MSME businesses in rural areas
3 GOODHEALTH AND WELL-BEING 3.8 3.b		Access to essential services	Adequate living standards and well-being for end-users	General Spanish population, regardless of their income capacity Elderly population and other groups in need of medical support, including the vulnerable population	Activities that enhance (i) access to free/subsidised healthcare, early warning, risk ↓ and mgmt. of health crises; (ii) provision of adequate treatments to the elderly and vulnerable population	Healthcare facilities providing public and/or subsidised health care services; public infrastructure and equipment supplying emergency medical care and disease control services; public training centers for healthcare/emergency response professionals; medical/ social centres; free and/or subsidised nursing homes
4.1 4.2 4.3 4.4		Access to essential services	Adequate living standards and well-being for end-users	General Spanish population, regardless of their income capacity	Activities that improve (i) access to publicly funded primary, secondary, adult and vocational education, including for vulnerable population groups; (ii) publicly funded educational infrastructure	Construction and/or renovation of public or publicly subsidised schools, public student housing, public or publicly subsidised professional training centers. Educational loans.
5 GENDER EQUALITY  5.5 5.a	74	Socioeconomic advancement and empowerment	Decent work	Women and/or gender minorities	Bank financing granted to self-employed women and to women-owned Micro, Small and Medium Enterprises ("MSMEs")	Personal loans for self-employed women Loans granted to women-owned MSMEs, as per the European Commission definition
8 DECENTWORK AND ECONOMIC GROWTH  8.3  8.10	<b>⊪</b> e	Decent work and econ. growth; Employment generation	Decent work	Entrepreneurs and business owners located in the most economically disadvantaged regions of Spain Entrepreneurs and business owners, who belong to vulnerable groups	Bank financing that: (i) promotes growth of MSMEs in the most economically disadvantaged regions of Spain; (ii) contributes to sustainable job creation, econ. Growth and social well-being to encourage entrepreneurship	Personal loans without any collateral or guarantee for self- employed workers; loans to MSMEs in the most deprived regions of Spain; loans granted by CaixaBank to entrepreneurs or to newly created start-ups in the most deprived regions of Spain
10 REDUCED NEQUALITIES 10.2 10.3	7-7,	Socioeconomic advancement and empowerment	Adequate living standards and well-being for end-users	Vulnerable populations include the unemployed, migrants, the youth, the elderly, the undereducated and disabled individuals	Financing local social projects sponsored by either: (i) non-profit organizations; (ii) religious organizations; (iii) foundations or any other philanthropic structures	Loans granted to NGOs and private Social Projects for the accomplishment of general interest initiatives, aimed at reducing exclusions and inequalities
11 SUSTAINABLE CITIES AND COMMUNITIES 111.1 11.3		Affordable housing	Inclusive and sustainable communities and societies	Eligible beneficiaries according to socio- economic requirements set by regional governments in Spain	Loans granted to the development and provision of Social Housing	Social housing ownership Social housing available for rent



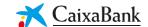
## Use of proceeds (II/III) - Green eligible categories

SDG & SDG Target	ICMA	GBP category	EU-GBS environmental objectives	Eligibility criteria	Examples of eligible assets
CLEAN WATER AND SANITATION 6.3 6.4		Sustainable water and wastewater management	<ul> <li>Sustainable use/protection of water/marine resources and climate change mitigation</li> <li>NACE<sup>(1)</sup>: water supply sewerage, waste management and remediation</li> </ul>	Activities that increase water-use efficiency and quality through water recycling, treatment and reuse (including treatment of wastewater) while maintaining high degree of energy efficiency	Improvements in water quality and use efficiency in line with EL Taxonomy's Technical Screening Criteria (E.g. construction and maintenance of new water networks to improve residential access to water; etc.)
AFFORDABLE AND CLEAN ENERGY 7.1 7.2 7.3	Ø <sub>S</sub>	Renewable energy Energy efficiency	<ul><li>Climate change mitigation</li><li>NACE: electricity, gas, steam and air conditioning supply</li></ul>	Activities aiming at financing equipment, development, manufacturing, construction, expansion, operation, distribution and maintenance of low-carbon and renew. energy <sup>(2)</sup>	Renewable energy projects; grid and associated infrastructure expansion/development; individual, or small-scale installation or renewable energy plants; smart grids; energy storage for renewables; improved lighting technology
OUSTRY INNOVATION NO INFRASTRUCTURE 9.1 9.2 9.4		Green buildings Energy efficiency	<ul><li>Climate change mitigation</li><li>NACE: construction, real estate activities</li></ul>	Activities aimed at developing quality, reliable, sustainable green buildings, including development, acquisition, renovation and refurbishment	Buildings built before 31/12/20 that belong to the top 15% of the national building stock based on the primary energy demand buildings built after 31/12/20 with a primary energy demand which is at least 10% < threshold of the "Nearly Zero Energy Building" (NZEB); building renovations
SUSTAINABLE CITIES AND COMMUNITIES 11.2 11.6		Clean Transportation	<ul><li>Climate change mitigation</li><li>NACE: transport and storage</li></ul>	Activities that expand or maintain access to affordable, accessible, and sustainable individual and/or mass passenger and/or freight transport systems and related infrastructure	Metro, tram, high speed passenger train; bicycle infrastructure all emission-free transport and/or other mass public transportation projects with zero direct tailpipe $CO_2$ emissions financing of Electric Vehicles, charging stations; etc.
RESPONSIBLE CONSUMPTION AND PRODUCTION 12.2 12.5		Pollution prevention and control	<ul> <li>Pollution prevention/control; transition to circular econ., and climate change mitigation</li> <li>NACE: water supply sewerage, waste management and remediation</li> </ul>	Activities that contribute to waste prevention, minimisation, collection, management, recycling, re-use, or processing for recovery	Urban waste collection/recycling of separately collected non- hazardous waste, biogas plants <sup>(1)</sup> (primarily processing bio waste), fertilizers from anaerobic digestion or bio waste, solic waste treatment; carbon transport and storage technologies
15.2 15.9 15.a		Biodiversity conserve. Environmentally sustainable manag.	<ul> <li>Protection and restoration of biodiversity and ecosystems, and climate change mitigation</li> <li>NACE: Agriculture, forestry and fishing</li> </ul>	Activities that contribute to the conservation of terrestrial ecosystems and a sustainable use of the land	Afforestation/reforestation programmes with recognised certifications (FSC or PEFC); rehab of/ new greenfield woody perennial agriculture, plantations of autochthonous species, aligned with EU standards; sustainable farming, etc.

<sup>(1)</sup> Statistical classification of economic activities in the European Community.

<sup>(2)</sup> The GHG emissions shall not exceed 100gr CO2e/kWh or any other lower threshold endorsed by the EU Taxonomy.





## Use of proceeds (III/III) - Exclusions

>>> ON TOP OF THE EXCLUSIONS SPECIFIED IN THE ESG MANAGEMENT RELATED POLICIES(1), LOANS AND PROJECTS FALLING IN THE FOLLOWING CATEGORIES WILL BE NON-ELIGIBLE AS USE OF PROCEEDS OF CAIXABANK GREEN, SOCIAL OR SUSTAINABILITY DEBT INSTRUMENT ISSUES

- \* Animal maltreatment and intensive animal farming
- x Asbestos
- **Coal** mining and power generation from coal (coal-fired power plants)
- **×** Conflict minerals
- Fossil Fuel
- **x Gambling**/adult entertainment
- **×** Hazardous chemicals
- \* Inorganic, synthetic **fertilizers**, **pesticides** or **herbicides**

- **x** Large scale dams (above 25MW)
- **× Nuclear** power generation
- Oil and gas
- × Palm oil
- Soy oil
- x Tobacco
- Weapons





## Asset evaluation and selection process



> IN LINE WITH CAIXABANK'S

SUSTAINABILITY PRINCIPLES, THE USE OF PROCEEDS CATEGORIES IN THE SDGs
FUNDING FRAMEWORK ARE ALIGNED WITH THE AIM OF SUPPORTING THE TRANSITION TO A CARBON NEUTRAL ECONOMY AND CONTRIBUTING TO ECONOMY,
EMPLOYMENT, AND SOCIAL INITIATIVES

THE ELIGIBLE PROJECTS NEED TO COMPLY WITH LOCAL LAWS AND REGULATIONS AS WELL AS CAIXABANK'S ENVIRONMENTAL AND SOCIAL RISK POLICIES

01

#### Nomination

Each Business Unit nominates new and existing loans within the eligible Use of Proceeds categories to the SDGs Funding Working Group (which includes representatives from the Treasury and Sustainability departments) 02

#### Review and selection

The Working Group:

- 1. Reviews the financial assets and client
- 2. Assess and confirm the type of asset, its compliance with the Framework and its benefit to SDGs
- 3. Submits shortlist, review and recommendation to the Sustainability Committee for informational purposes

03

#### Inclusion (or exclusion)

The Eligible Portfolios are subsequently recorded in the SDGs Debt Instruments Register







- At least on an annual basis, the alignment of Eligible Projects with the Eligibility Criteria will be re-assessed
- > Additionally, the **Non-Financial Risk Department** (as a second line of defense on Reputational and ESG Risk) **supervises and monitors** the fulfilment of eligibility conditions **on a regular basis**







## Management of proceeds





CAIXABANK'S TREASURY TEAM WILL BE IN CHARGE OF MANAGING THE NET PROCEEDS



THE **SDGs FUNDING REGISTER** WILL INCLUDE THE FOLLOWING INFORMATION:

- Green, Social, or Sustainability debt instrument(s) information such as the principal amount, maturity date or the coupon
- > Eligible Portfolios indicating breakdown by SDG and the corresponding Eligibility Criteria, as well as a brief description of the Projects included in each portfolio
- > The **issuance remaining capacity** defined as the differential between each Eligible Portfolio and the Green, Social, or Sustainability debt instrument(s) issued and outstanding



- Intend to maintain an **aggregate amount of assets** in the different Eligible Portfolios at least equal to the aggregate net proceeds of all outstanding Green, Social or Sustainability debt instruments
- In case of asset divestment or if a project no longer meets the Eligibility Criteria, the asset in question is to be replaced with other Eligible Projects compliant with the Eligibility Criteria of the Framework
- The proceeds are to be **allocated within 2 years from the date of issuance**. Pending full allocation of Proceeds, or in case of an insufficient Eligible assets, the balance of net proceeds will be invested according to the Treasury's general liquidity guidelines for short-term investments



## Reporting



#### **ALLOCATION REPORTING**

On an **annual basis**, CaixaBank will provide **information on the allocation of the net proceeds** of its Green, Social, or Sustainability debt instrument(s) on CaixaBank's website. Such information will be provided, at least, until all the net proceeds have been allocated and thereafter in case of any material change to the allocation. The information will contain at least the following details:

- Total amount allocated by SDG and Eligible Criteria
- The remaining balance of unallocated proceeds
- The amount and percentage of new financing and refinancing





#### **IMPACT REPORTING**

Performance indicators on the Eligible Projects financed will be provided annually, at least until all net proceeds have been allocated. Performance indicators monitored by CaixaBank may include:



- # loans or # people provided with them
- # loans financed to individuals/families living in rural areas



- # public hospitals and other healthcare facilities built/upgraded
- # residents benefitting from healthcare



- # students supported
- # loan beneficiaries



- # loans granted to women-led companies
- # beneficiaries



m³ of: water saved/reduced/treated; recycled water used; water provided/cleaned
Energy consumption per /cubic m³ recycled water



MWh of clean energy installed; # ton of CO2e avoided through renewable energy # of solar farms, wind farms or hydro power plants; location and type of solar/wind farms



- # jobs created/maintained
- # microfinance, and MSME loans
- # of start-ups granted a loan



Location and type of certified green buildings # tonnes of CO<sub>2</sub> avoided
Energy consumption (KWh/m2 per year)



- # loans granted
- # beneficiaries



Lengths of tracks built for mass public transport; # tonnes of  ${\rm CO_2}$  avoided through sustainable transport; Total GHG emissions in  ${\rm CO_2}$ e/p-Km; Location and populations served through new transport; # electric vehicles provided; # affordable housing loans granted



Tonnes of waste recycled/reduced/avoided/diverted Annual GHG emissions reduced/avoided in tonnes of CO<sub>2</sub> equivalent Energy recovered from waste of net energy generate



Tones or  $\mathrm{CO}_2$  emissions avoided through planted forests Continued maintenance of FSC, Cerflor (PEFC) or equiv. Restoration of native forest cover from degraded land; Total land area with restoration; Total area (in hectares) or output from agro-farms





# Second Party Opinion –Sustainalytics deems CaixaBank SDG Funding Framework credible and impactful<sup>(1)</sup>

#### **HIGHLIGHTS**

#### **Sustainalytics** is of the opinion that:

- CaixaBank's Sustainable Development Goals (SDGs) Funding Framework is credible and impactful
- It also aligns with the relevant market standards: SBG 2021, GBP 2021 and SBP 2021
- Activities and projects to be financed under the Framework will be carried out in alignment with the EU Taxonomy's Minimum Safeguards. The Framework's six green use of proceeds categories map to 42 economic activities which align with the applicable Technical Screening Criteria (TSC) of the EU Taxonomy (2)
- > The Framework is **aligned with the Bank's overall sustainability strategy** and initiatives and will further the Bank's action on its key environmental priorities
- CaixaBank has adequate measures to identify, manage and mitigate environmental and social risks commonly associated with the eligible projects
- Investments in the eligible categories are expected to advance the UN Sustainable Development Goals, specifically SDGs 1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12 and 15



ALIGNED WITH CAIXABANK'S OVERALL SUSTAINABILITY

STRATEGY AND ENVIRONMENTAL AND RISK

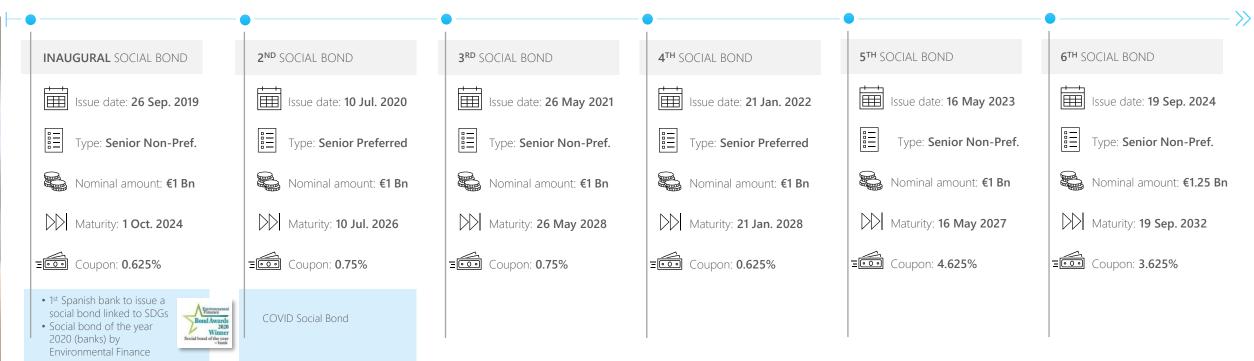
**MANAGEMENT** 







## CaixaBank Sustainable Development Goals Bond Issues – **Social Bonds**





NO POVERTY



DECENT WORK AND ECONOMIC GROWTH



GOOD HEALTH AND WELL-BEING



REDUCED INEQUALITIES



QUALITY EDUCATION



GENDER EQUALITY



2020 | 2021 | 2022 | 2023 | 2024

€6.25 Bn<sup>(2)</sup>

in SDG Social bond issues 2019 - Feb.25

SUSTAINABLE CITIES AND
COMMUNITIES (SOCIAL HOUSING)

(1) Refer to the following link for additional detail: SDG Social Bonds (2) €5.25Bn outstanding as of February 2025.





## CaixaBank Sustainable Development Goals Bond Issues – Green Bonds

~€7.2 Bn

in SDG Green bond **issues** 2020 - Feb.25



**CLEAN WATER** AND SANITATION



AFFORTABLE AND **CLEAN ENERGY** 



SUSTAINABLE CITIES AND COMMUNITIES



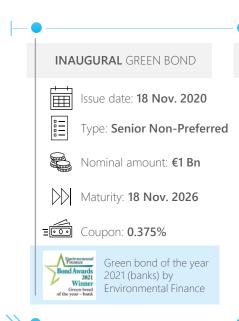
RESPONSIBLE AND PRODUCTION

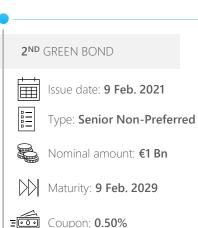


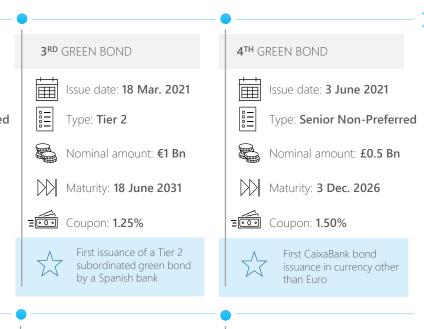


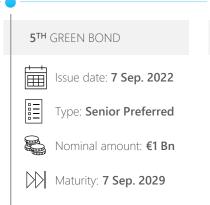
2021 | 2022 | 2023 | 2024

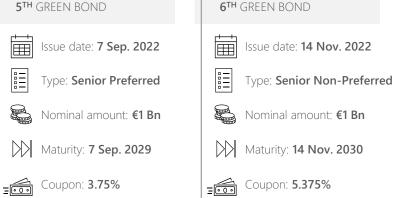


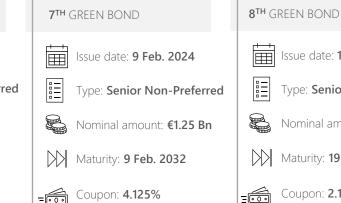


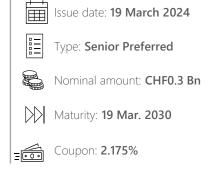












(1) Refer to the following link for additional detail: SDG Green Bonds





# **Appendix**



Appendix 1: CaixaBank Group: additional information

Appendix 2: Carbon footprint mitigation and decarbonisation targets

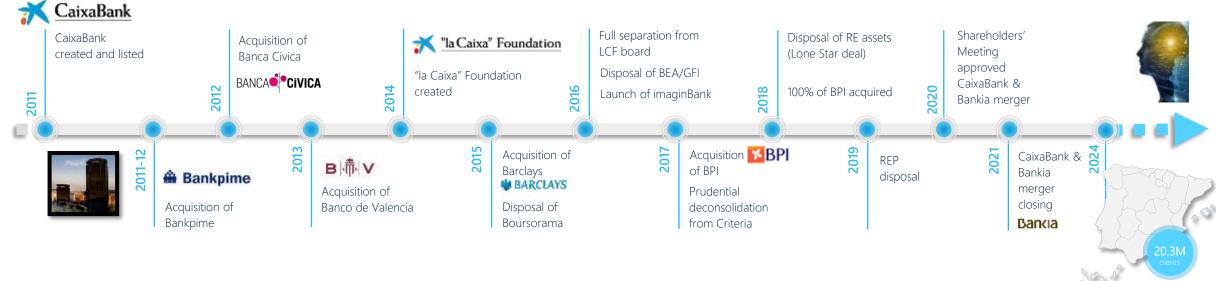
Appendix 3: Glossary





## A history that spans since 1904









## Credit ratings

	Issuer Rating			Debt instruments			
	Long term	Short term	Outlook	SP	SNP	Tier 2	Covered bond
MOODY'S RATINGS 10 July 2024	A3	P-2	stable	<b>A</b> 3	Baa2	Baa3	Aa1 <sup>(1)</sup>
S&P Global Ratings 14 November 2024	Α	A-1	stable	Α	ВВВ	BBB-	AA+ Stable <sup>(2)</sup>
FitchRatings 4 December 2024	A-	F2	stable	Α	A-	ВВВ	-
MORNINGSTAR DBRS 20 December 2024	A (high)	R-1 (middle)	stable	A (high)	Α	A (low)	<b>AAA</b> <sup>(3)</sup>





## Premium brand reputation with ample external recognition



#### **Premium brand reputation**



World's Best Bank for Sustaining Communities 2025 Best Bank for Sustaining Communities in WE 2025 Best Bank for Social Bonds in Western Europe 2025

Best Bank in Spain 2024 Best Bank in Western Europe 2024 Global Finance



Best Bank in Spain 2024

Best Bank for ESG in Spain 2024

Best Domestic Private Bank in Spain 2024

Best Private Bank for UHNW in Spain 2024

Best Private Bank for Discretionary Portfolio Management in Spain 2024

Best Private Bank for Family Office services in Spain 2024



Included in Bloomberg Gender Equality Score



Among Top 15 banks in the world in ESG Dow Jones Sustainability Index



Highest rating (5 stars) in sustainable investment PRI



## Wide recognition of leading IT infrastructure and innovation



Most Innovative Financial Institution in Western Europe 2024

Global Finance



Best Digital Bank in Spain 2024 Euromoney



European Innovator of the Year 2024 (Silver)

Qorus



WEALTH TECH AWARDS 2024 WINNER But Private Bath in turnal for liquid Habaring & Commissionals Best Digital Private Bank in Europe 2024

Best Private Bank for Digital Marketing and Communication in Europe 2024 PWM (FT Group)



Best Global Innovation in Customer Journey Design 2023: Insights Center BAI (Bank Admin, Institute)



# BPI: Premium brand and innovation recognition



#1 Prestige Products 2025 Cinco Estrelas



Best Bank in Portugal 2024



Best Domestic Private Bank in Portugal 2024
Best Private Bank for Sustainability in Portugal 2024
Best Private Bank for UHNW in Portugal 2024
Best Private Bank for Digital Solutions in Portugal 2024
Best Private Bank for Next-Gen in Portugal 2024
Euromoney



Most Trusted Banking Brand in Portugal 2024 Reader's Digest



Market Member – Bonds 2024 Euronext Lisbon Awards



Best Private Bank for Digital Education in Europe 2024

PWM (FT Group)



Best Private Bank in Portugal 2023 PWM (FT Group)

Last update 4 of February 2025.





# Carbon footprint mitigation: key targets<sup>(1)</sup>

Action plans	Targets (2) (reduction targets are based on 2024 data)	2025	2026	2027	2030
	Reduction of Scope 1 Emissions (Tons of CO <sub>2</sub> )	-4%	-6%	-7%	-10%
	Scope 2 Emissions, market method (Tons of CO <sub>2</sub> )	0	0	0	0
Carbon footprint mitigation strategy	Reduction of Scope 2 Emissions, location Method (Tons of CO <sub>2</sub> )	-4%	-6%	-7.5%	-11%
	Reduction of Scope 1+2 Emissions, market method (Tons of CO <sub>2</sub> )	-4%	-6%	-7%	-10%
	Reduction of Scope 1+2 Emissions, location Method (Tons of CO <sub>2</sub> )	-4%	-6%	-7.5%	-11%
	Carbon footprint offset - Scope 1, 2, and 3.6 (corporate travel)	100%	100%	100%	100%
	Renewable energy consumption (kWh)	100%	100%	100%	100%
Fostering efficiency	Savings in electricity consumption (kWh)	-4%	-6%	-7.5%	-11%

<sup>(1)</sup> CaixaBank has established emission reduction targets for Scope 1 and 2 following the same perimeter as reported for these scopes in the Operational Footprint of the CaixaBank Group. Therefore, 100% of the Scope 1 and 2 footprint is covered by the decarbonisation targets. (2) The Sustainability Committee is responsible for monitoring the targets in relation to the operational footprint.





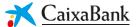


## 2030 Decarbonisation targets for key sectors

Sector		Emissions Scope	Metric	Scenario	Base year	Baseline year metric	Reduction target (2030)	Metric target (2030)	Exposure
Electric	<b>**</b>	1	Physical intensity	IEA Net Zero 2050 <sup>(1)</sup>	2020	136 kgCO <sub>2</sub> e/MWh	-30%	95 kgCO <sub>2</sub> e/MWh	Exposure (granted limit)
Oil and gas		1,2,3	Total financed emission	IEA Net Zero 2050 <sup>(1)</sup>	2020	9.08 MtCO <sub>2</sub> e	-23%	6.99 MtCO <sub>2</sub> e	Drawn exposure
Automotive		3 <sup>(2)</sup>	Physical intensity	IEA Net Zero 2050 <sup>(1)</sup>	2022	154 gCO <sub>2</sub> /vkm	-33%	103 gCO <sub>2</sub> /vkm	Exposure (granted limit)
Iron and steel		1+2	Physical intensity	IEA Net Zero 2050 <sup>(1)</sup>	2022	1,230 kgCO <sub>2</sub> e/t steel	- 10-20]%	1,107 – 984 kgCO <sub>2</sub> e/t steel	Exposure (granted limit)
Thermal coal		N/A	Total exposure	N/A	2022	€2,845 M (€213 M considering mitigating factors) (3)	-100%	€0 M	Drawn exposure
Commercial real estate		1+2	Physical intensity	CRREM <sup>(4)</sup> 1.5 °C CRE Iberian Peninsula	2022	20.5 kgCO <sub>2</sub> e/m <sup>2</sup>	-41%	12.1 kgCO <sub>2</sub> e/m <sup>2</sup>	Exposure (granted limit)
Residential real estate		1+2	Physical intensity	CRREM <sup>(4)</sup> 1.5 °C RRE Spain + Portugal	2022	23.57 kgCO <sub>2</sub> e/m <sup>2</sup>	-19%	19.03 kgCO <sub>2</sub> e/m <sup>2</sup>	Exposure (granted limit)
Shipping	A	1	% of alignment (5)	IMO <sup>(6)</sup> 2018	2022	AD % = 11.9%	-11.9 pp	AD % = 0%	Drawn exposure
Aviation		1	Physical intensity	MPPU <sup>(7)</sup> 1.5 °C	2022	102 gCO <sub>2</sub> /RKP	-30%	71 gCO <sub>2</sub> /RKP	Exposure (granted limit)
Agriculture	*@	Direct emissions ("on farm") + feed	Physical intensity	SBTi FLAG Commodity Pathways <sup>(8)</sup> 1.5 °C	2022			oving knowledge and I the sector in general	N/A

<sup>(1)</sup> Net Zero by 2050. A Roadmap for the Global Energy Sector – May 2021. (2) Includes Scope 3 category 11 emissions: tank-to-wheel. (3) Mitigating factors are considered to be phase-out commitments <=2030, or only renewable financing according to the taxonomy technical screening criteria. (4) Carbon Risk Real Estate Monitor. (5) Alignment Delta in accordance with the Poseidon Principles, excluding passengers. (6) Scenario of the International Maritime Organization (IMO), in accordance with the Poseidon Principles. (7) Mission Possible Partnership "Prudent" Scenario, in accordance with the Pegasus Guidelines. (8) Science Based Targets: Forest, Land and Agriculture.





## Glossary (I/III)

In addition to the financial information prepared in accordance with International Financial Reporting Standards (IFRS), this document includes certain Alternative Performance Measures (APMs) as defined in the guidelines on Alternative Performance Measures issued by the European Securities and Markets Authority on 5 October 2015 (ESMA/2015/1415). CaixaBank uses certain APMs, which have not been audited, for a better understanding of the company's financial performance. These measures are considered additional disclosures and in no case replace the financial information prepared under IFRS. Moreover, the way the Group defines and calculates these measures may differ to the way similar measures are calculated by other companies. Accordingly, they may not be comparable. ESMA guidelines define an APM as a financial measure of historical or future performance, financial position, or cash flows, other than a financial measure defined or specified in the applicable financial reporting framework. In accordance with these guidelines, following is a list of the APMs used along with a glossary for abbreviations and other. Refer to the Quarterly Financial Report for additional information on APMs and a reconciliation between certain management indicators presented in the consolidated financial statements prepared under IFRS

Term	Definition
AC	Amortised cost.
AGM	Annual General Meeting.
Al	Artificial Intelligence.
AT1	Additional Tier 1.
ATM	Automated Teller Machine.
AuM / AM	Includes mutual funds, managed portfolios, SICAVs, pension plans and some unit linked products at BPI that are not affected by IFRS 17/9.
Bps / bps	Basis points.
BFA	Banco de Fomento Angola.
BVPS	Book Value per share. Quotient between equity less minority interests divided by the number of outstanding shares at a specific date.
C/I ratio	Cost-to-income ratio.
CAM	CaixaBank Asset Management.
CDP	Carbon Disclosure Project.
CET1	Common Equity Tier 1.
CDP	Code of Good Practices.
CF	Carbon footprint.
CHF	Swiss Franc.
CIB & IB	Corporate and Institutional Banking and International Banking.
CNMV	Comisión Nacional del Mercado de Valores (Spain).

Term	Definition
Consumer loans (Group)	Unsecured loans to individuals, excluding those for home purchases. Includes personal loans, as well as revolving credit card balances excluding float.
CoR / CoR ttm	Cost of risk. Total allowances for insolvency risk (ttm) divided by gross average lending plus contingent liabilities, using management criteria.
CSR prof.	Corporate Social Responsibility professionals.
DANA	Acronym in Spanish referring to a meteorological phenomenon ('Depresión aislada en niveles altos'). Used in the context of the DANA affecting Valencia and other Spanish regions in Oct-2024.
Digital clients	Individual clients with at least one access to Digital Banking in the last 6 months.
Div.	Dividend.
DJSI	Dow Jones Sustainability Indices.
DPS	Dividend per share.
€Bn   €M	Billion euros   Million euros.
ECB	European Central Bank.
EMEA	Europe, the Middle East and Africa area.
EOP/eop	End of period.
EPS	Earnings per share. Quotient between profit/(loss) attributed to the Group and the average number of shares outstanding.
ESG	Environmental, Social, and Governance.
E/Est.	Estimate.
EU	European Union.





## Glossary (II/III)

Term	Definition
FSC	Forest Stewardship Council.
FY	Fiscal year.
GBP	Green Bond Principles.
GHG	Greenhouse Gas.
HQLA	High quality liquid assets.
ICMA	International Capital Market Association.
ICO	Instituto de Crédito Oficial. Spain.
IDD	Insurance Distribution Directive.
INE	Instituto Nacional de Estadística. Spain.
#K	# Thousand.
KPI	Key Performance indicators.
LCR	Liquidity coverage ratio.
М	Million.
M&A	Merger & Acquisition. It is uses in reference to merger with Bankia.
M –MDA buffer	Maximum Distributable Amount related to MREL.
MDA buffer	Maximum Distributable Amount buffer: capital threshold below which limitations exist on dividend payments, variable remuneration and interest payments to holders of Additional Tier 1 capital instruments.
MIFID	Markets in Financial Instruments Directive.
Minority interests & other	Profit/(loss) attributable to minority interests and others. Includes the following line items: Profit/(loss) for the period attributable to minority interests (non-controlling interests); profit/(loss) after tax from discontinued operations.
Mgmt.	Management.
NACE	Nomenclatura estadística de Actividades económicas de la Comunidad Europea (Spain).
NGEU	Next Generation European Union funds.

Term	Definition
NGO	Non-Governmental Organization.
NII	Net interest income. Under IFRS 17, it continues to consider revenues from financial assets affected by the insurance business, but at the same time, accounts for a cost derived from interests which come from the capitalisation of the new insurance liabilities at an interest very similar to the asset acquisition performance rate. The difference between those revenues and costs it is not significant. The margin from savings insurance contracts is accounted for in "Insurance service result".
NPL coverage ratio	Quotient between total credit loss provisions for loans to customers and contingent liabilities, using management criteria; and non-performing loans and advances to customers and contingent liabilities, using management criteria.
NPL ratio	Non-performing loan ratio. Non-performing loans and advances to customers and contingent liabilities, using management criteria over gross loans to customers and contingent liabilities, using management criteria.
NPL stock / NPLs	Non-performing loans including non-performing contingent liabilities.
NSFR	Net stable funding ratio.
NZBA	Net-Zero Banking Alliance.
O-SII buffer	Other systemically important institution.
ORI	Other Relevant Information (official notice to the Spanish CNMV.
P&L	Profit and Loss Account.
P2R	Pillar 2 Requirement.
Payout	Payout ratio. Quotient between dividends; and profit attributable to the Group.
PEFC	Program for Endorsement of Forest Certification.
PF	Pro Forma.
Рр	Percentage points.
PPP	Pre-provision profit.
Pre-impairment income	Pre-provision profit / pre-impairment income includes: (+) Gross income; (-) Operating expenses.
PRI	Principles for Responsible Investment.





# Glossary (III/III)

Term	Definition
RE	Real estate.
REV.	Revenues.
RIC	Reglamento de Conducta Interna (Spain).
RoTE	Return on tangible equity. Profit attributable to the Group trailing 12 months (adj. by AT1 coupon, registered in shareholder equity) over 12-month average shareholder tangible equity plus valuation adjustments.
RWAs	Risk Weighted Assets.
s/t	Shirt term.
SBB	Share Buy-Back.
SBG	Social Bond Guidelines.
SBP	Social Bond Principles.
SCA	SegurCaixa Adeslas.
SDG	Sustainable Development Goals.
SFDR	Sustainable Finance Disclosure Regulation.
SLLs	Sustainability Linked Loans.
SMEs	Small and Medium-sized Enterprises.
SNP	Senior non preferred debt.
SP	Senior preferred debt.
SP target	Strategic Plan target.
SREP	Supervisory Review and Evaluation Process.

Term	Definition
Sustainable / sustain. Finance	For 2025-27 sustainable finance mobilisation is the sum of sustainable financing and sustainable intermediation: 1) Sustainable financing includes financing for individuals and companies, i) for projects and investments with an environmental purpose such as clean mobility, energy efficiency, renewable energy, and decarbonisation and industrial transition, ii) financing for projects and investments that contribute to social objectives such as, among others, the reduction of inequalities, social and financial inclusion, quality education, and health and well-being, iii) financing linked to sustainability indicators and objectives (Sustainability-Linked Loans or SLLs) that seeks to contribute to the improvement of the sustainability profile of companies. The amount considered for the purposes of mobilising sustainable finance is the risk limit formalised in sustainable financing transactions to customers including long-term, working capital and guarantees. Novation and tacit or explicit renewal operations of sustainable financing are also considered. Includes MicroBank and CaixaBank Payments & Consumer. Excludes BPI. 2) Sustainable intermediation includes i) the amount of CaixaBank's participation in the placement of green, social or sustainable bonds issued by companies (CaixaBank's own issuances are excluded), ii) the increase in sustainable assets under management by CaixaBank AM that meet client's sustainability preferences according to Mifid II (considering the net variation in the period - contributions minus withdrawals - excluding the market effect) and third-party managed funds, iii) increase in pension funds and plans, other sustainable financial products under SFDR and other products with social impact, by VidaCaixa (gross contributions are considered, without considering withdrawals or market effect) and iv) intermediation in sustainable mobility renting operations.
TBVPS	Tangible Book Value per share. Quotient between equity less minority interests and intangible assets divided by the number of outstanding shares at a specific date.
ttm	Trailing 12 months.
UN	United Nations.
UNEP FI	United Nations Environment – Finance Initiative.
USD	United States Dollar.
VCX	VidaCaixa.
WE	Western Europe.
У	Years.
YE	Year-end.
YTD	Year-to-date.



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