

CAIXABANK EQUALITY PLAN

07 February 2023

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This Equality Plan mainly aims to avoid any type of employment discrimination between men and women at CaixaBank, pursuant to Organic Law 3/2007, of 22 March and Royal Decree Laws 6/2019, of 1 March, 901/2020 and 902/2020, of 13 October, amending it, and to take a highly important step to foster, promote and contribute to effective equality and corresponsibility between men and women at CaixaBank.

1 . Background in Equality

1.1 Conceptual framework

To better understand and assess the contents of this Equality Plan, it is necessary to consider that equality between men and women is a universal principle recognised in different international, state and regional regulations. Hence, CaixaBank's Equality Plan is encompassed and was implemented considering the regulatory framework described below:

International sphere

- 1945 United Nations Charter prohibiting discrimination by reason of gender
- 1979 Convention to eliminate all forms of discrimination against women
- 1995 Fourth World Conference on Women held in Peking, introducing gender as a concept and the need to foster a public policy integrating gender perspective in a cross-cutting manner
- Agenda 2030 Sustainable Development Goals: SDG 5 Gender equality and SDG 8 Decent work and economic growth

European sphere

- 1957 Treaty of Rome. The principle of equal treatment for men and women was introduced for the first time by the European Community in article 141 of the Treaty of Rome, which demands "equal pay for male and female workers for equal work or work of equal value". That provision, initially of limited scope, evolved progressively from 1975 onwards until it crystallised into a series of community instruments that have specified and enacted this

fundamental principle of community law into various directives. By way of an example:

- Directive 76/207/EEC of the Council, of 9 February 1976, relating to the application of the principle of equal treatment for men and women in terms of access to employment, training and professional promotion, and to the employment conditions, which extended the scope of application of article 141, on establishing the principle of equality regarding access to employment and opening the way to measures involving positive action.
- Directive 98/85/EEC of the Council, of 19 October 1992, relating to the application to measures to promote the improved health and safety in the workplace of pregnant women, those that have given birth or during their breastfeeding period (specific tenth directive in accordance with section 1 of article 16 of Directive 89/391/EEC), which promotes the improved health and safety of pregnant employees or those that have recently given birth.
- Directive 97/80/EC of the Council, of 15 December 1997, relating to the burden of proof in cases of gender discrimination, whereby said burden falls on those accused of employment discrimination, who must demonstrate that they have not breached the principle of equal treatment.
- Directive of the Council of the European Communities 2004/113/EC, of 13 December 2004, applying the principle of equal treatment of men and women in terms of access to goods and services and their supply.
- Directive of the European Parliament and of the Council 2006/54/EC, of 5 July 2006, relating to the application of the principle of equal opportunities and equal treatment of men and women in matters of employment and occupation (recast).
- 1996 European Social Charter. Prohibits direct or indirect gender discrimination and offers special protection in the event of pregnancy and maternity.

- 1999 Treaty of Amsterdam. The entry into force of the Treaty of Amsterdam on 01 May 1999 strengthened the European commitment to gender equality. This treaty has special importance to promote equality between men and women throughout the whole of the European Union to the extent that it constitutes fundamental progress to obtain a situation of equality in the employment world.
- 2001 Treaty of the European Union. The principle of equality between men and women constitutes a common value that the member States must comply with.
- 2007 Treaty on the functioning of the European Union. This treaty states that the European Union must work to eliminate the imbalances and promote equality between men and women in article 8, and fight against all forms of discrimination in article 10:
 - 2009 Charter of Fundamental Rights of the European Union
 - 2011 Convention of the Council of Europe on the prevention and fight against violence against women and domestic violence
 - 2019 Convention 190 of the ILO on violence and harassment

Sphere of the Spanish state

- Spanish Constitution 1978. References to equality in articles 1, 9.2, 14 and 35
- Organic Law 3/2007, of 22 March, on the effective equality of men and women:
 - Article 3. The principle of equal treatment between men and women involves the absence of any direct or indirect discrimination, as a result of gender and especially due to maternity and the assumption of family obligations and marital status.
 - Article 5. The principle of equal treatment and opportunities in terms of access to employment, training, professional promotion and employment conditions.

- Articles 6.1 and 6.2. Direct gender discrimination is deemed to be the situation in which a person is, has been or may be, treated in a less favourable manner due to gender than in another comparable situation. Also, indirect discrimination due to gender is deemed to be the situation in which an apparently neutral provision, criteria or practice places people of a certain gender at a disadvantage with respect to people of the opposite sex, since said provision, criteria or practice may be justified objectively in line with a legitimate purpose and the means to attain it are necessary and adequate.
- Article 71. Without prejudice to that stipulated in the Criminal Code, sexual harassment is deemed to be verbal or physical conduct of a sexual nature that aims to compromise the dignity of an employee, in particular, when an intimidating, degrading or offensive environment is created.
- Article 8. Direct gender discrimination is deemed to be any unfavourable treatment against women as a result of pregnancy or maternity
- Article 9. Gender discrimination is also deemed to be any adverse treatment towards or negative effect on a person as a result of the filing of any type of complaint, claim, report or appeal, to prevent discrimination and demand effective compliance with the principle of equal treatment between men and women.
- Article 45 specifies the obligations of companies in the area of equality.
- Article 46 defines the concept and contents of the equality plans at companies.
- Article 51 details the procedural criteria of the public authorities when applying the equality principle, that is, preventing obstacles to access, facilitating a work-life balance, promoting equality and a balanced presence of men and women on selection bodies, establishing

protection measures against sexual and gender harassment and eliminating any remuneration discrimination, etc.

- Royal Decree 6/2019 on urgent measures to guarantee equal treatment and opportunities between men and women in the workplace and occupation. Amends Law 3/2007:
 - Article 45.2 on the obligation of companies with over 50 employees to prepare and implement an equality plan. Indications on the content of the diagnosis and the sections the plan must have.
 - Article 45 sections 4 and 5 on the obligation to register plans
 - Article 45.6, obligation to deploy and implement plans
- Royal Decree 902/2020, of 13 October on remuneration equality between men and women.
 - Under article 3, to ensure the effective application of the principle of equal treatment and non-discrimination in the area of remuneration between men and women, companies and collective agreements must integrate and apply the principle of remuneration transparency, understood to be that applied to the different aspects that determine the remuneration of workers, and with respect to its different elements, it permits sufficient significant information to be obtained on the value attributed to said remuneration.
 - The principle of remuneration transparency aims to identify both direct and indirect discrimination, where appropriate, particularly that due to incorrect evaluations of work posts, which happens when, having performed a job of the same value in line with the following articles, a lower wage is received, without said difference being justified objectively for a legitimate purpose and without the means to attain said purpose being adequate and necessary.
- Royal Decree 901/2020, of 13 October, regulating the equality plans and their registration. Royal Decree 713/2010, of 28 May, on the registration and deposit of collective labour conventions and agreements was modified.

- Under article 2, companies are bound to provide equal treatment and equal opportunities in the employment area and, for said purpose, they must adopt, subject to negotiation, measures aimed at avoiding any type of employment discrimination between men and women, and to promote employment conditions that prevent sexual and gender harassment, and to arbitrate in specific procedures for its prevention, giving room to complaints or claims that may be filed by those that may be at the receiving end of such conduct.

- Likewise, this right is regulated in the sector of Savings Banks and Financial Entities.

1.2 Business context

CaixaBank has always been characterised by its significant social commitment and by its will to adapt to the changes demanded by society. That is why this is reflected in its procedural policies and principles, especially with regard to non-discrimination and equality.

In 2006, the Bank obtained the Programa Óptima certificate, as the partnership company in the process of obtaining equality between men and women.

In December 2007, the Equality and Work-Life Balance Protocol was signed with the legal workers' representatives, as a series of additional measures that substantially improve those set forth in the Collective Bargaining Agreement and other internal pacts.

In September 2008, the Protocol was signed for the prevention of sexual and gender harassment and mobbing.

In September 2008, the Equality Protocol was signed for cohabiting partners or civil unions.

The Equality Plan signed in 2011 was based on a situation at December 2010, in which women represented 48.1% of the total workforce, and in executive positions defined in this plan, that is, including the posts of Commercial Manager Deputy Head, they represented 41.4%. At December 2015, women represented 52.2% of staff and 47.4% of executive posts, exceeding the target established by 2.4 points, which had stood at 45%, up 6 points with respect to the

initial situation. At 31 December 2017, executive positions represented 49.3% (8 points with respect to the initial situation) and women represented 53.1% of the workforce. At 31 December 2018, executive positions represented 50% (8.7 points with respect to the initial position), and women represented 53.8% of the workforce. The increase in the DAN positions is significant, rising from 18% in December 2010 to 41.6% in December 2019. Likewise, following the merger by absorption of Bankia, the percentage of women in DAN positions stood at 38.5% in December 2021.

Considering the new regulation established in the Target Representation of men and women under this agreement, at 31 December 2021, women accounted for 56% of the workforce.

The policies and programmes implemented in these years to reinforce the presence of women in posts of responsibility were mainly the Equality Plan, the pre-executive talent programmes, executive talent and protocols in vacancy coverage processes.

This is why the Equality Plan signed in 2011 has been effective in terms of female representation, since the number of women has increased in all areas of the Bank.

In January 2020, a new Equality Plan was implemented between Management and all legal workers' representatives, which includes numerous adaptations and improvements, both in the body of the Plan itself and in its Appendices.

In line with the new regulations of Royal Decree 901/2020, of 13 October, and Royal Decree 902/2020, of 13 October, the parties were convened to negotiate the adaptation of the Equality Plan, and with that objective, following the negotiations held, this agreement was reached.

Continuing with the equality commitment, through this document, CaixaBank's Management endeavours to evidence the principles that must govern during the whole of its proceedings and also during the activity of its entire workforce and management team.

The Equality Plan is the main document that includes the equality and diversity commitments that must be respected in the activities and professional relationships at the Bank.

To ensure compliance with these commitments defined in this Plan, procedures will be documented that will include the specific objectives and the list of measures that should help to attain them.

1.3 Purpose

This Equality Plan is designed to be a useful tool for the whole CaixaBank workforce. The parties undertake to continue including the equal treatment and opportunities perspective as the main principle in the structuring of organisational culture. Its commitment is to continue to revitalise a model that goes beyond the logic of leave and the remaining work-balance measures already included in the Equality and Work-Life Balance Protocol in December 2007. It is necessary to mention people, diversity, meritocracy and talent, use of time, of a new employment culture to provide greater equality, the right to a work-life balance and greater efficiency of teams at the Bank and the health and well-being of people.

The following agreements are attached to this Equality Plan:

- CaixaBank's Work-Life Balance Protocol.
- Protocol for the Prevention, Handling and Elimination of Harassment and other Conflict Resolution Measures (mediation) at CaixaBank.
- Equality Protocol for Cohabiting Partners or Civil Unions.

2 Parties to the Equality Plan

Members that form part of the Bargaining Table have been involved in preparing and adapting the Equality Plan:

On the part of CaixaBank's business representatives:

Ms Irene Mariegas
Mr Javier Rojas
Ms Núria Escolà
Ms María Victoria Delgado
Ms Sandra Goñi

On the part of the trade union section of the SECB:

Ms Lucía Dufol
Ms Anna López
Ms Elena Díaz
Mr Ramon Presas

On the part of the trade union section of the CC.OO.:

Ms Ester Lora
Mr Jose Alberto Martinez

On the part of the trade union section of the ACCAM:

Ms María Asunción Figueroa

On the part of the trade union section of the SATE:

Ms M^a Consolación Toribio

On the part of the trade union section of the CGT:

Ms Patricia Rivas

Ms Ana Rufino
Ms Marina Sanchez

On the part of the trade union section of the UGT:

Ms Pilar Ramos
Mr Iván Arguelles

On the part of the trade union section of the FEC:

Ms Núria Puig-Gros

On the part of the trade union section of the SIB:

Mr Lluís Llompart

3 Personal, territorial and timing area

The Equality Plan will be applied in the following areas:

- Personal area: to the whole of CaixaBank's workforce, which must comply with the principles and rules contained therein.
- Territorial area: applies to the whole of CaixaBank's workforce.
- Timing area: during the validity of the Equality Plan, which will range from the signature date of this adaptation until 31 December 2025. Once its validity had ended, it will be maintained until the approval of the following plan, without its maximum duration exceeding the period of four years envisaged in article 9.1 of Royal Decree 901/2020.

This plan, following its approval, will be registered in the Register of Agreements and Collective Agreements (REGCON) and it will be made available to all CaixaBank employees on the Wengage portal.

4 Management commitment to Equality

CaixaBank Management expresses its will to establish, implement and maintain policies that include equal treatment and equal opportunities without direct or indirect discrimination as a result of gender, age or functional diversity.

Equal opportunities are deemed to be a strategic principle of corporate policy and Human Resources, as included in its Code of Ethics, in line with the definition of such principle, established by Organic Law 3/2007, of 22 March, for effective equality between men and women.

5 Summary of the diagnostic report

The details of the diagnosis refer to all people linked to CaixaBank at 31.12.2021.

5.1.- Basic information on the workforce

With respect to the total workforce of 41,602 people, 56% are women while 44% are men.



5.2 Conclusions of the diagnosis

5.2.1 Selection

Parity is virtually identified in the external contracting process, so it is requested to continue working in this line in the new Equality Plan to promote selection policies based on talent and not on gender.

5.2.2 Training

Progress was made in the training plan for the entire workforce, but for the following Equality Plan, it is suggested to include regulatory training to ensure that the workforce is familiar with the Equality Plan.

5.2.3 Promotion

Although the 2021 data indicate equality in development and internal promotion processes, the Equality Plan should continue to include this procedural area to continue favouring equal opportunities in internal processes.

5.2.4 Employment conditions

It is proposed to continue with the policy to continually improve working conditions and maintain the implementation of measures that favour a work-life balance of the Bank's employees.

In relation to occupational and psychosocial risks, it is suggested to continue working in the current line and promote initiatives from a gender perspective.

5.2.5 Remuneration

CaixaBank has prepared a comprehensive Remuneration Register that complies with that stipulated in the applicable equality regulations. The Total Remuneration analysis between men and women does not contain variations exceeding 25%, as stipulated by the regulations. The design of the policies and procedures analysed is in line with the principle of equal treatment and opportunities between men and women.

The review has not disclosed the existence of significant incidents or weaknesses

5.2.6 Corresponsible exercise of the rights to a personal, family and employment life

- Through this analysis, we prove that CaixaBank is working systematically to improve its work-life balance practices. At today's date, the Bank's workforce is enjoying employment conditions that favour a work-life balance and equality exceeding those stipulated in the legal provisions envisaged and the corresponding sectoral regulations.
- The measures are optimum but considering that all employees regardless of gender are entitled to the same leave of absence to ensure a work-life balance, it is considered necessary to continue to promote corresponsibility.

5.2.7 Female under-representation

The rises in the number of women on CaixaBank's workforce and in management positions is favourable, but we consider it significant that this area continues to be present in the new Equality Plan, to increase the percentage of female executives and of women occupying decision-making posts in general and in those territories and areas in which representation continues to be insufficient.

5.2.8 Prevention of sexual and gender harassment

CaixaBank's compliance in this area is correct, hence it is suggested to continue working in this line in the next Equality Plan, by promoting the awareness of the whole workforce.

6 Procedural principles

In this regard, this Equality Plan envisages a series of principles, agreed between the Bank and the signatory Trade Union Representatives, grouped into the following areas:

- Equal opportunities culture and policies
- Equality and Corporate Social Responsibility
- Communication, image and language
- Representativeness of men and women
- External selection processes
- Compensation policy
- Development and internal promotion processes
- Training plans
- Working conditions
- Work, family and personal life balance
- Prevention of harassment and other conflict resolution measures (mediation)
- Cohabiting partners or civil unions
- Gender violence

This Plan is governed by the following general principles, agreed between the Bank and the undersigned trade union representatives:

- Compliance with the principle of equal treatment and opportunities for all of CaixaBank's male and female employees, promoting the diversity of work teams by fostering equality culture and policies, progressively achieving a balanced presence or composition of both genders at the Bank, especially in management team posts.
- Application of gender mainstreaming, the principle of equal treatment and opportunities and of corresponsibility between men and women established as a main principle of the Bank.
- Reinforcement of the knowledge of the measures available to achieve a work-life balance, the working hours registry and use of time.

- Assessment, diagnosis and frequent monitoring of the Equality Plan and its measures.
- Monitoring of the application of protocols to achieve a work-life balance and prevent harassment, together with other conflict resolution measures (mediation), and of the Protocol for Cohabiting Partners.
- Promote the principle of equal opportunities in the workplace and raise the awareness of the whole workforce, through communication, image and language and in professional development processes to ensure the involvement of all Bank employees, especially those that manage teams of people.
- Provide the necessary tools to develop careers with a gender equality perspective.
- Reinforce the CSR commitment with the workforce and its workers' representatives at CaixaBank, guaranteeing their well-being and professional development, their right to a work-life balance and fostering the principle of equal opportunities in all the aforementioned areas.
- Reinforce the role of women at the Bank.
- Raise awareness and involve the whole workforce.
- Make diversity visible.
- Prevent and act against gender violence
- Promote the participation of the workforce and its workers' representatives at CaixaBank.

Both parties consider the appropriateness of adopting new initiatives, which help to obtain the necessary balance between personal and working life, as a basic and necessary element to make the principle of equality effective, among others, the following objectives and measures:

7 Objectives of the Equality Plan

7.1 Qualitative objectives

7.1.1 Equal opportunities culture and policies

The heritage of corporate policies (values, codes of ethics, welcoming, etc.), prior to the Equality law itself, related with this area constitutes a layer that

favours and promotes the generation of a culture of equal opportunities and non-discrimination.

These policies are distributed equally throughout the whole of CaixaBank's workforce through its institutional channels.

The signing of this Equality Plan will continue with the formalisation of the Bank's commitment in this area.

Such commitment has been expressed in the programmes being implemented at the Bank to promote gender equality and reinforce the role of women at the Entity, including internal actions aimed at increasing the visibility and proportion of women in executive positions.

7.1.2 Equality and Corporate Social Responsibility

CaixaBank's culture is characterised by neutrality, non-discrimination and social commitment and respect for diversity and equal treatment and opportunities.

It puts into practice the value of solidarity through projects and actions that go beyond the Entity and its stakeholders.

Having established the principle of equal treatment and opportunities as a fundamental principle of the entity, the social commitment of contributing to non-discrimination and boosting respect for diversity and equal opportunities and treatment with the example of its internal practices and extensive programmes of internal social benefits will continue to be put into practice.

7.1.3 Communication, image and language

Maintain a model of internal and external communication, based on the use of non-sexist, neutral, correct language and images and respect for people, in which all of them feel fully identified, considered and included.

Accordingly, an egalitarian communication guide has been prepared to promote inclusive non-sexist behaviour.

7.1.4 External selection processes

The selection policies and processes in this area are characterised by their neutrality, in line with the study of the quantitative data analysed. The proportion of new recruits has followed the existing parity at the Bank.

These principles of respect and equal opportunities will continue to be promoted and publicised to raise the awareness of all people and companies that participate in the selection processes.

The selection processes will consider the abilities, skills, training and experience in the framework of equal opportunities, appointing in each case the person whose profile best adapts to each post.

7.1.5 Development and promotion processes

Guarantee equal opportunities for men and women in professional development and promotion processes, encouraging access to management team positions of the lesser represented gender.

Encourage professional development, contributing to make talent grow at this Bank, enabling better adaptation of the person to those posts for which they are more qualified. Performance, capacity and commitment must take precedence in the management culture. It must highlight the richness of diversity, promoting corresponsibility and harmonising family and personal time with the Bank's needs.

Ensure that the new promotions and appointments progress towards a balanced presence of both genders in the Management Team functions, especially in those in which greater imbalances exist, allowing processes with different shortlists from a gender perspective in new promotions, and ensuring that people that obtain management posts can continue to enjoy work-life balance measures, where appropriate, always in accordance with the applicable regulations.

7.1.6 Training plans

Flexibilise the training model to favour a work-life balance and encourage equal opportunities, promoting the maximum participation of the workforce in training processes.

Obligatory training and training legally required to occupy a work post will be deemed to be effective working time.

Boost equal opportunities training within existing programmes and actions.

7.1.7 Working conditions

Ensure that compliance and the use of measures and conditions regulated in sector rules and in the Bank's internal regulations enable equal opportunities and a work-life balance.

Promote a balance of family, personal and working life, maximising efficiency in the use of employment time, making effective the measures and tools provided and/or agreed by the Bank.

7.1.8 Work, family and personal life balance

CaixaBank promotes a work-life balance, understood to be the manner in which each person organises themselves to face their own individual and business challenges in the different facets of their life.

The values of respect for diversity and equal opportunities are disclosed in CaixaBank's Equality and Work-Life Balance Protocol of December 2007, and are endorsed with this Equality Plan.

This Work-Life Balance Protocol is attached as Appendix 1 to this Equality Plan.

Likewise, the Bank's commitment is visualised to promote compatibility between professional development and family and personal life, thereby adapting to the needs of the people that work at this Bank, a sign of the diversity of the current society.

The objective is to continue with the policy of ongoing improvement, promoting the responsible use of work-life balance measures, encouraging the corresponsibility policy at CaixaBank and with respect to the people working thereat.

7.1.9 Harassment prevention and other conflict resolution measures (mediation)

Since September 2008, CaixaBank has implemented a protocol agreed with the legal workers' representatives to prevent, handle and eliminate sexual and gender harassment and mobbing. Said protocol has been endorsed with the signing of this Equality Plan.

This new Protocol for the Prevention, Handling and Elimination of Harassment and other Conflict Resolution Measures (mediation) at CaixaBank is attached as Appendix 2 to this Equality Plan.

External experts have been employed to implement this Plan, in accordance with the legal workers' representatives. Furthermore, it establishes specific whistleblower channels (mail, telephone, etc.), which oversee the confidentiality and resolution of the processes commenced.

The objective of this Plan is to continue the process of ongoing improvement, overseeing the prevention and elimination of sexual and gender harassment and mobbing, together with other conflict resolution measures (mediation).

7.1.10 Cohabiting partners

In September 2008, the Equality Protocol for cohabiting partners or civil unions was signed, which includes the regulation of such figures, together with the rights that are recognised and endorsed with the signing of this Equality Plan. This Protocol is attached as Appendix 3 to this agreement.

7.1.11 Gender violence

CaixaBank and the trade union representatives signing this Plan state their outright rejection of any type of violence towards women.

Measures will be activated to guarantee the protection of personal details and the destination centre of victims of gender violence.

The rights and measures established for gender violence victims will be applied once the Bank has reliable knowledge of the situation, through the contribution of legal documents that accredit their condition, by means of:

- Protection order, preventive measure or authenticated copy by the clerk of the protection order or preventive measure.

- Ruling of any jurisdictional protection order declaring a situation of gender violence.
- Social services report of the autonomous community or local public administration.
- Report of the public prosecutor indicating the existence of signs of gender violence.

Any reference to gender violence victims (GVV) in this Equality Plan or its Appendices will be extended to the sexual violence victims (SVV) that are officially recognised in accordance with Organic Law 10/2022, of 6 September, fully guaranteeing sexual freedom.

7.2 Quantitative objectives

7.2.1 Representation of men and women

The presence of men and women provides wealth to teams and new forms of contributing to the sound functioning of the Bank. And specifically, female representation today is a reality at CaixaBank and the demographic pyramid segmented by gender thereby evidences it.

Generally, CaixaBank's workforce has a balanced distribution; at December 2021, 56% of its employees were women and 44% were men.

As a whole, the entire CaixaBank executive team observes a good trend with respect to the proportion of men and women. For these purposes, the executive team is deemed to be all those posts of responsibility from the deputy management of offices A and B in the whole commercial networks and departments, based on central and territorial services up to the Bank's general management.

To encourage a higher presence of women in CaixaBank's executive teams, and in conformity with the objectives marked in this Plan, we have a commitment to progressively attain a balanced presence or breakdown of women in this segment. Our objective is to achieve a percentage of 43% of women at the aforementioned levels at the end of the Equality Plan.

The Bank has also set the objective of improving the position of women in Private and Banking and Companies management roles. The monitoring of the tendency and of those functions in which women are less represented will be carried out half-yearly within the Equality Committee, on which initiatives can be considered to improve indicators.

7.2.2 Compensation policy

CaixaBank shall apply objective and transparent criteria to set the fixed remuneration of its male and female employees through collective bargaining and other internal agreements, among others, the office classification system, seniority, specific professional careers and other internal arrangements.

Continue with a remuneration policy that guarantees the absence of discrimination for any reason established by Law and especially due to gender. This policy is based on a contribution and is assessed with transparent objective processes. Mechanisms will be established so as not to cause discrimination in the variable remuneration established by the Bank, providing a response to the possible incidents in a maximum period of three months.

7.2.3 Preparation of a management scorecard to frequently monitor the Equality Plan's general objectives.

8 Equality measures

8.1 Equal opportunities culture and policies

Name	Measure 1. Disclose the Entity's equality principles and commitment through current formal channels and any other channels/areas that may be provided for such purpose
Procedural plan	Update of the Wengage portal in PeopleNow and creation of the Wengage Diversity news channel.
Head / schedule	Culture and Diversity / permanent
Indicators	No. visualisations on the Wengage portal

Name	Measure 2. Disclose the value of diversity in any area
Procedural plan	Implementation and promotion of the Wengage programme, the cross-cutting diversity plan developed by people from all areas of CaixaBank, in which we

	<p>promote and visualise meritocracy, equal opportunities and diversity in all its dimensions.</p> <p>The legal workers' representative may participate by familiarising themselves with the actions that are implemented and raising initiatives that will be submitted to the Diversity Monitoring Committee.</p>
Head / schedule	Culture and Diversity and HR in general / permanent
Indicators	No. of initiatives implemented to promote the programme and no. of participants

Name	Measure 3. Provide external influences to achieve a society free from gender stereotypes
Procedural plan	External publication of the <u>Egalitarian Communication Guide</u> and participation in forums and debates in which the Wengage programme is shared, together with our commitment to diversity.
Head / schedule	Culture and Diversity / permanent
Indicators	No. of consultations of the Egalitarian Communication Guide No. of participations in forums and debates

Name	Measure 4. Include and promote equal opportunities in all of the Entity's policies and processes and promote a culture based on meritocracy, equality, diversity and respect for people
Procedural plan	Implementation and promotion of the Wengage programme, the crosscutting diversity plan developed by people from all areas of CaixaBank, in which we promote and visualise meritocracy, equal opportunities and diversity in all its dimensions.
Head / schedule	Culture and Diversity and HR in general / permanent
Indicators	No. of initiatives implemented to promote the programme

Name	Measure 5. Contribute to breaking established gender stereotypes
Procedural plan	Publication and dissemination of the Egalitarian Communication Guide, and the implementation and launch of a new course on unconscious bias for the whole workforce.
Head / schedule	Culture and Diversity, Training / permanent
Indicators	Number of people broken down by gender that have attended the unconscious bias course No. of visualisations of the publication of the Egalitarian Communication Guide

Name	Measure 6. Grant visibility to the women forming part of the organisation
Procedural plan	Publication of contents at internal and external level that provide visibility to leading women at CaixaBank. This plan also encompasses the participation of women from different sectors, roles, etc. in events and talks.
Head / schedule	Culture and Diversity, Internal Communication, External Communication, Development / permanent

Indicators	No. of internal and external publications No. of events and talks attended
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Name	Measure 7. Promote the creation of diverse, cross-cutting and inclusive teams recognising the individuality and heterogeneity of people, eliminating any excluding and discriminatory conduct
Procedural plan	Training module in diversity and equal opportunities in the executive development programmes. Publication in the executive channel of the Equality Plan Guide, with the Plan's principles and the main measures envisaged.
Head / schedule	Culture and Diversity / permanent
Indicators	No. of executives that have received the training, broken down by gender. No. of visits to the publication of the Equality Plan Guide in the Executive Channel.

Name	Measure 8. Promote awareness-raising actions and measures and social change
Procedural plan	Course for the whole workforce on unconscious bias. Egalitarian Communication Guide. Monthly publications in PeopleNow in the area of equality and diversity.
Head / schedule	Culture / monthly and permanent
Indicators	Number of people broken down by gender that have attended the unconscious bias training course. No. of publications in the area of equality and diversity.

Name	Measure 9. Continue to promote the figure of territorial equality advisers to support different projects in this area
Procedural plan	Network of equality agents with quarterly meetings in which novelties, good practices, projects and initiatives are shared.
Head / schedule	Culture and Diversity and HR general / permanent
Indicators	No. of meetings with equality agents. No. of equality advisers by territory/gender

8.2 Equality and Corporate Social Responsibility

Name	Measure 1. Maintain the Diversity Manifesto as an explicit commitment of Management
Procedural plan	It is published in PeopleNow and on our external corporate portal, both for customers and stakeholders.
Head / schedule	Culture and Diversity / permanent
Indicators	No. of visits to the Diversity Manifesto

Name	Measure 2. Disclose the value of equality and diversity among all people, institutions, companies and bodies with which the Bank is related, promoting a culture based on respect for people
Procedural plan	In the forums and acts that we attend, we will share and highlight our Wengage programme. We will also seek to be recognised for our equality policies and diversity programmes, both in Spain and abroad.

Head / schedule	Culture and Diversity / permanent
Indicators	No. of publications of Wengage content on the corporate portal No. of forums and acts attended, highlighting the Wengage programme

Name	Measure 3. Continue with the Bank's policy of social commitment through the "La Caixa" Foundation and its volunteering programmes with gender perspective
Procedural plan	With respect to volunteering, activities have been performed related with diversity: diversity month in 2021 (CaixaBank volunteering thematic month with talks and activities on diversity; furthermore in 2022, a volunteering partnership was signed with the I Want Work Foundation, which promotes the inclusion of women at risk of social exclusion on the labour market).
Head / schedule	Culture / annual activities
Indicators	No. of volunteering activities related with diversity

Name	Measure 4. Position CaixaBank as a Bank committed to diversity and equality, encouraging the values of diversity and equality at the Company
Procedural plan	In the forums and acts that we attend, we will share and highlight our Wengage programme. We will also seek to be recognised for our equality policies and diversity programmes, both in Spain and abroad.
Head / schedule	Culture and Diversity / permanent
Indicators	No. of publications of Wengage content on the corporate portal No. of forums and acts attended, highlighting the Wengage programme

Name	Measure 5. Contribute to breaking established gender stereotypes and to eliminating any excluding and discriminatory conduct
Procedural plan	Course for the whole workforce on unconscious bias. Egalitarian Communication Guide. Monthly publications in PeopleNow in the area of equality and diversity.
Head / schedule	Culture / monthly and permanent
Indicators	No. of people broken down by gender that have attended the unconscious bias training course. No. of publications in the area of equality and diversity.

8.3 Communication, image and language

Name	Measure 1. Publicise the Equality Plan on CaixaBank's Intranet, making it permanently available on the Equal Opportunities website to aid its disclosure and knowledge to the whole workforce
Procedural plan	We currently have information relating to equality available both on the Wengage portal and on the Intranet (Working Here is Worth it), and both sources are updated when appropriate. The Equality Plan is permanently published on the Wengage portal.
Head / schedule	Culture and Labour Relations / Cross-cutting permanent initiative
Indicators	No. of visits to the Equality Plan

Name	Measure 2. The notifications referred to in Measure 1 will be provided to people that are absent from the Bank as a result of an especially protected extended leave of absence, and will be notified through the channels established for the new workforce for this purpose
Procedural plan	We currently have information relating to equality available both on the Wengage portal and on the intranet (Working Here is Worth it), and both sources are updated when appropriate. The Equality Plan is permanently published on the Wengage portal.
Head / schedule	Culture and Labour Relations / Crosscutting permanent initiative
Indicators	No. of visits to the Equality Plan

Name	Measure 3. The use of egalitarian and inclusive communication will be promoted, publicising the Egalitarian Communication Guide
Procedural plan	Each year a piece of news is launched to publicise it. In 2021, four podcasts were even launched on PeopleNow in relation to the Egalitarian Communication Guide. Furthermore, training on unconscious bias is also launched.
Head / schedule	Culture and Training / news is launched annually
Indicators	No. of measures to publicise the Egalitarian Communication Guide No. of people broken down by gender that have attended the unconscious bias training course.

Name	Measure 4. Promote the publication through the Bank's usual communication channels, i.e., the Intranet, of the different leave programmes, rights and existing work-life balance measures
Procedural plan	The Wengage portal includes a specific work-life balance section, which includes all the work-life balance measures available to the workforce. Furthermore, such measures are also included on Working Here is Worth it and it is indicated how to make use of them.
Head / schedule	Culture and Labour Relations / update in the light of any change
Indicators	No. of pieces of news in PeopleNow

Name	Measure 5. The specific Intranet Wengage space or channel on equal opportunities will continue to be boosted to publish news and good practices at the Bank
Procedural plan	The Wengage portal is being constantly updated in line with new trends, recommendations or labour agreements. Moreover, the new portal embraces other diversities, aside from gender equality.
Head / schedule	Culture / permanent
Indicators	No. of pieces of news in PeopleNow No. of contents related with good practices in equality and a work-life balance on the Wengage portal

Name	Measure 6. Motivate the workforce so that within the existing channels at the Bank, suggestions or contributions are made in this area
Procedural plan	With respect to the news published on the corporate internet, the workforce can publish comments or make contributions or suggestions.
Head / schedule	Internal Communication and Culture / permanent with the publication of news.
Indicators	No. of comments in the news/contents published on Wengage

Name	Measure 7. The visualisation of leading women will be promoted
Procedural plan	Female mentoring programmes, not only internal but also the participation and sponsoring of external or mixed mentoring programmes (internal / external): Leading Mentoring AED programme by CaixaBank, Global Mentoring Walk, etc.
Head / schedule	Culture and Diversity, Development / annual
Indicators	No. of initiatives promoting the visualisation of leading women No. of contents on PeopleNow on female leaders

Name	Measure 8. Likewise, this objective will continue to be contractually required from those that collaborate with the Bank in these areas
Procedural plan	Include this request on the Suppliers Portal
Head / schedule	Suppliers Portal / Permanent
Indicators	No. of approved suppliers

8.4 Representation of men and women

Name	Measure 1. Emphasis will continue to be placed on the wealth of teams of men and women within the professional development programmes aimed at executive teams
Procedural plan	The executive development programmes include an equal opportunities module, which spreads the value of diversity in the teams, so that they are more competent and sustainable over time.
Head / schedule	Culture, Development and Training / permanent
Indicators	No. of employees, broken down by gender that participate in executive development programmes.

Name	Measure 2. Promote and publish measures to achieve greater time efficiency with the use of new technologies, use of email, etc.
Procedural plan	On the corporate Intranet under "join the transformation", tips and good practices are permanently published to become more time-efficient. Also, campaigns are conducted by publishing news on the Intranet.

Head / schedule	Culture / Cross-cutting permanent initiative
Indicators	No. of visualisations of the content “join the transformation” No. of pieces of news with content related with new forms of working

Name	Measure 3. Recommendations will be provided for the efficient management of meetings through a specific campaign
Procedural plan	On the corporate Intranet under “join the transformation”, tips and good practices are permanently published to promote efficient meetings and digital disconnection, together with the Digital Disconnection and Efficient Use of Working Time Agreement. Moreover, a campaign will be implemented through the publication of news on the Intranet to publicise the agreement and encourage compliance therewith.
Head / schedule	Culture / Cross-cutting permanent initiative
Indicators	No. of contents that provide tips on efficient meetings

Name	Measure 4. Promote and distribute equality and work-life balance policies with corresponsibility on a cross-cutting basis to the whole workforce
Procedural plan	The Wengage portal and the Wengage news channel are always updated with all the information relating to equality and a work-life balance. What is more, training sessions on unconscious bias for the whole workforce facilitate this promotional task. The Monitoring Committee can assess additional measures to progress in favouring a work-life balance.
Head / schedule	Culture and Training / permanent
Indicators	No. of visualisations of the Wengage portal No. of employees, broken down by gender, attending the unconscious bias training course Distribution of the work-life balance measures by gender No. of pieces of news/contents published aimed at corresponsibility

Name	Measure 5. Maintain the principles of equal opportunities in especially protected situations (high-risk pregnancy, maternal leave, etc.) in all management processes of the employees defined in this plan
Procedural plan	Unconscious bias course for the whole workforce, in Virtaula. This course specifies situations linked to pregnancy, maternity, paternity, etc. Publication of the catalogue and promotion of the use of work-life balance measures, a tool created for the FRC certification, which is found on the Wengage portal.
Head / schedule	Culture and Training / permanent
Indicators	No. of employees, broken down by gender, attending the unconscious bias training course No. of downloads of the work-life balance measures catalogue

Name	Measure 6. Encourage the participation of the less represented gender in internal calls, ensuring processes with diverse shortlists from a gender perspective in said calls
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Procedural plan	In the shortlists for the promotion of executives, always carried out internally, the Bank must endeavour to include at least one employee from the lesser represented gender.
Head / schedule	Talent / with each executive promotion shortlist
Indicators	Percentage of women with a presence on shortlists

Name	Measure 7. Actions will be designed to facilitate and support the access of women when they are under-represented
Procedural plan	Consolidation of various shortlists in executive promotion processes. For each shortlist of three people, wherever possible a woman will be presented. Furthermore, we have the WONNOW Prizes, which in 2022 celebrated their fifth edition. These prizes recognise the academic excellence of STEM women in the last year of their degree. The annual winners join CaixaBank as trainees for six months, in teams and positions linked to the STEM area (where in Spain and abroad there is a lower representation of women).
Head / schedule	Culture and Selection / in every shortlist, and one edition a year of WONNOW
Indicators	No. of winners of WONNOW prizes No. of winners of WONNOW prizes that continue to work at CaixaBank

8.5 External selection processes

Name	Measure 1. Gender perspective will continue to be included in the selection processes of the employees endeavouring, wherever possible, to achieve a balanced presence or breakdown of both genders in the groups of end candidates
Procedural plan	It has currently already been defined. For each of the vacancies announced, the competency profiles have been defined and they have been tabulated in Success Factor. In the selection processes, these parameters are considered to make an objective selection. The announcements include a detailed description of profiles and functions required.
Head / schedule	Selection / permanent in selection processes
Indicators	Number / percentage of men and women for each function

Name	Measure 2. The interview scripts or models will be standardised to contain the necessary, significant and objective information on the person relating to the position or function or working conditions to which they aspire, without considering aspects with sexist content, contributing those aspects such as time management to the assessment
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Procedural plan	The people that carry out the selection processes at CaixaBank are qualified and certified in “selection without bias”.
Head / schedule	Selection / Permanent
Indicators	No. of standardised interview scripts

Name	Measure 3. Communication channels will be maintained that allow information to arrive in terms of equality and diversity to all groups, without stereotyped images or sexist language
Procedural plan	Publication of the Egalitarian Communication Guide and creation of internal video and podcast capsules thereon to approximate contents to the whole workforce in a smooth accessible manner. Creation of the genderTEST, an internal tool that can be used in an anonymous voluntary manner, which serves to identify whether a campaign or internal or external notice is free from gender stereotypes.
Head / schedule	Culture / permanent at internal and external level
Indicators	No. of clicks Egalitarian Communication Guide. No. of people that have used the genderTEST

Name	Measure 4. The same criteria of equal opportunities and respect for diversity will continue to be demanded contractually from those that are suppliers or collaborate externally in the selection processes and from the temporary employment agencies with respect to the employees that they provide to CaixaBank
Procedural plan	Although different head hunters participate in the external selection processes, the final decision to recruit a person is taken by CaixaBank’s HR department. Hence the equal opportunities and diversity criteria are those of CaixaBank. Suppliers, subcontractors or other collaborators, bound by the regulations, will be requested to comply with the same equal opportunity criteria, prioritising hirings from companies that meet the requirements.
Head / schedule	Management and Selection
Indicators	Number / percentage of men and women selected or hired.

Name	Measure 5. Whenever possible, a shortlist of at least one candidate of the least represented gender will be included in the selection processes
Procedural plan	In the shortlists for the promotion of executives carried out at the Bank, always in line with internal policies, it will be endeavoured to include at least one employee from the lesser represented gender.
Head / schedule	Talent / with each executive promotion shortlist

Indicators	Percentage of women with a presence on shortlists
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Name	Measure 6. Gender equality training and awareness-raising will be provided to those in charge of people selection
Procedural plan	Unconscious bias course provided to HR professionals. Three editions of training have taken place online, all lasting 90 minutes, with a sound evaluation on the part of the participants. CaixaBank's selection values will be transferred to the suppliers that work in the selection area.
Head / schedule	Culture and Diversity, Selection, Development / annual
Indicators	Number of HR professionals broken down by gender that have attended the bias course

8.6 Compensation policy

Name	Measure 1. The variable remuneration programme in force at all times will continue to be notified clearly and transparently. It is based on principles of non-discrimination, performance and compliance with challenges or objectives, and on full payment to employees, to contribute to notify and highlight the remaining remuneration, aside from monetary payments, provided to them by CaixaBank
Procedural plan	Each year, the variable remuneration programme is published, around which the principles of non-discrimination revolve. Also, each employee can consult their full remuneration on the corporate Intranet on an immediate basis whenever they wish.
Head / schedule	Human Resources / Cross-cutting permanent initiative
Indicators	No. of downloads of variable remuneration documents No. of visualisations of My Total Remuneration

Name	Measure 2. The remuneration policy in the area of salaries, salary supplements and fringe benefits will apply in the terms established by the Bank, to strictly comply with the principle of equal treatment and non-discrimination. Likewise, their amounts will not be reduced as a result of the suspension of the employment relationship following the birth, adoption, legal guardianship or the fostering of a child, pregnancy-related leave or absences as a result of high-risk pregnancies or the care of newborns
Procedural plan	This application is known throughout the whole Entity, since it is included in the same Equality Plan published on the Wengage portal. In the case of any casuistry in which it was not applied by mistake, it was corrected on detecting it and the incident verified.

	Likewise, that described will be advertised in the published rules.
Head / schedule	Human Resources / Crosscutting permanent initiative
Indicators	No. of people whose employment relationship is temporarily suspended as a result of pregnancy or absences due to high-risk pregnancies or the care of newborns. No. of situations detected and no. corrected where appropriate

Name	Measure 3. Those responsible for the distribution of salary remuneration, salary supplements and fringe benefits must receive clear instructions to avoid losses in the foregoing cases
Procedural plan	Same procedural plan as determined in the Remuneration Audit. The Equality Plan is known by the corresponding department, which applies it rigorously throughout the whole year, especially when assigning the salary supplements and fringe benefits.
Head / schedule	Remuneration and HR / permanent
Indicators	Remuneration Audit. No. of managers subject to non-discrimination criteria in terms of salary distribution, salary supplements and fringe benefits.

Name	Measure 4. If incidents are detected in the receipt of salary supplements and fringe benefits, the establishment of communication and rectification channels will be guaranteed, where appropriate, always ensuring the resolution of the incident in a maximum period of three months
Procedural plan	When any incident is detected, it is analysed and resolved by Human Resources, applying the principles of the Equality Plan.
Head / schedule	Human Resources / Cross-cutting permanent initiative
Indicators	No. of incidents not resolved after three months

8.7 Development and promotion processes

Name	Measure 1. Gender perspective will continue to be considered in internal promotion processes. Candidates will be considered in relation to the principles of merit, objectivity, capacity and people-post suitability within the framework of equality and the absence of discrimination, ensuring the balanced presence or composition of both genders among the final candidates, provided that the series of candidates and potential candidates contains at least this proportion
Procedural plan	- Unconscious bias course provided to HR professionals. Three editions of training have taken place online, all lasting 90 minutes, with a sound evaluation on the part of the participants.

	<ul style="list-style-type: none"> - Consolidation of diverse shortlists in executive promotion processes. For each shortlist of three people, one of the least represented gender is always presented. - Diversity on the Talent Committee.
Head / schedule	Culture and Diversity, Selection, Development, Talent / permanent
Indicators	Number of HR employees broken down by gender that have attended the unconscious bias training course.

Name	Measure 2. The executive development programmes will continue to include the principles of equal opportunities, and training on the use of tools that help to improve the working time efficiency: management of agenda, meetings, use of new technologies, etc.
Procedural plan	<ul style="list-style-type: none"> - Training module in diversity and equal opportunities in the executive development programmes. - Courses in Virtaula, in the self-training catalogue, on: Management of time, inclusive leadership, etc. - The message will be reinforced to the managers regarding the Equality Plan Guide, with the Plan's principles and the main measures envisaged + the work-life balance protocol. - The message will be reinforced to managers regarding the Digital Disconnection and Efficient Use of Working Time Agreement -The message will be reinforced to managers regarding the June 2020 Agreement on Training Limits - The reinforcements will be carried out by the channels enabled for this purpose
Head / schedule	Training, Culture and Diversity, Development / permanent
Indicators	<p>No. of employees, broken down by gender, on the executive development programme.</p> <p>No. of managers that have received the reinforced message on the Equality Plan Guide, the Digital Disconnection and Efficient Use of Working Time Agreement and the June 2020 Agreement through the enabled channels.</p>

Name	Measure 3. A half-yearly monitoring of the promotion trends of the Bank's management team will be carried out by coverage and appointment
Procedural plan	In the indicators provided to the legal workers' representatives on a half-yearly basis, there is a section relating to the promotions of that semester, broken down by gender and segment.
Head / schedule	Talent / half-yearly
Indicators	No. of promotions of the management team, broken down by gender and segment

Name	Measure 4. The development programmes will maintain the criteria of non-discrimination in relation to absences due to the suspension of the employment relationship following the birth of a child, adoption, legal guardianship or
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	fostering, absences in relation to pregnancy-related leave, high-risk pregnancies or the care of newborns
Procedural plan	At CaixaBank, employees that have had their employment relationship suspended for the reasons indicated are entitled to request continuity in the Development Programmes. Furthermore, employees that are absent for a long period for the motives indicated in the measures have their training guaranteed. The Employment Agreement of 23 June 2020 foresees that for those employees that begin working again at the company after a long absence, the Bank will endeavour to define the planning of the training pending, identifying the priority training measures to be provided, extending, where appropriate, the timing area of the continuity classroom.
Head / schedule	Talent + Development / When one of the situations described of suspension arises
Indicators	Number of people broken down by gender that request continuity faced with the work-life balance situations described in the measure, to promote corresponsibility.

Name	Measure 5. Development measures and programmes will be promoted that reinforce the role of women at the Bank (by way of an example, those of the current Wengage project)
Procedural plan	Female mentoring programmes in the territories in which the indicators for women in executive positions still have a lot of room for improvement. Breakfasts with talent in the territorials: an initiative that takes place several times a year, in which executives meet with pre-executive women.
Head / schedule	Culture and Diversity, Development / permanent, several times a year
Indicators	No. of female mentoring programmes + programme description No. of breakfasts with talent in the territorials No. of participants at the breakfasts with talent, by gender

Name	Measure 6. Professional development accompaniment programmes will be carried out
Procedural plan	Female mentoring programmes, not only internal but also the participation and sponsoring of external or mixed mentoring programmes (internal / external): Leading Mentoring AED programme by CaixaBank, Global Mentoring Walk, etc.
Head / schedule	Culture and Diversity, Development / annual
Indicators	No. of participations in external mentoring programmes No. of participations in internal mentoring programmes No. of participations in mixed mentoring programmes

Name	Measure 7. Help will be provided to those people that, making use of a work-life balance or maternity or paternity measure, are absent from the work environment
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	on a planned basis for a period exceeding four consecutive months so that, on their return, they can continue their professional development at the Bank
Procedural plan	<p>The following measures are envisaged for those people that are absent, either due to problems achieving a work-life balance or due to temporary disability, for a period exceeding four consecutive months:</p> <ol style="list-style-type: none"> 1) They have access to the virtual training platform to be able to carry out the different training sessions. 2) Both in the cases of regulatory training and the training needed to receive their Bonus, once the respective employees have gone back to work at the Entity, they are assigned the related training that was announced during their absence. 3) Furthermore, employees that are absent for a long period for the motives indicated in the measures have their training guaranteed. <p>The Employment Agreement of 23 June 2020 foresees that for those employees that begin working again at the company after a long absence, the Bank will endeavour to define the planning of the training pending, identifying the priority training measures to be provided extending, where appropriate, the timing area of the continuity classroom.</p>
Head / schedule	Training / permanent
Indicators	Number of training sessions assigned to people that have gone back to work after having enjoyed a work-life balance measure

Name	Measure 8. Interviews will be performed in the event of the voluntary departure from the post or from the Bank to detect the motives and, especially, to prevent reasons related to the post that hinder the will to promote by other people at the Bank. The global results of these interviews will be notified to the Monitoring Committee
Procedural plan	Interviews will be conducted on leaving the Entity or the function, including certain areas such as: motives, work load, fringe benefits, acknowledgements, possibilities of development, improved training, etc.
Head / schedule	Selection / when employees leave their post
Indicators	Number of interviews conducted as a result of the situations identified in the measure

Name	Measure 9. Women in executive posts will be visualised
Procedural plan	Female mentoring programmes, not only internal but also the participation and sponsoring of external or mixed mentoring programmes (internal / external): Leading Mentoring AED programme by CaixaBank, Global Mentoring Walk, etc.
Head / schedule	Culture and Diversity, Development / annual

Indicators	No. of participations in external mentoring programmes Percentage of female executives on the Bank's management bodies
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Name	Measure 10. It will be ensured that employees in charge of promotion and of the design of internal professional promotion itineraries are informed of the Bank's equality policy
Procedural plan	Unconscious bias course provided to HR professionals. Three editions of training have taken place online, all lasting 90 minutes, with a sound evaluation on the part of the participants.
Head / schedule	Culture and Diversity, Selection, Development / annual
Indicators	Number of HR professionals broken down by gender that have attended the unconscious bias training course.

Name	Measure 11. New measures will be proposed on the Monitoring Committee that promote equality with respect to development and promotion projects
Procedural plan	On the Equality Plan Monitoring Committee, if any measure is identified that may collaborate in the promotion of equality in the development and promotion area, it may be proposed and studied. The necessary meetings of the Monitoring Committee will be announced to analyse the proposals.
Head / schedule	Labour Relations / Cross-cutting permanent initiative
Indicators	No. of proposals examined on the Monitoring Committee No. of the aforementioned proposals examined

8.8 Training plans

Name	Measure 1. The institutional training programmes will continue to comprise, from the welcoming programmes for new male and female employees to executive plans, specific modules aimed at including the principles of equal opportunities, non-discrimination and respect for and inclusion of diversity in professional practices
Procedural plan	The training sessions envisaged for new employees include basic training on the Code of Ethics. Also, training clips exist on diversity, equality, etc. A new course is expected to be implemented in relation to the new Organic Law to fully guarantee sexual freedom.
Head / schedule	Training / when there are new recruits
Indicators	Number of training activities performed at the Entity in these areas. No. of new recruits

	No. of employees trained
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Name	Measure 2. This Equality Plan will be included on the website of new recruits and in the welcoming pack for new male and female employees
Procedural plan	Take advantage of <i>CaixaBank First Experience</i> , which will be carried out for all new recruits, in which, aside from the different symposiums and presentations made, the Equality Plan and its appendices are included.
Head / schedule	Culture / permanent
Indicators	Include the Equality Plan in the welcoming pack for new hires.

Name	Measure 3. The use of virtual channels will be promoted as a useful tool to encourage a work-life balance and the use of time. Likewise, it provides access to these courses by people that are in especially protected situations. Training will be planned to minimise journeys as far as possible
Procedural plan	Currently implemented. A virtual platform exists for training which functions 24 hours a day every day of the week. Furthermore, with greater intensity following the pandemic, most courses are currently performed ONLINE, avoiding all types of displacements and facilitating a work-life balance. *Under examination: hybrid training format: face-to-face and through Webinar, to minimise displacements. The Employment Agreement of 23 June 2020 establishes limits for the efficient planning of training at CaixaBank
Head / schedule	Training / permanent
Indicators	Number of accesses to the courses and percentage of progress and compliance therewith of those in especially protected situations. No. of people in especially protected situations (recognised victims of gender violence and sexual violence)

Name	Measure 4. Training will be provided to people included following the suspension of a contract for work-life balance purposes
Procedural plan	Fully implemented.
Head / schedule	Training / permanent when someone rejoins as a result of these circumstances
Indicators	Number of training sessions to workers included following the suspension of their contract for work-life balance motives. Number of people that have rejoined following the suspension of a contract for work-life balance purposes.

Name	Measure 5. When exams are held, when possible, situations will be considered in which work-life balance measures exist. Correction measures will be established in the cases that cannot be contemplated
Procedural plan	Procedure already defined at the Entity. When an announcement is made to sit an exam, in the same call, employees will be provided with different alternatives. Hence, if a person cannot sit an exam on a certain date or at a certain time, employees will have the flexibility to attend on a different date that allows them to meet their family obligations. This measure will be notified to the Training Monitoring Committee.
Head / schedule	Training / in line with exam announcements
Indicators	No. of exceptional measures (different alternatives to ordinary calls) adopted by the workforce with work-life balance measures.

Name	Measure 6. Training measures will be implemented in the areas in which the greatest imbalances are observed
Procedural plan	Currently being implemented. It is expected to be implemented by 2023 within the Development by Skills programme.
Head / schedule	Training / continually detected
Indicators	Number of training measures Areas in which the greatest imbalances have been detected

Name	Measure 7. Balanced gender participation will be encouraged in all training programmes
Procedural plan	The balanced participation of gender in the calls and the design of all training programmes is encouraged.
Head / schedule	Culture and Diversity, Training / permanent
Indicators	Percentage of participation of men and women in training programmes

Name	Measure 8. Activities aimed at women will be carried out to boost their access to posts with greater responsibility
Procedural plan	Internal female mentoring programmes.
Head / schedule	Culture and Diversity and Development / there are activities throughout the whole year
Indicators	No. of women that have participated in the female mentoring programme No. of female mentoring programmes + programme description

8.9. Working conditions

Name	Measure 1. Cross-cutting, clear and transparent notifications will be encouraged on the importance of achieving a balance between family, personal and working life
Procedural plan	Both on the Wengage portal and on the Intranet (Working Here is Worth it), the Bank will strive to ensure that the whole workforce can clearly and easily familiarise itself with the Entity's work-life balance policy, measures, etc. Among others: Equality Plan, Work-life Balance Protocol, Cohabiting Partner Protocol, Digital Disconnection and Efficient Use of Working Time Agreement, Agreement on Training Streamlining and Limits, etc.
Head / schedule	Culture and Labour Relations / Cross-cutting permanent initiative
Indicators	No. of publications on portals and measures implemented by the Entity in this area. No. of visits to these publications

Name	Measure 2. Keep the information up to date on the Intranet regarding the applicable measures and conditions available to CaixaBank's male and female employees, to help them to balance family, personal and working life
Procedural plan	The Wengage portal will continue to publish the Work-life Balance Protocol. Among others: Equality Plan, Work-life Balance Protocol, Cohabiting Partner Protocol, Digital Disconnection and Efficient Use of Working Time Agreement, Agreement on Training Streamlining and Limits, etc. The Intranet (Working Here is Worth it) includes a description of requirements and on how to use work-life balance measures.
Head / schedule	Culture and Labour Relations / Cross-cutting permanent initiative
Indicators	No. of updates performed

Name	Measure 3. Remote meetings will be encouraged using the means established by the Bank
Procedural plan	In 2020, CaixaBank agreed a protocol of digital disconnection and efficient meetings with the legal workers' representative to promote the use of collaborative tools.
Head / schedule	Human Resources / Cross-cutting permanent initiative
Indicators	Percentage of the workforce that uses collaborative tools

Name	Measure 4. Active digital disconnection policies shall be promoted
Procedural plan	In 2020, CaixaBank agreed a digital disconnection protocol with the legal workers' representatives, which includes numerous measures to encourage disconnection. Human Resources has transmitted the message on numerous occasions to ensure that it reaches the whole workforce. And the Employment Agreement will continue to be published and updated on the Wengage portal and through other channels.

Head / schedule	Human Resources / Cross-cutting permanent initiative
Indicators	No. of visualisations of each notice

Name	Measure 5. The gradual implementation of remote working will be encouraged in Central Services and Territorial Departments, in the terms established at the Bank. The Monitoring Committee will analyse possible improvements and other situations or segments that may use this measure, without neglecting the study of individual casuistries
Procedural plan	A remote working model is being deployed for groups of central services and territorial departments and distributed central services. This remote working model is constantly being examined and improvements can be analysed together with segments to be included (it was initially only envisaged for central services). The Monitoring Committee will be notified of the possible remote working pilot tests that are going to be performed. In this regard, that established in the Second Additional Provision of the Collective Bargaining Application Agreement for 2019-2023 will be taken into consideration.
Head / schedule	Human Resources / Cross-cutting permanent initiative
Indicators	No. of people that have signed the remote working agreement

Name	Measure 6. Improvement in psychosocial factors
Procedural plan	A reduced working group will be created within the CUSSL, with a gender vision, to plan actions to improve the outcome of the evaluation of psychosocial factors. The risk assessment of psychosocial factors is included under the Employment Agreement of 28 April 2017.
Head / schedule	ORP / Cross-cutting permanent initiative
Indicators	No. of meetings held by this reduced working group No. of measures implemented.

8.10 Work, family and personal life balance

Name	Measure 1. Update and maintain the information on the specific Equality and Work-Life Balance website, currently in force on the Intranet
Procedural plan	We currently have information relating to Equality and Work-Life Balance available both on the Wengage portal and on the Intranet (Working Here is Worth it) and both sources are updated when appropriate.
Head / schedule	Culture and Labour Relations / Cross-cutting permanent initiative
Indicators	No. of updates performed

Name	Measure 2. Publish good practices, guaranteeing free access to the responsible and effective use of measures, which can be employed both by men and women
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Procedural plan	The Wengage portal will continue to publish the Work-life Balance Protocol. The Intranet (Working Here is Worth it) includes a description of requirements and on how to use work-life balance measures.
Head / schedule	Culture and Labour Relations / Cross-cutting permanent initiative
Indicators	No. of visits to the Wengage portal Work-Life Balance section No. of downloads of the Work-life Balance Protocol

Name	Measure 3. A series of recommendations will be established and published in a clear transparent manner to promote good recommendations to the whole workforce: efficient meeting management practices, agenda management practices, etc.
Procedural plan	On the corporate Intranet under “join the transformation”, tips and good practices are permanently published to promote efficient meetings and digital disconnection, among other matters. The protocols of digital disconnection, the efficient use of working time and the streamlining of training shall continue to be published.
Head / schedule	Culture / Cross-cutting permanent initiative
Indicators	No. of publications No. of visits

Name	Measure 4. The Monitoring Committee shall follow up the implementation and use of the Work-Life Balance Protocol of this agreement
Procedural plan	The indicators provided on a half-yearly basis to the legal workers’ representative include the use of work-life balance measures by the workforce.
Head / schedule	Labour Relations / half-yearly
Indicators	Indicators sent half-yearly to the Monitoring Committee with information on the use of each measure: no. of people broken down by gender

8.11. Harassment and other conflict resolution measures (mediation)

Name	Measure 1. Publication in a featured section on the specific Equality and Work-Life Balance website, with detailed information on the Protocol for the Prevention, Handling and Elimination of Harassment and other Conflict Resolution Measures (mediation), and easy access to mail, telephone numbers and contact addresses
Procedural plan	On the Wengage portal, a space is reserved which is highlighted and updated with all the information related to the Protocol for the prevention, Handling and Elimination of Harassment, on how to activate said protocol and the related contact details. This protocol will be made available on the Wengage portal and in other channels provided.
Head / schedule	Culture / Cross-cutting permanent initiative

Indicators	No. of visits
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Name	Measure 2. Provide the Protocol for the Prevention, Handling and Elimination of Harassment and other Conflict Resolution Measures (mediation), as part of the documentation made available to new male and female employees by the means established for this purpose
Procedural plan	Attach the Entity's Protocol for the Prevention, Handling and Elimination of Harassment as an appendix to the contract for new hires.
Head / schedule	Selection / regarding each new hire
Indicators	No. of new hires to which the Harassment Protocol has been provided

Name	Measure 3. Specific training to prevent and eliminate harassment at the Bank
Procedural plan	The workforce shall be provided with specific ongoing training to raise the awareness of the workforce to prevent and eliminate harassment, from a double conflict and health perspective, publicising the Protocol to prevent, handle and eliminate harassment at the Entity.
Head / schedule	Training / annual
Indicators	No. of employees that have attended training sessions No. of cases of harassment per year, broken down by gender and type of harassment No. of mediation sessions per year, broken down by gender No. of calls to harassment advisers

Name	Measure 4. The Protocol will be improved to prevent, handle and eliminate harassment, establishing other conflict resolution measures
Procedural plan	The possibility of mediation has been added to the Protocol to prevent, handle and eliminate harassment, and the possibility of adopting other measures is envisaged. In this regard, a harassment prevention subcommittee had been included within the Equality Plan Monitoring Committee, with nominative equality and occupational health representatives.
Head / schedule	Labour Relations / Cross-cutting permanent initiative
Indicators	No. of mediation sessions conducted No. of new conflict resolution measures adopted where appropriate No. of formal complaints filed before harassment advisers

Name	Measure 5. Information on the situations will continue to be provided to the Occupational Health and Safety Committee to monitor the indicators and provide preventive analysis, without supplying any personal details
Procedural plan	A specific section will be maintained on the corporate Intranet or the means provided by CaixaBank to notify the workforce. The Occupational Health and Safety Committee will analyse the situations deemed to be harassment, as stipulated by the Harassment Prevention Protocol and by the harassment advisers to establish the pertinent preventive measures.

Head / schedule	Occupational Risk Prevention / Other areas involved / permanent
Indicators	Number of cases analysed by the Occupational Health and Safety Committee

8.12 Cohabiting partners or civil unions

Name	Measure 1. Continue to make the equality Protocol for Cohabiting Partners or Civil Unions accessible
Procedural plan	Have a specific section on the Wengage portal, on which the agreement is posted and the measures agreed upon are publicised.
Head / schedule	Culture and diversity / Cross-cutting permanent initiative
Indicators	No. of visits

8.13 Gender violence

Name	Measure 1. Continue to make the contact details of the external harassment prevention advisers accessible on the Wengage portal
Procedural plan	Maintain the publication in a featured section of Wengage with detailed information on the Workplace Harassment Prevention Protocol, together with other conflict resolution measures (mediation), and easy access to mail, telephone numbers and contact addresses.
Head / schedule	Culture and diversity / Crosscutting permanent initiative
Indicators	No. of visits

Name	Measure 2. Continue to make the rights of gender violence victims accessible on the Wengage portal
Procedural plan	Have a specific section available for such purpose on the Wengage portal with all the necessary information, a compilation of the rights of victims of gender violence and the contact address for recognition.
Head / schedule	Culture and diversity / Cross-cutting permanent initiative
Indicators	No. of visits

Name	Measure 3. Full guarantee of sexual freedom
Procedural plan	Specific training for comprehensive protection against sexual violence to the whole workforce
Head / schedule	Training / annual

Indicators	No. of people broken down by gender that have attended the training course
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Name	Measure 4. The Entity will guarantee the protection of personal details and the destination centre of victims of gender violence
Procedural plan	The creation of a specific mailbox to recognise victims of sexual violence
Head / schedule	HR / Permanent
Indicators	No. of contacts in the mailbox

Name	Measure 5. The Bank will ensure that those that are victims of gender violence or sexual violence have access to all the work-life balance measures related to their situation
Procedural plan	The Wengage portal will contain the specific work-life balance measures of the Collective Bargaining Agreement and the Work-life Balance Protocol for the situations described.
Head / schedule	HR / Permanent
Indicators	No. of people that have used these measures, broken down by gender

9 Remuneration audit

Pursuant to Royal Decree 902/2020, of 13 October, on remuneration equality between men and women, as part of the preparation of this Equality Plan, the corresponding remuneration audit was performed at CaixaBank to analyse the remuneration system of male and female employees on a comprehensive cross-cutting basis, and to verify whether the principle of equality between men and women in the remuneration area is being effectively applied.

Hence, the corresponding diagnosis was made of the remuneration situation, assessing the work posts and analysing the factors that could generate possible remuneration differences or possible shortcomings or imbalances in the design or use of work-life balance and corresponsibility measures and, where appropriate, possible difficulties in professional or economic promotion.

The conclusions disclosed in the remuneration audit performed were as follows:

Significant Details

- On 13 October 2020, Royal Decree 902/2020, on remuneration equality between men and women and Royal Decree 901/2020 regulating equality plans and their registration were published.
- These regulations stipulate that all companies with over 50 employees must have a Remuneration Register for their entire workforce, including management employees and senior officials, which must be provided to the Bank's trade union representatives. Said regulations state that the temporary registration reference period must be a calendar year.
- Likewise, CaixaBank is obliged to prepare an Equality Plan that must include a remuneration audit, prior to the agreement of the Plan with the Bargaining Committee of the legal workers' representatives. Hence, a diagnosis must be made of the remuneration situation at the Company, in accordance with the guides and tools published by the Board of Directors, to detect whether a salary gap exists between men and women in equivalent posts and functions, and to establish the corresponding procedural plans to correct the imbalances detected. A Bargaining Committee has been set up to adapt the Equality Plan and comply with that legally stipulated.
- The Remuneration Audit was performed with the collaboration of the external consultant EY.

No weaknesses were detected that require action plans, since the differences do not exceed 25%, in line with the regulations. However, the parties consider it appropriate that the Monitoring Committee annually analyses the causes and circumstances that may explain the total remuneration differences which, on average, could exist between the global remuneration recognised for one or another gender and which, although lower than the twenty-five percent legally envisaged, are higher than fifteen percent. Based on this analysis, a procedural plan can be established with measures aimed at curbing the differences detected.

Objective

The purpose of the Audit is to verify the reasonableness of the process of adapting the Entity to the new prevailing regulations in the area of equality with respect to the assessment of the work posts and the Remuneration Register.

The following areas have been reviewed:

- Governance: Adaptation of the Equality Plan and of the Remuneration Register to the internal and external regulations.
- Process execution:
 - Assessment of work posts: verify their reasonableness in accordance with the prevailing regulations.
 - Remuneration Register: review the content of the Remuneration Register in accordance with the regulations and its provision to the legal workers' representative, broken down by gender in accordance with the prevailing regulations.

Remuneration Audit: performed in partnership with the external consultant EY, applying the methodology established in the Technical Guide to carry out Remuneration Audits with gender perspective published by the Equality Minister.

Assessment of work posts

Work posts of equal value were assessed using a tool based on the Model Post Evaluation Guide published by the Equality Ministry.

The factors and subfactors used in the model were adapted to CaixaBank's activity. The definition and description of the functions of the post and the factors and subfactors of contribution used are generally considered to be reasonable.

Conclusion

CaixaBank has prepared a comprehensive Remuneration Register that complies with that stipulated in the applicable equality regulations. The Total Remuneration analysis between men and women does not contain variations exceeding 25% of that stipulated by the regulations. The design of the policies and procedures analysed is in line with the principle of equal treatment and opportunities between men and women.

Pursuant to RD 902/2020, the Remuneration Audit aims to obtain the necessary information to verify whether the Company's remuneration system complies, in a comprehensive cross-cutting

manner, with the effective application of the principle of equality between men and women in terms of remuneration.

Based on the foregoing, the Entity's policies and processes were analysed to directly or indirectly determine the remuneration of workers (qualitative analysis).

The review has not disclosed the existence of significant incidents or weaknesses above 25%.

Likewise, the workforce's characteristics were also analysed from a quantitative viewpoint, considering those factors which, on an objective basis, may explain the salary differences between men and women.

Based on the foregoing, the main conclusions arising from the Remuneration Audit performed are detailed below:

DISTRIBUTION OF THE WORKFORCE

- CaixaBank has a balanced workforce in terms of gender. That is, 56.0% of employees are female and 44.0% are male, without either gender exceeding 60% of the total workforce.

ASSESSMENT OF WORK POSTS

- To comply with that stipulated in articles 4 and 8 of RD 902/2020, CaixaBank assessed the work posts that gave rise to 11 levels of comparison, in line with the relative value of the work posts, based on the contribution factors defined and weighted. Specifically, level 11 grouped together positions which, due to their specific characteristics, merit individual assessment.
- This system of assessing posts is in line with the points system included in article 8 of RD 902/2020 itself, considering the factors presented in article 4 of this Royal Decree, complying with the criteria of adequacy, completeness and objectivity demanded by the Decree.
- In accordance with the workforce distribution analysis based on the levels in line with the post assessment, a certain imbalance was observed in gender distribution at more senior levels, identifying a higher number of men in posts with greater responsibility.

Factors analysed in the audit that could give rise to remuneration differences:

- General remuneration policy of the Entity
- It has been possible to verify that CaixaBank has a Remuneration Policy that endeavours to offer remuneration conditions and benefits that are sufficiently competitive to attract, retain and motivate the best market talent, based on providing professionals with participation in a different corporate and business project, on the possibility of employees developing themselves professionally and on competitive conditions involving full compensation.
- As occurred with seniority, the average age of men is slightly higher than women (1.13 years) and men also predominate in the tranche of higher age, in which they account for 9.4% of the workforce. Hence, it is considered that age may be one of the possible factors that generate salary differences but, in turn, it may also represent an opportunity, considering that the renewal of this part of the workforce will occur in the coming years.
- Approximately 94% of the workforce, both women and men, are concentrated in the ranges between 35 and over 55 years. That is, a lower concentration of men or women in stages of life in which care responsibilities are greater is not observed.

- Level of studies

- In terms of education, men predominate at the highest level (“PHD, Master’s Degree or post-graduate studies”), but unifying this group with people with a degree, diploma or other university studies, the distribution is virtually the same as the representation on the whole of the workforce. It has therefore not been observed that women have a higher educational level than men, or that there is an unequal distribution in the Company’s levels or areas with respect to this variable; therefore, over-qualification has not been observed among the Bank’s female employees.

- Horizontal unbundling

- With regard to the breakdown of the workforce by area and gender, 86.9% of the total works in the General Business Division, in which the distribution by gender is balanced and, although in other areas there is a greater imbalance (horizontal unbundling), the representation of them with respect

to the total workforce is lower than 4%, with this factor not being representational in general terms.

- Professional classification system of the Collective Bargaining Agreement for Banks and Saving Banks.
- With respect to the workforce distribution analysis based on professional groups and remuneration levels of the Collective Bargaining Agreement, the same trend was observed as in the analysis in line with the assessment of posts, that is, there is a certain imbalance in gender distribution, identifying that, the higher the level of responsibility, the higher number of men occupy posts at the Bank.
- Faced with these findings, it is necessary to consider that the Entity belongs to a traditionally male sector which, although it has progressed in terms of gender equality, balancing the presence of men and women, women continue to be under-represented in posts at a higher level or in posts of responsibility.
- The average seniority of men is slightly higher than that of women, although the difference cannot be deemed to be significant (0.48 years). Likewise, they predominate in the tranche of greater seniority, but in this tranche less than 5% of the total workforce is concentrated hence, in principle, it is not considered that seniority may be one of the factors leading to salary differences in favour of men.
- Differences are observed in favour of women for all seniority ranges, except for the range equal to or over 35 years, in which only 2.3% of the workforce is situated, in which the number of men is more than double the number of women, in absolute terms.
 - Selection and employment stability
- The selection process has a clear, ordered and documented model, based on transparency and efficiency criteria, focusing on developing the professional growth of internal talent, maximising the quality of processes, guaranteeing confidentiality and a full focus on the service and generating the greatest experience for the candidate and the manager. All of the foregoing is deemed to allow a uniform assessment that endeavours to help any type of value judgement or bias, including gender bias.

- Both the new recruits and dismissals and resignations in the last three years have been practically the same in number, not identifying any significant differences, hence it cannot be considered that gender bias exists in this regard.
- The study also observed a significant employment stability among both men and women, highlighting that over 99% of the Bank's contracts are full-time indefinite-term contracts.
 - Work-life balance and corresponsibility measures

In accordance with the prevailing legislation, remuneration discrimination due to gender also involves possible shortcomings or imbalances that may be observed in the design or use of work-life balance and corresponsibility measures at the Company, or the difficulties that the workers may find in their professional or economic promotion arising from other factors, such as discretionary business procedures in terms of mobility or unjustified availability demands.

- CaixaBank has a "Work-life Balance Protocol", whose objective is to foster a balance in the different areas of life through the promotion of good habits in terms of time management.
- Furthermore, these measures are provided to the whole workforce regardless of gender (provided that they comply with access requirements). However, differences exist in the use of leave, with women taking greater advantage of said permission, especially leave granted directly to take care of minors.
- Hence, it is concluded that the use of work-life balance mechanisms and, in particular, extended leave of absence, which does not involve variable remuneration, may be a factor that leads to inequality in favour of men.

- Promotion

CaixaBank's competence assessment system has defined parameters, enabling a uniform assessment which endeavours to avoid any type of value judgement or bias, including gender bias.

- Remuneration Register

To analyse salary differences with a gender perspective, the Entity keeps a remuneration register under article 28.2 of the Workers' Statute and RD 902/2020, and the average values (on average and the mean) of its workforce's salaries, salary supplements and fringe benefits are broken down by gender and distributed by work or posts of the same value, together with their classification under the Collective Bargaining Agreement.

Validity

The salary audit included in the diagnosis of the Equality Plan which is now adapted will have a validity of one year, in line with article 9 of Royal Decree 901/2020, of 13 October, in relation to article 7.1 of Royal Decree 902/2020, of the same day.

The Entity undertakes to commence a new audit and review of the 2022 Remuneration Register from the signature date of the Equality Plan Adaptation Agreement, and during the term of the audit and registration, to be analysed once the employment merger of both entities has been consolidated (Bankia and CaixaBank), within the Plan's Monitoring Committee, adjusting it if necessary as a result of the conclusions arising therefrom. Unless the parties establish otherwise, this 2022 review and audit will have the validity of the Equality Plan.

10 Appendices to the Equality Plan

The following agreements are reproduced below as Appendices to the Equality Plan:

- Equality and Work-Life Balance Protocol
- Protocol for the Prevention, Handling and Elimination of Harassment and other Conflict Resolution Measures (mediation)
- Equality Protocol for Cohabiting Partners or Civil Unions.

These agreements maintain their original nature and validity and include the changes or improvements established by the different Monitoring Committees and their language has been adapted to the rules established in this plan.

11 Breakdown and functioning of the Monitoring Committee

An Equality Parity Committee is established, which will be formed by a representative of the Bank's Management and by a representative of the trade unions that have signed or are included in this agreement.

The trade unions present at the Entity may sign this Agreement, with representation in line with the last electoral process.

The breakdown of the Committee in terms of social representatives will be as follows:

- a) All trade unions that have signed or are included in this Employment Agreement are represented by a person appointed for this purpose.
- b) The trade unions deemed to be the most representative in the State area or at the Bank will be represented by one extra person.
- c) The trade unions with representation at the Company exceeding 20% will attend with one extra person for each 10% or fraction, from that 20% onwards.

Furthermore, and by agreement with both parties, the Committee may rely on the presence of people outside of the Bank, especially qualified people, belonging to the academic, business, trade union, cultural or social areas.

The Committee will be presided by a representative of CaixaBank's Management and it will meet upon its request or upon that of the majority of the trade union representatives, at least every six months.

Hereinafter, this Committee will be known as the "Equality and Work-Life Balance Committee" and will have the following functions:

- Monitoring and oversight of the application of the Equality Plan, the remuneration audit and its diagnosis, the Work-Life Balance Protocol, the Protocol for the Prevention, Handling and Elimination of Harassment and other Conflict Resolution Measures (mediation) and the Protocol for Cohabiting Partners or Civil Unions.

- Proposition of measures (sound practices), establishing objectives and deadlines in this proposal, together with quantitative and/or qualitative monitoring indicators.
- Prioritisation of the measures to be proposed at short, medium and long term.
- Monitoring of the measures in this Equality Plan.
- Resolution of incidents, doubts and interpretations of the agreement.
- Monitoring of indicators to gauge the effectiveness of the measures proposed by the Committee in accordance with the objectives set.
- Information will be provided and participation will be granted to submit initiatives that will be presented to the Diversity Monitoring Committee through the Focus Group prior to the Plan's Monitoring Committee.
- Monitoring and progress in the implementation of the next remuneration audit.
- Monitoring of the temporary objective representativeness indexes, together with the establishment of new objectives.
- Inclusion of new measures that favour the obtainment of the objectives of the Equality Plan.
- Analysis of aspects and measures that may be improved or implemented additionally to help to comply with the proposed objectives.
- Analysis of the causes and circumstances that may explain the total remuneration differences which, on average, could exist between the global remuneration recognised for one or another gender and which, although lower than the twenty-five percent legally envisaged, are higher than fifteen percent. Based on this analysis, a procedural plan can be established with measures aimed at curbing the differences detected.

This Committee absorbs the functions established for the Monitoring Committee of the Work-life Balance Protocol. For the functions set by the Protocol Committee for the prevention, handling and elimination of harassment and other conflict resolution measures (mediation), a subcommittee will be set up, formed by two people from the three trade unions with the most

representation, specialised in equality and/or occupational health and one person from the remaining signatory trade unions, in line with the rules of representation, appearing at meetings established on the Equality and Work-life Balance Monitoring Committee.

12 Monitoring and assessment

The Commission will self-regulate its functioning and, on a half-yearly basis, it shall have the information required to carry out its task, including:

- Representativeness of men and women on the workforce
- Departments and second responsibility by type of office
- Demographic details of the workforce
- Characteristics of the workforce by functional grouping
- Distribution of the work-life balance measures
- Workforce with timetable flexibility
- Promotion of the workforce
- Training

Likewise, the following information will be provided annually:

- Summary of equality procedures
- That indicated in the compensation policy section
- In the area of remuneration equality, the registration of average salaries will be notified under RD 6/19, or in the terms and with the scope legally established at all times in the statute of workers' rights. Currently: The salary complements and fringe benefits of the workforce, broken down by gender and distributed by professional groups, categories or work posts that are the same or have the same value.
- Distribution of the workforce by gender
- Monitoring of equality measures

13 Means and resources

In each of the measures established in this plan, the internal heads and internal human resources staff earmarked to implement, monitor and assess are identified, with the Company undertaking to provide the material means and resources required to implement, monitor and assess the Plan's measures during its term.

The Equality Plan may also be financed with the aid and grants provided by the authorities and any public and private entities, complying with the requirements established by Law in each case for such purpose.

To comply with the functions entrusted to the Monitoring Committee, the Company undertakes to provide the necessary means, in particular:

- Adequate place to hold meetings.
- Material required for such meetings.
- To provide the statistical information, broken down by gender, established in the monitoring criteria agreed upon, sufficiently in advance for its analysis, for each of the measures, with the corresponding frequency and in a format that allows adequate data processing.
- The Equality Head will be the person that provides the adequate means to ensure the efficient work of the Committee.

14 Procedural schedule

In the description of each measure its development period has been defined. This Equality Plan is characterised as containing measures which, in most cases, are considered to be continually implemented over the term of the Equality Plan and, therefore, cross-cutting measures that will begin to be executed once the Plan has been approved and registered.

The procedural plan will last until December 2025, coinciding with the validity of the Equality Plan.

The Monitoring Committee will begin to agree initiatives, activities and specific periods, which will enable the implementation of each measure.

15 Modification procedure

In any case, the Plan will maintain its application and validity provided that there are no substantial alterations in the circumstances in which it has been negotiated and its content has not become difficult to apply in the justified opinion of the parties. In any case, the parties may notify this circumstance in the area of the Equality Plan Monitoring Committee, and may commence a new negotiating process with all legal workers' representatives to adapt the Plan to the new context, making the appropriate amendments and maintaining its validity and application until an agreement is reached.