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Glossary and structure

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Non-financial information

This glossary contains definitions of the indicators and other terms related to the **non-financial information presented in the consolidated management report.**

Market shares (%) - As at December 2024, if no other period is specified

Spain

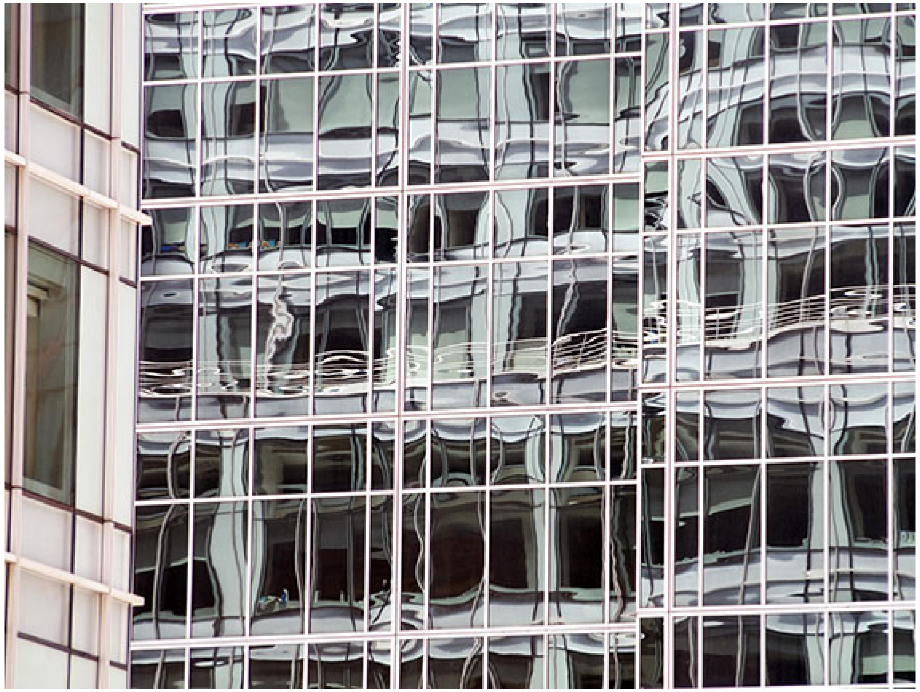
- **Market share in credit to households and companies:** the outstanding amount of gross credit granted to households and non-financial corporations resident in Spain. Internal data is used for the numerator, and official data published by the Bank of Spain for the denominator.
- **Market share in household and business deposits**: the balance on deposit of households and non-financial corporations resident in Spain is taken into account. Internal data is used for the numerator, and official data published by the Bank of Spain for the denominator.
- **Market share in credit to companies:** the outstanding amount of gross credit granted to non-financial corporations with business in Spain.
- **Market share in business penetration:** includes Spanish companies that are CaixaBank customers and have a turnover of between €1 million and € 00 million. Source: FRS Inmark.
- **Market share of long-term savings:** Includes assets managed in investment funds (including managed portfolios), pension plans and savings insurance. This does not include third-party investment funds, only those managed by CaixaBank Asset Management. Source: Inverco, ICEA.

Portugal

- **Market share in credit to households and companies:** total loan portfolio of the resident and non-resident segments, including securitisations (residential and corporate). Source: Bank of Portugal/Bank Customer Website.
- **Market share in household and business deposits:** demand deposits and term deposits. Source: Data produced by CaixaBank based on official data (Bank of Portugal - *Estatísticas Monetárias e Financeiras).*
- **Market share in investment funds:** Source: APFIPP (*Associação Portuguesa de Fundos de Investimento Pensões e Património) - Fundos de Investimento Mobiliários. - Mutual Funds.*
- **Share of home loan market:** total resident mortgage loans including securitised loans (estimated market). Data produced by CaixaBank based on official data (Bank of Portugal - *Estatísticas Monetárias e Financeiras*).
- **Market share in credit to companies:** includes loans to resident non-financial corporations, including securitised loans. Excludes non-resident, non-financial companies.
- **Market share in insurance:** data based on official data. Source: APS (*Associação Portuguesa de Seguradores*).

General

- **Contribution to Gross Domestic Product (%):** total contribution of CaixaBank (direct and indirect) to GDP is measured by dividing Gross Value Added (GVA) by GDP. The GVA for the Group's businesses in Spain and Portugal is multiplied by its corresponding multipliers (‘insurance, reinsurance, and pension plan services, except compulsory social security’ and ‘financial services, except insurance and pension funds’, respectively) in order to include the indirect contribution.
- **Percentage of citizens who have a branch in their municipality:** percentage of the population in Spain with a CaixaBank branch in their municipality (retail branch or dependent teller).
- **Digital customers:** Private customers who have carried out one or more login transactions in Now, imagin, or other CaixaBank apps (Pay, Sign) in the last six months.
- **Customer:** any natural or legal person with overall funds equal to or greater than 5 euros in the Entity that has made at least two non-automatic transactions in the last two months.
- **No. digital customers who are users:** Individual customers with between 40 and 80 days with connection to digital channels in the last 6 months.
- **No. Heavy User digital customers:** Individual customers with between 81 and 130 days with connection to digital channels in the last 6 months.
- **No. Top Heavy User digital customers:** Individual customers with more than 130 days with connection to digital channels in the last 6 months.
- **Linked customers:** natural person customers in Spain with 3 or more product families.
- **Free float (%):** The number of shares available for the public, calculated as the number of issued shares minus the shares held in the treasury, advisers, and shareholders represented on the Board of Directors.
- **Investment (business model context):** balance of managed loans excluding investments on a fee or commission basis, foreclosed assets and cash.
- **Investment in technology and development:** total amount invested in items identified as technology and computing, taking into account both current expenditure and activable elements, and including, among others, maintenance of infrastructure and software, development projects (digital channels, cybersecurity, business development, regulatory), telecommunications, acquisition of equipment and software, licences and rights of use.
- **Number of job positions generated through the multiplier effect of purchases from suppliers:** Indicator estimated based on the GVA of CaixaBank, Spanish and Portuguese GDP, the % of employment and productivity per worker according to National Accounting, and based on the input/output tables of the National Statistics Institutes (INE) of both countries with 4th-quarter data. Source: CaixaBank Research.
- **Branches:** total number of centres. Includes retail branches and other specialised segments. It does not include tellers (displaced public service centres with no director, dependent on another main branch). It also does not include representation branches and offices abroad or virtual/digital centres.



- **Accessible branch:** a branch is deemed to be accessible when its features enable all types of people, regardless of their abilities, to enter, move around, navigate, identify, understand and make use of the available services and facilities, and to communicate with staff. In addition, the branch must comply with current regulations.
- ***Ofibuses:*** mobile branches that serve different municipalities on different daily routes and, depending on demand, visit the towns and villages they serve once or several times a month. Besides preventing the financial exclusion of rural areas, this service preserves the direct relationship with customers living in these areas and maintains the bank's commitment to the agricultural and livestock sectors.
- **Total population of towns where the mobile service is provided.** Population according to the INE (National Statistics Institute) of the places where ofimovils provide financial services.
- **Active suppliers:** Defined as an active supplier. Suppliers that fulfil any of the following:
  - They have an active Ariba contract with an agreement date within the last 3 years.
  - They have invoiced in the current or previous year.
  - They have been involved in a negotiation in the last 12 months.
- **Managed resources and securities (business model context):** balance of on-balance sheet and off-balance sheet funds under management.

Customer experience and quality

- **Customer Experience Index (CEI) - Global:** measures CaixaBank's global customer experience on a scale of 0 to 100, in each of the businesses.
- **Net Promoter Score (NPS):** measures customer recommendation on a scale of 0 to 10. The Index is the result of the difference between % Promoter customers (ratings 9-10) and Detractor customers (ratings 0-6).
- **Close the loop (CTL):** This is based on identifying and applying improvement actions derived from listening to the customer and the feedback obtained through a survey. It involves the Director contacting the customer (recommended within the first 24 hours) to resolve any potential reasons for dissatisfaction, thereby generating a positive experience.

People

- **Number of work-related accidents:** total number of accidents with and without sick leave occurring in the company during the whole year.
- **Serious accident:** injuries that pose a risk of death or could cause sequelae resulting in permanent disability with regard to carrying out the usual occupation (partial PD or total PD).
- **Wage Gap:** Coefficient that estimates the impact of gender on salary (determined through a model of multiple linear regression of salary, calculated as the sum of fixed and variable remuneration, non-salary items and social benefits (savings and risk contributions to Pension funds, Health insurance, Education grants, etc.), on gender and other relevant factors, including age, longevity, longevity in duty, professional duty and level). The sample excludes duties (homogenous groups) of fewer than 49 observations (people) in CaixaBank, S.A. due to the fact that there are insufficient samples to infer statistically solid conclusions, although this aspect has not been passed on to the subsidiaries due to the model's loss of predictive power.
- **Employees:** total number of employees of the company at the end of the financial year. This figure includes the workforce contributing to social security, i.e. it does not include interns, workers from temporary employment agencies or workers on leave of absence.
- **Departures due to turnover and voluntary leave (%)** total number of voluntary departures and leaves during the year among average workforce.
- **Commitment Study:** quantitative analysis of the level of employee engagement and experience in different dimensions of the organisational environment related to their motivation and effectiveness, considering trends, market comparisons and specific results by different employee segments (organisational area, generation, gender, etc.).
- **Hours of absenteeism (manageable):** total hours of manageable absenteeism (illness and accidents).
- **Hours of training per employee:** total hours of training of all staff during the year divided by average staff.
- **Investment in training per employee (€):** total investment in training for the year divided by the average workforce.
- **Manageable absenteeism rate (%):** total hours of manageable absenteeism (illness and accidents) over total working hours.
- **Accident frequency index (Accident Rate):** number of accidents resulting in sick leave divided by the total hours worked, multiplied by 10 to the power of 6. The rate does not include accidents which happen on an employee's way to or from work, as they are outside of work hours. In addition, it includes all real hours of work and excludes any permitted forms of absence, holidays, and sick leave.
- **Professional classification:** structured into 3 categories. Executive: holds a position in Branch Management in the Territorial Network or in Management in Centralised Services or higher. Middle Manager: they have employees working for them and report to an executive. Other: do not have employees working for them.
- **New hires:** total new hires during the year (even if no longer remaining in the company).
- **Number of professionals certified in financial advisory services (MiFID II):** Number of employees who have passed the Financial Advice Information Course (CIAF). Other related courses officially recognised by the National Securities Market Commission (CNMV) are also included in this calculation.
- **% Certified professionals:** ratio of the number of certified employees to the total number of key employees in Premier and Private Banking.
- **Average remuneration:** average total remuneration (annual remuneration, variable paid in the year, social benefits such as savings and risk contributions to the Pension Fund, financial aid for studies for employees and their children, health insurance and other non-wage supplements such as incentives, payment in kind, compensation for meals, etc.).
- **Average remuneration of board members:** average remuneration of the Board of Directors, including variable remuneration, allowances, severance, long-term savings provisions, and other income.

Sustainability

- **Assets under management:** includes investment funds, managed portfolios, SICAVs, pension plans and certain Unit Linked products.
- **Type of classification Assets under management under SFDR:** Article 8: Financial products that promote environmental or social characteristics and/ or a combination of those characteristics. Article 9:Financial products and services which have sustainable investment as their objective. Article 6: Products and services that take into consideration environmental, social and governance risks in investment decision-making that are not considered under Articles 8 or 9 and also those that do not integrate sustainability risks.
- **Electricity consumption:** calculated for the network of branches and corporate centres of CaixaBank, S.A. in MWh. Consumption of data per employee is calculated over average staff for the year.
- **Paper consumption:** calculated for the network of branches and corporate centres of CaixaBank, S.A. in tonnes. Consumption of data per employee is calculated over average staff for the year.
- **Water consumption:** estimate based on a sample of corporate buildings and branches in the CaixaBank, S.A. corporate network.
- **Microloans:** loans of up to 25,000 euros, without collateral, for people who, due to their economic and social conditions, may have difficulties in accessing traditional banking financing. Its aim is to promote production, job creation and personal and family development.
- **Other financing with a social impact:** loans that contribute to generating a positive and measurable social impact on society, intended for sectors related to entrepreneurship and innovation, the social economy, education and health. Its aim is to contribute to maximising the social impact in these sectors.
- **Businesses created thanks to support for entrepreneurs:** the start of business is considered when the operation is carried out between 6 months before and 2 years after the start of the activity.
- **Number of jobs created thanks to support for entrepreneurs:** this figure includes the number of jobs created by entrepreneurs who have received financing from MicroBank through microloans and loans (collateral-free loans, aimed at customers with difficulties accessing traditional bank financing).

- **Social housing:** portfolio of housing owned by the Group in which the lessor's situation of vulnerability is taken into consideration to set the rental conditions.
- **MicroBank beneficiaries:** Number of holders and co-holders of microloans granted by MicroBank in the 2022-2024 period.
- **Mobilisation of sustainable financing (Business Spain):** The amount of sustainable finance mobilisation includes: i) Sustainable mortgage financing (with energy performance certificate "A" or "B"), financing for home energy refurbishment, financing for hybrid/electric vehicles, financing for photovoltaic panels, agricultural ecofinancing and microloans granted by MicroBank; Sustainable financing for Companies, Real State and CIB&IB; The amount considered for the purpose of the transfer of sustainable financing is the risk limit formalised in sustainable financing operations for customers, including long-term, working capital and risk of signing. Tacit or explicit novations and renewals of sustainable financing are also considered; ii) CaixaBank's share in the issuance and placement of sustainable bonds (green, social or mixed) by customers; iii) Net increase of Assets under management in CaixaBank Asset Management, in products classified under Article 8 and Article 9 of SFDR (includes new funds/fund mergers registered as per Article 8 and Article 9, plus net contributions and market effect); Gross increase in assets under management in VidaCaixa in products classified under Art. 8 and 9 of the SFDR regulations (including gross contributions - without considering withdrawals or market effect - to Pension Funds (FFPP), Voluntary Social Welfare Schemes (EPSV) and Unit Linked classified as Art. 8 and 9 under SFDR.
- **Mobilisation of sustainable financing - Businesses in Portugal:** It includes loans to companies (companies + CIBs + institutions) and individuals, as well as participation in the placement of sustainable bonds. In relation to sustainable intermediation, Articles 8 and 9 Funds and Insurance are included, under SFDR, both for liquid fundraising and transformation, as well as third party funds.
- **SFDR:** Sustainable Finance Disclosure Regulation. EU Sustainable Finance Disclosure Regulation.
- **ESG advisory service:** Service offered for corporate and institutional customers to generate engagement and elevate the strategic dialogue, offering support focused on sustainability, alignment with Net Zero, improvement of the ESG positioning of companies versus the market and promotion of sustainable financing.

Methodology used to calculate financed emissions

*The methodology chosen by CaixaBank to **estimate emissions financed is "The Global GHG Accounting and Reporting Standard for the Financial Industry**" (the "standard"), a standard developed by the Partnership for Carbon Accounting Financials (PCAF).*

This methodology establishes that financed emissions are always calculated by multiplying an attribution factor (specific to each asset class) by the emissions of the borrower, investee or asset being financed:

Equation 1 – Financed emissions

$$\text{Emissions financed} = \Sigma \text{Attribution factor} * \text{Emissions}$$

Attribution factor: the portion of the borrower's annual CO_2e emissions attributed to the bank.
Emissions: the annual emissions by the borrower

The latest emissions and financial information available for the companies at the time the financed emissions were calculated was used.

Business financing. Methodology and calculation.

The emissions calculation for this category includes all loans and credit facilities on the Bank's balance sheet for general corporate purposes granted to companies, non-profit and other types of organisations (including SMEs). The calculation is performed on a group basis.

Calculation of the attribution factor.

The attribution factor represents the weight of the financing granted by the Entity to the customer. Following the reference of the PCAF standard it is calculated as follows:

Equation 2 - General lending attribution factor

$$\text{Attribution factor}_o = \frac{\text{Outstanding balance to be repaid}}{\text{Enterprise Value Including Cash}_e \text{ (EVIC)}}$$

The corresponding headings have been used to calculate the EVIC at book value (this avoids market volatility hindering the management and fulfilment of decarbonisation commitments). The companies' balance sheet information has been obtained based on internal databases and surveys of the information published in the companies' balance sheets. Where company financial information is not available, it is not feasible to calculate financed emissions.

Emissions calculation

The calculation of financed emissions follows two approaches, depending on the available information:

- **Top-down:** when information on emissions published by the Group is available.
- **Bottom-up:** when information on emissions published by the Group is not available, this is, estimated on the basis of the information available (at the sector level) for the counterparties comprising the Group.

Project Finance. Methodology and calculation.

The Project Finance portfolio includes all loans to projects with specific purposes on the Bank's balance sheet at year-end. To calculate the PF emissions, only emissions financed over the life of the operation are included.

Calculation of the attribution factor.

The attribution factor in this segment is calculated as follows:

Equation 3 - Project finance attribution factor

$$\text{Attribution factor} = \frac{\text{Outstanding balance to be repaid}}{\text{Equity}_e + \text{Debt}_e}$$

Emissions calculation

Given the available information, the following approaches were used to calculate the scope 1, 2 and 3 emissions:

- **Approach 1:** this approach uses the reported emissions of the project to be financed.
- **Approach 2:** GHG emissions calculated on the basis of the physical activity of the project to be financed.
- **Approach 3:** GHG emissions calculated on the basis of economic activity and PCAF intensity factors.

Mortgages and CRE. Methodology and calculation.

The mortgage portfolio comprises mortgage-backed loans on the Entity's balance sheet for the purchase or refinancing of residential properties, including individual and single-family homes. The **Commercial Real Estate** (CRE) portfolio includes mortgage-backed loans on the Bank's balance sheet for the purchase or refinancing of properties for commercial purposes. Consumer loans, as well as loans for the construction/remodelling of housing and/or property for commercial purposes are excluded from the scope.

Calculation of the attribution factor.

The attribution factor in this segment is calculated as follows:

Equation 4 – Mortgages and CRE attribution factor

$$\text{Attribution factor}_o = \frac{\text{Outstanding balance of the property to be repaid}}{\text{Value of the property at source}_e}$$

Emissions calculation

Given the information available, the following approaches were used to calculate the emissions per scope 1 and 2 of the properties:

- Energy certificate of the property. The EPC may be actual, estimated, inferred or modelled.
- Institute for Energy Diversification and Saving or PCAF/CRREM depending on the type of building.

Investment portfolio. Methodology and calculation.

The investment portfolio includes corporate fixed income and equities. The fixed income scope includes investments in financial bonds issued by private entities, excluding green bonds. The equity scope comprises the Entity's holdings in other companies, including holdings in listed and unlisted companies.

Calculation of the attribution factor.

The attribution factor in this segment is calculated as follows:

Equation 5 – Investment portfolio attribution factor

$$\textit{Attribution factor}_o = \frac{\textit{Net carrying amount}}{\textit{Enterprise Value Including Casch (EVIC)}_e}$$

Emissions calculation

Based on the available information, the following approaches have been used to calculate the financed emissions for each of Scopes 1, 2 and 3:

- **Approach 1:** this approach uses the emissions reported by the company.
- **Approach 2:** GHG emissions calculated on the basis of the company's economic activity and GHG intensity factors.

Vehicles. Methodology and calculation.

This portfolio comprises loans to companies and individuals for the purchase of vehicles and vessels.

Calculation of the attribution factor.

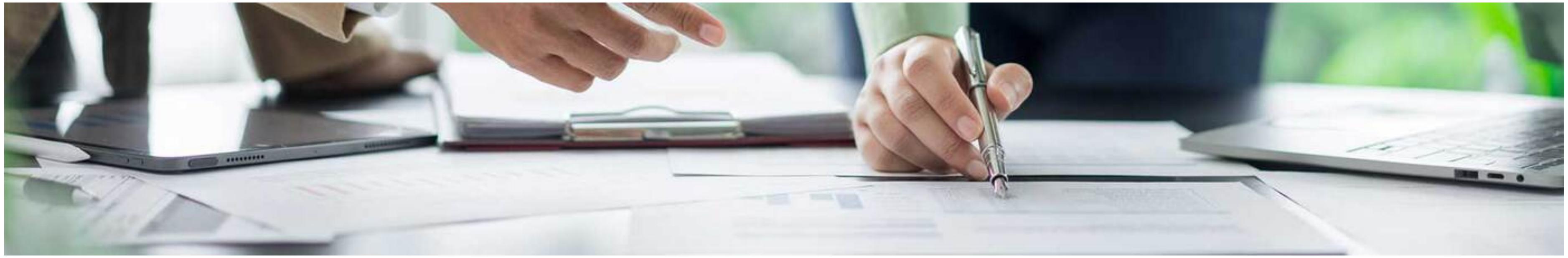
The attribution factor in this segment is calculated as follows:

Equation 6 – Vehicle attribution factor

$$\textit{Attribution factor}_o = \frac{\textit{Outstanding balance to be repaid}}{\textit{Total loan value}_e}$$

Emissions calculation

In view of the low availability of information on the actual emissions of each vehicle, an estimate of the emissions financed is performed based on the following proxies: average emission factor by vehicle type and average kilometres driven by vehicle type. When information is available on the vehicle's fuel type, this is added to the calculation, thus improving the quality of the estimate of the emissions financed.



Sovereign debt. Methodology and calculation.

This portfolio includes all investments in sovereign bonds and loans, as well as supranational bonds for which the balances of the countries involved in the bond can be aggregated. Loans to state-owned enterprises are excluded from the perimeter, as these loans are calculated under the Corporate Financing methodology. Also excluded, as per PCAF recommendations, are exposures to central banks and sub-sovereign bonds and/or loans.

Calculation of the attribution factor.

The attribution factor in this segment is calculated as follows:

Equation 7 - Sovereign debt attribution factor

$$\textit{Attribution factor}_o = \frac{\textit{Outstanding balance to be repaid}}{\textit{Adjusted GDP at PPP}_e}$$

Emissions calculation

The financed emissions are calculated using the production approach. Under this approach, the emissions attributable to domestically produced emissions are considered, including domestic consumption and exports.

The calculation takes into account the emissions related to Scope 1 for the countries. These national GHG emissions come from sources located within the country's territory (as defined by the national emissions inventory of the UNFCCC), including emissions from exported goods and services. The emissions financed will be estimated with and without LULUCF (Approach 1).

Data Quality

PCAF establishes a quality level for the degree of certainty of the estimates (the Data Quality Score or DQ Score), depending on the estimation methodology used. PCAF has set five levels for the *DQ Score*:

To provide a representative indication of the average quality of the data used, the quality scores have been normalised on the basis of the amount drawn down (weighted average), using the following formula:

$$\sum_{i=1}^{n} = \frac{\textit{Drawn x Data Quality Score (DQ Score)}_i}{\sum_{i=1}^{n} \textit{Drawn}}$$

Financial information

In addition to the financial information prepared in accordance with International Financial Reporting Standards (IFRSs), this document includes certain Alternative Performance Measures (APMs) as defined in the guidelines on Alternative Performance Measures issued by the European Securities and Markets Authority on 5 October 2015 (ESMA/2015/1057) (the "ESMA guidelines"). CaixaBank uses certain APMs, which have not been audited, for a better understanding of the Group's financial performance. These measures are considered additional disclosures and in no case replace the financial information prepared under IFRSs. Moreover, the way the Group defines and calculates these measures may differ to the way similar measures are calculated by other companies. Accordingly, they may not be comparable.

ESMA guidelines define an APM as a financial measure of historical or future performance, financial position, or cash flows, other than a financial measure defined or specified in the applicable financial reporting framework.

In accordance with these guidelines, following is a list of the APMs used, along with a reconciliation between certain management indicators and the indicators presented in the consolidated financial statements prepared under IFRS. Figures are presented in millions of euros unless the use of another unit is stated explicitly.

Alternative Performance Measures used by the Group

1. Profitability and cost-to-income

A. Customer spread:

Explanation: difference between:

> Average rate of return on loans: income from loans and advances divided by the net average balance of loans and advances for the year

> Average rate for retail customer funds. annualised cost of retail customers divided by the average balance of those same retail customer funds, excluding subordinated liabilities that can be classified as retail.

Purpose: Metric widely used in the financial sector to track the income generated between the average return on loans and the average cost of deposits of customers in a specific period.

€ million		2024	2023	2022
Numerator	Income from credit portfolio	14,880	13,102	6,254
Denominator	Net average balance of loans and advances to customers [1]	331,719	335,368	336,696
(a)	**Average yield rate on loans (%)**	**4.49**	**3.91**	**1.86**
Numerator	Cost of customer funds on balance sheet	3,951	2,359	137
Denominator	Average balance of on-balance sheet retail customers funds [1]	394,763	380,254	386,919
(b)	**Average cost rate of retail customer funds (%)**	**1.00**	**0.62**	**0.04**
Customer spread (%) (a - b)		3.49	3.29	1.82

[1] The average balances of the analysed period are calculated on the basis of the daily closing balances of said period, except in the case of some subsidiaries, for which the average balances are calculated as the arithmetic average of the closing balances of each month.

B. Balance sheet spread:

Explanation: difference between:

> Average rate of return on assets: interest income divided by total average assets for the period.

> Average cost of funds: interest expenses divided by total average funds for the period.

Purpose: Metric widely used in the financial sector to track the income generated between the interest income and expenses in relation to the Group's total average funds and assets.

€ million		2024	2023	2022
Numerator	Financial income	20,904	18,222	9,197
Denominator	Average total assets	621,472	618,813	705,478
(a)	**Average yield rate on loans (%)**	**3.36**	**2.94**	**1.30**
Numerator	Financial expenses	9,796	8,109	2,644
Denominator	Average total funds	621,472	618,813	705,478
(b)	**Average cost of fund rate (%)**	**1.58**	**1.31**	**0.37**
Balance sheet spread (%) (a - b)		1.78	1.63	0.93

[1] The average balances of the analysed period are calculated on the basis of the daily closing balances of said period, except in the case of some subsidiaries, for which the average balances are calculated as the arithmetic average of the closing balances of each month.

C. ROE:

Explanation: Profit/(loss) attributable to the Group (adjusted by the amount of the Additional Tier 1 coupon reported in equity) divided by average shareholder equity plus valuation adjustments for the last 12 months (calculated as average value of the monthly average balances).

Purpose: Metric used to calculate the return of companies. It reflects the return on the bank's shareholder equity.

€ million		2024	2023	2022
(a)	Profit/(loss) attributable to the Group 12M	5,787	4,816	3,129
(b)	Additional Tier 1 coupon 12M	(267)	(277)	(261)
Numerator	**Adjusted profit/(loss) attributable to the Group 12M (a+b)**	**5,520**	**4,539**	**2,868**
(c)	Average shareholder equity 12M	37,058	36,563	36,225
(d)	Average valuation adjustments 12M	(1,131)	(2,124)	(1,647)
Denominator	**Average shareholder equity + valuation adjustments 12M (c+d)**	**35,927**	**34,438**	**34,578**
ROE (%)		15.4%	13.2%	8.3%

D. ROTE:

Explanation: quotient between:

> Profit/(loss) attributed to the Group (adjusted by the amount of the Additional Tier 1 coupon, registered in shareholder equity).

> 12-month average shareholder equity plus valuation adjustments (calculated as the average value of the monthly average balances) deducting intangible assets using management criteria (calculated as the value of intangible assets in the public balance sheet, plus the intangible assets and goodwill associated with investees, net of impairment allowances, recognised in Investments in joint ventures and associates in the public balance sheet).

Purpose: Metric used to calculate the return of companies. It reflects the return on the bank's shareholder equity, after deducting the tangible assets.

€ million		2024	2023	2022
(a)	Profit/(loss) attributable to the Group 12M	5,787	4,816	3,129
(b)	Additional Tier 1 coupon 12M	(267)	(277)	(261)
Numerator	**Adjusted profit/(loss) attributable to the Group 12M (a+b)**	**5,520**	**4,539**	**2,868**
(c)	Average shareholder equity 12M	37,058	36,563	36,225
(d)	Average valuation adjustments 12M	(1,131)	(2,124)	(1,647)
(e)	Average intangible assets 12M	(5,365)	(5,382)	(5,210)
Denominator	**Average shareholder equity + valuation adjustments excluding intangible assets 12M (c+d+e)**	**30,563**	**29,056**	**29,368**
ROTE (%)		18.1%	15.6%	9.8%

E. ROA:

Explanation: net profit (adjusted by the amount of the Additional Tier 1 coupon reported in shareholder equity) divided by average total assets for the last 12 months (calculated as the average value of the daily balances of the analysed period).

Purpose: Metric used to calculate the return, since it reflects the return obtained from the bank's total assets.

€ million		2024	2023	2022
(a)	Profit/(loss) after tax and before minority interest 12M	5,795	4,818	3,132
(b)	Additional Tier 1 coupon 12M	(267)	(277)	(261)
Numerator	**Adjusted net profit 12M (a+b)**	**5,529**	**4,542**	**2,871**
Denominator	**Average total assets 12M**	**621,472**	**618,813**	**705,478**
ROA (%)		0.9%	0.7%	0.4%

F. RORWA:

Explanation: net profit (adjusted by the amount of the Additional Tier 1 coupon reported in shareholder equity) divided by average total risk-weighted assets for the last 12 months (calculated as the average value of the quarterly average balances).

Purpose: Metric used to calculate the return of companies in the financial sector. This metric is an evolution of the ROA that associates the Group's return with the risk-weighted assets (RWAs), incorporating a correction factor to the return based on the risk level assumed by the bank.

€ million		2024	2023	2022
(a)	Profit/(loss) after tax and before minority interest 12M	5,795	4,818	3,132
(b)	Additional Tier 1 coupon 12M	(267)	(277)	(261)
Numerator	**Adjusted net profit 12M (a+b)**	**5,529**	**4,542**	**2,871**
Denominator	**Risk-weighted assets (regulatory) 12M**	**232,824**	**219,389**	**215,077**
RORWA (%)		2.4%	2.1%	1.3%

G. Core Income:

Explanation: Sum of net interest income, fee and commission income, income from the life-risk insurance business, insurance service result and income from insurance investees.

Purpose: Metrics that it allows knowing what part of the gross income corresponds to incomes related to the major business of the company.

€ million		2024	2023	2022
(a)	Net interest income	11,108	10,113	6,553
(b)	Income from Bancassurance equity investments	216	248	162
(c)	Net fee and commission income	3,779	3,658	3,855
(d)	Profit/(loss) from the insurance service	1,216	1,118	935
Core Income (a+b+c+d)		16,319	15,137	11,504

H. Cost-to-income ratio:

Explanation: Operating expenses (administrative expenses, depreciation and amortisation) divided by gross income for the last 12 months.

Purpose: Ratio widely used in the financial sector to compare the operating efficiency between companies and that relates the operating expenses incurred to generate the income measured through gross income.

€ million		2024	2023	2022
Numerator	Administrative expenses, depreciation and amortisation 12M	6,108	5,822	5,575
Denominator	Gross income 12M	15,873	14,231	11,093
Cost-to-income ratio		38.5%	40.9%	50.3%

2. Risk management

A. Cost of risk:

Explanation: total allowances for insolvency risk (12 months) divided by average of gross loans to customers plus contingent liabilities, using management criteria (calculated as the average value of the monthly closing balances).

Purpose: Metric widely used in the financial sector that relates allowances for insolvency risk, mainly associated with credit risk, with the total loan portfolio.

€ million		2024	2023	2022
Numerator	Allowances for insolvency risk 12M	1,056	1,097	982
Denominator	Average of gross loans + contingent liabilities 12M	386,229	387,028	386,862
Cost of risk (%)		0.27%	0.28%	0.25%

B. Non-performing loan ratio:

Explanation: quotient between:

> non-performing loans and advances to customers and contingent liabilities, using management criteria.

> total gross loans and advances to customers and contingent liabilities, using management criteria.

Purpose: Relevant metric in the banking sector that measures the quality of the Group's loan portfolio by defining which part thereof is classified in accounting as non-performing.

€ million		2024	2023	2022
Numerator	Non-performing loans and contingent liabilities	10,235	10,516	10,690
Denominator	Total gross loans and contingent liabilities	392,738	384,008	391,199
Non-performing loan ratio (%)		2.6%	2.7%	2.7%

C. Coverage ratio:

Explanation: quotient between:

> total credit loss provisions for loans and advances to customers and contingent liabilities, using management criteria.

> non-performing loans and advances to customers and contingent liabilities, using management criteria.

Purpose: Metric that shows which part of non-performing loans have been covered by accounting provisions.

€ million		2024	2023	2022
Numerator	Provisions on loans and contingent liabilities	7,016	7,665	7,867
Denominator	Non-performing loans and contingent liabilities	10,235	10,516	10,690
Coverage ratio (%)		69%	73%	74%

D. Real estate available for sale coverage ratio:

Explanation: quotient between:

> gross debt cancelled at the foreclosure or surrender of the real estate asset less the present net book value of the real estate asset.

> gross debt cancelled at the foreclosure or surrender of the real estate asset.

Purpose: Metric that defines which part of the foreclosed available for sale real estate assets has been covered through write-offs at foreclosure and subsequently through accounting provisions. It reflects the level of write-offs with respect to the exposure to this type of asset.

€ million		2024	2023	2022
(a)	Gross debt cancelled at the foreclosure	2,853	3,158	3,774
(b)	Net book value of the foreclosed assets	1,422	1,582	1,893
Numerator	**Total coverage of the foreclosed asset (a - b)**	**1,431**	**1,576**	**1,881**
Denominator	**Gross debt cancelled at the foreclosure**	**2,853**	**3,158**	**3,774**
Real estate available for sale coverage ratio (%)		50%	50%	50%

E. Real estate available for sale coverage ratio with accounting provisions:

Explanation: quotient between:

> Accounting coverage: charges to provisions of foreclosed assets.

> Book value of the foreclosed asset: sum of net carrying amount and the accounting provision.

Purpose: Metric that defines which part of the foreclosed available for sale real estate assets has been covered through accounting provisions. It reflects the level of write-offs with respect to the exposure to this type of asset.

€ million		2024	2023	2022
Numerator	**Accounting provisions of the foreclosed assets**	**776**	**813**	**952**
(a)	Net book value of the foreclosed assets	1,422	1,582	1,893
(b)	Accounting provisions of the foreclosed assets	776	813	952
Denominator	**Gross book value of the foreclosed asset (a + b)**	**2,199**	**2,395**	**2,845**
Real estate available for sale accounting coverage (%)		35%	34%	33%

3. Liquidity

A. Total liquid assets:

Explanation: Sum of HQLAs (High Quality Liquid Assets within the meaning of Commission Delegated Regulation of 10 October 2014) plus the available balance under the facility with the European Central Bank (non-HQLAs).

Purpose: Metric that shows the Group's level of liquid assets, which are key to mitigate the liquidity risk in the event of difficulties to meet a bank's obligations.

€ million		2024	2023	2022
(a)	High Quality Liquid Assets (HQLAs)	111,109	101,384	95,063
(b)	Available balance under the ECB facility (non-HQLAs)	59,615	58,820	43,947
Total liquid assets (a + b)		170,723	160,204	139,010

B. *Loan-to-deposits:*

Explanation: quotient between:

> net loans and advances to customers using management criteria excluding brokered loans (funded by public institutions).

> Customer deposits and accruals.

Purpose: Ratio that reflects the Group's retail funding structure. It shows the proportion of retail lending being funded by customer deposits.

€ million		2024	2023	2022
Numerator	**Loans and advances to customers, net (a-b-c)**	**351,325**	**343,758**	**350,670**
(a)	Loans and advances to customers, gross	361,214	354,098	361,323
(b)	Provisions for insolvency risk	6,692	7,339	7,408
(c)	Brokered loans	3,197	3,001	3,245
Denominator	**Customer deposits and accruals (d+e)**	**410,695**	**385,881**	**386,054**
(d)	Customer deposits	410,049	385,507	386,017
(e)	Accruals included in Reverse repurchase agreements and other	646	375	37
Loan to Deposits (%)		86%	89%	91%

4. Stock market ratios

A. EPS (Earnings per share):

Explanation: Profit/(loss) attributed to the Group divided by the average number of shares outstanding.

Purpose: Financial indicator that measures the earnings generated by a company in relation to the number of shares outstanding.

€ million		2024	2023	2022
Numerator	**Profit/(loss9 attributable to the Group 12M (a)**	**5,787**	**4,816**	**3,129**
Denominator	**Average number of shares outstanding, net of treasury shares1**	**7,262**	**7,472**	**7,819**
EPS (Earnings per share)		0.80	0.64	0.40
(b)	Additional Tier 1 coupon 12M	(267)	(277)	(261)
Numerator	**Numerator adjusted by AT1 coupon (a-b)**	**5,520**	**4,539**	**2,868**
EPS (Earnings per share) adjusted by AT1 coupon		0.76	0.61	0.37

[1] The average number of shares outstanding is calculated as average number of shares less the average number of treasury shares. The average is calculated as the average number of shares at the closing of each month of the analysed period.

B. PER (*Price-to-earnings ratio*):

Explanation: Share price divided by earnings per share (EPS).

Purpose: Financial indicator used to value a company (valuation multiplier). It reflects the comparison between the share price and earnings per share.

€ million		2024	2023	2022
Numerator	Share price at the end of the period	5.236	3.726	3.672
Denominator	Earnings per share (EPS)	0.80	0.64	0.40
PER (*Price-to-earnings ratio*)		6.57	5.78	9.18

C. Dividend yield:

Explanation: Dividends paid (in shares or cash) corresponding to the last fiscal year divided by the period-end share price.

Purpose: financial widely commonly used in listed companies that reflects the annual return on an investment in shares in the form of dividends by relating the dividends paid and the price.

€ million		2024 [1]	2023	2022
Numerator	Dividends paid (in shares or cash) last 12 months	0.5407	0.2306	0.1463
Denominator	Share price at the end of the period	5.236	3.726	3.672
Dividend yield		10.33%	6.19%	3.98%

[1] The proforma dividend yield in 2024, calculated on the basis of the dividends charged to 2024 profits, stands at 8.31%. It is calculated as the quotient between €0.4352 (€0.1488 interim dividend paid in November 2024 plus €0.2864 final dividend to be paid in 2025 at the Board's proposal) and the share price at the end of the year.

D. BVPS (Book value per share):

Explanation: Equity less minority interests divided by the number of shares outstanding at a specific date.

Purpose: ratio widely used in all sectors that reflects a company's book value of equity per share, and it is commonly used as a valuation multiple.

> **TBVPS (Tangible book value per share):**

quotient between:

- equity less minority interests and intangible assets.
- the number of outstanding shares at a specific date.

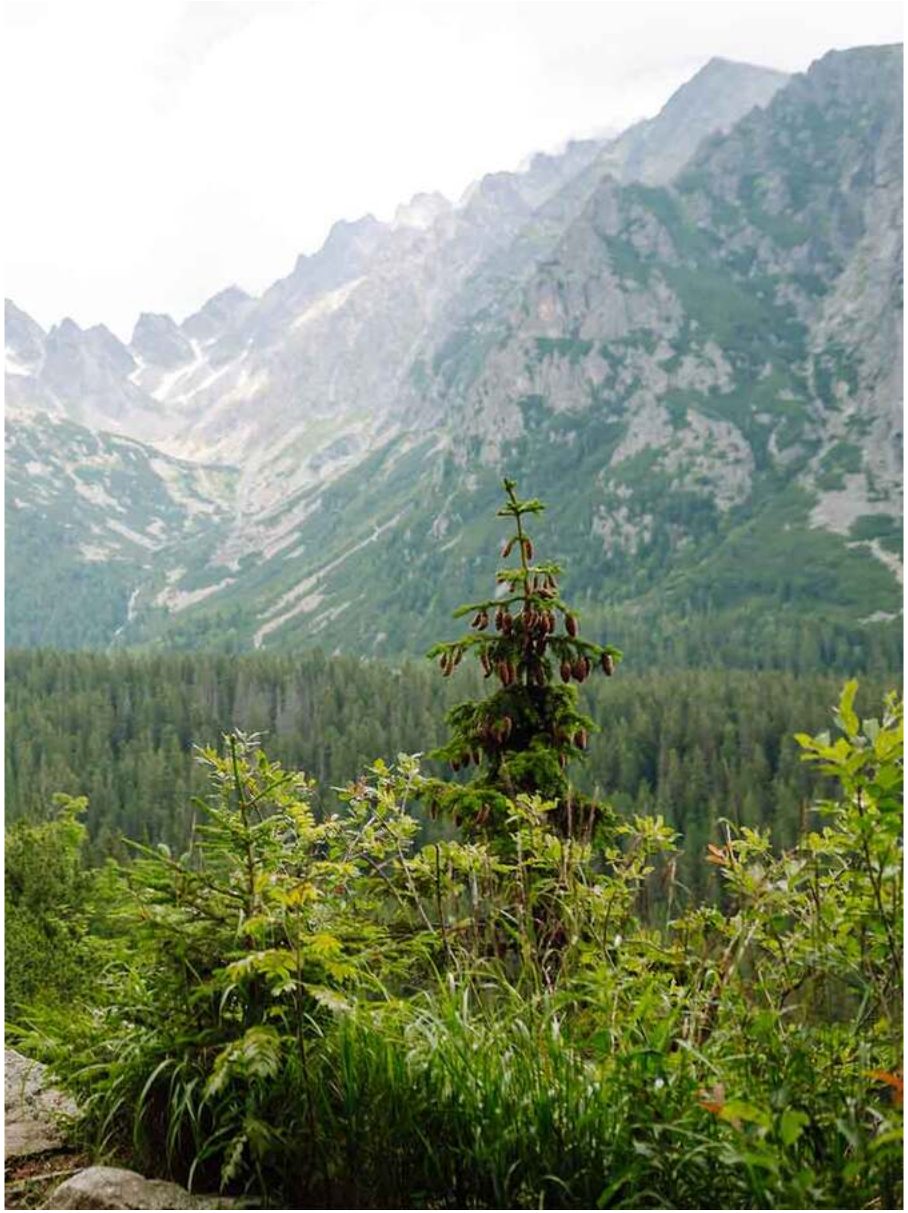
Purpose: ratio widely used in all sectors that reflects a company's book value of equity per share less the intangible assets.

> **P/BV:** share price at the close of the period divided by book value.

> **P/TBV:** share price at the close of the period divided by tangible book value.

€ million		2024	2023	2022
(a)	Equity	36,865	36,339	33,708
(b)	Minority interests	(34)	(32)	(32)
Numerator	**Adjusted equity (c = a+b)**	**36,831**	**36,307**	**33,675**
Denominator	**Shares outstanding, net of treasury shares (d)**[1]	**7,118**	**7,367**	**7,495**
e= (c/d)	Book value (€/share)[2]	5.17	4.93	4.49
(f)	Intangible assets (reduce adjusted equity)	**(5,453)**	(5,367)	(5,399)
g=((c+f)/d)	Tangible book value (€/share)[2]	4.41	4.20	3.77
(h)	Share price at the end of the period	**5.236**	3.726	3.672
h/e	P/BV (Share price divided by book value)	1.01	0.76	0.82
h/g	P/TBV tangible (Share price divided by tangible book value)	1.19	0.89	0.97

[1] The number of shares outstanding is determined as the number of shares issued (minus the number of treasury shares) as at a specific date.
[2] The book value and tangible book value per share include the impact of the share buy-back programme for the amount executed at the end of the quarter, in both the numerator (excluding the repurchased shares from shareholder equity, in spite of not having been redeemed yet) and the denominator (the number of shares does not include the repurchased shares).



Adapting the public income statement to management format

Net fee and commission income. Includes the following line items:

> Fee and commission income.

> Fee and commission expenses.

Trading income. Includes the following line items:

> Gains/(losses) on derecognition of financial assets and liabilities not measured at fair value through profit or loss (net).

> Gains/(losses) on financial assets not designated for trading compulsorily measured at fair value through profit or loss (net).

> Gains/(losses) on financial assets and liabilities held for trading, net.

> Gains/(losses) from hedge accounting, net.

> Exchange differences (net).

Insurance service result. Includes the following line items:

> Insurance service result.

> Net result from reinsurance contracts held.

Administrative expenses, depreciation and amortisation. Includes the following line items:

> Administrative expenses.

> Depreciation and amortisation.

Pre-impairment income.

> **(+)** Gross income.

> **(-)** Operating expenses.

Impairment losses on financial assets and other provisions. Includes the following line items:

> Impairment/(reversal) of impairment losses on financial assets not measured at fair value through profit or loss or gains/(losses) on adjustments.

> Provisions/(reversal) of provisions.

Of which: Allowances for insolvency risk.

> Impairment/(reversal) of impairment losses on financial assets not measured at fair value through profit or loss and gains/(losses) on adjustments corresponding to Loans and advances to customers, using management criteria.

> Provisions/(reversal) of provisions corresponding to Provisions for contingent liabilities, using management criteria.

Of which: Other charges to provisions.

> Impairment/(reversal) of impairment losses on financial assets not measured at fair value through profit or loss and gains/(losses) on adjustments, excluding balances corresponding to Loans and advances to customers, using management criteria.

> Provisions/(reversal) of provisions, excluding provisions corresponding to contingent liabilities using management criteria.

Gains/(losses) on derecognition of assets and others. Includes the following line items:

> Impairment or reversal of impairment on investments in joint ventures or associates.

> Impairment or reversal of impairment on non-financial assets.

> Gains/(losses) on derecognition of non-financial assets and investments, net.

> Negative goodwill recognised in profit or loss.

> Profit/(loss) from non-current assets and disposal groups classified as held for sale not qualifying as discontinued operations (net).

Profit/(loss) attributable to minority interests and others. Includes the following line items:

> Profit/(loss) for the period attributable to minority interests (non-controlling interests).

> Profit/(loss) after tax from discontinued operations.

Reconciliation of activity indicators using management criteria

Loans and advances to customers, gross

€ million	31.12.24	31.12.23	31.12.22
Financial assets at amortised cost - Customers (Public Balance Sheet)	**351,799**	**344,384**	**352,834**
Reverse repurchase agreements (public and private sector)	0	0	(52)
Clearing houses and sureties provided in cash	(1,924)	(1,584)	(1,745)
Other, non-retail, financial assets	(273)	(260)	(462)
Financial assets not designated for trading compulsorily measured at fair value through profit or loss- Loans and advances (Public Balance Sheet)	**0**	**0**	**50**
Fixed income bonds considered retail financing (Financial assets at amortised cost - Public debt securities, Balance Sheet)	**4,851**	**4,186**	**3,290**
Fixed income bonds considered retail financing (reinsurance contract assets on the public Balance Sheet)	**70**	**33**	**1**
Provisions for insolvency risk	**6,692**	**7,339**	**7,408**
Loans and advances to customers (gross) using management criteria	361,214	354,098	361,323

Insurance contract liabilities

€ million	31.12.24	31.12.23	31.12.22
Insurance contract liabilities (Public Balance Sheet)	**75,605**	**70,240**	**65,654**
Financial component's correction as a result of updating the liabilities in accordance with IFRS 17 (excluding Unit Link and other)	65	278	–
Capital gains/(losses) under the insurance business (excluding Unit Linked and Other)	**–**	**–**	**1,813**
Financial liabilities designated at fair value through profit or loss (Public Balance Sheet)	**3,600**	**3,283**	**–**
Other financial liabilities not considered as Insurance contract liabilities	(6)	(2)	–
Financial liabilities of BPI Vida registered under Financial liabilities at amortised cost - Customer deposits	**753**	**739**	**–**
Insurance contract liabilities, using management criteria	80,018	74,538	67,467

Customer funds

€ million	31.12.24	31.12.23	31.12.22
Financial liabilities at amortised cost - Customer deposits (Public balance sheet)	**424,238**	**397,499**	**393,634**
Non-retail financial liabilities (registered under Financial liabilities at amortised cost - Customer deposits)	**(9,141)**	**(10,148)**	**(6,295)**
Multi-issuer covered bonds and subordinated deposits	(4,043)	(4,043)	(4,668)
Counterparties and other	(5,098)	(6,105)	(1,627)
Retail financial liabilities (registered under Financial liabilities at amortised cost - Debt securities)	**770**	**1,433**	**1,309**
Retail issues and other	770	1,433	1,309
Insurance contract liabilities, using management criteria	**80,018**	**74,538**	**68,986**
Total on-balance sheet customer funds	495,885	463,323	457,634
Assets under management	**182,946**	**160,827**	**147,938**
Other accounts[1]	**6,534**	**6,179**	**5,728**
Total customer funds	685,365	630,330	611,300

[1] Includes mainly temporary funds associated with transfers and collections.

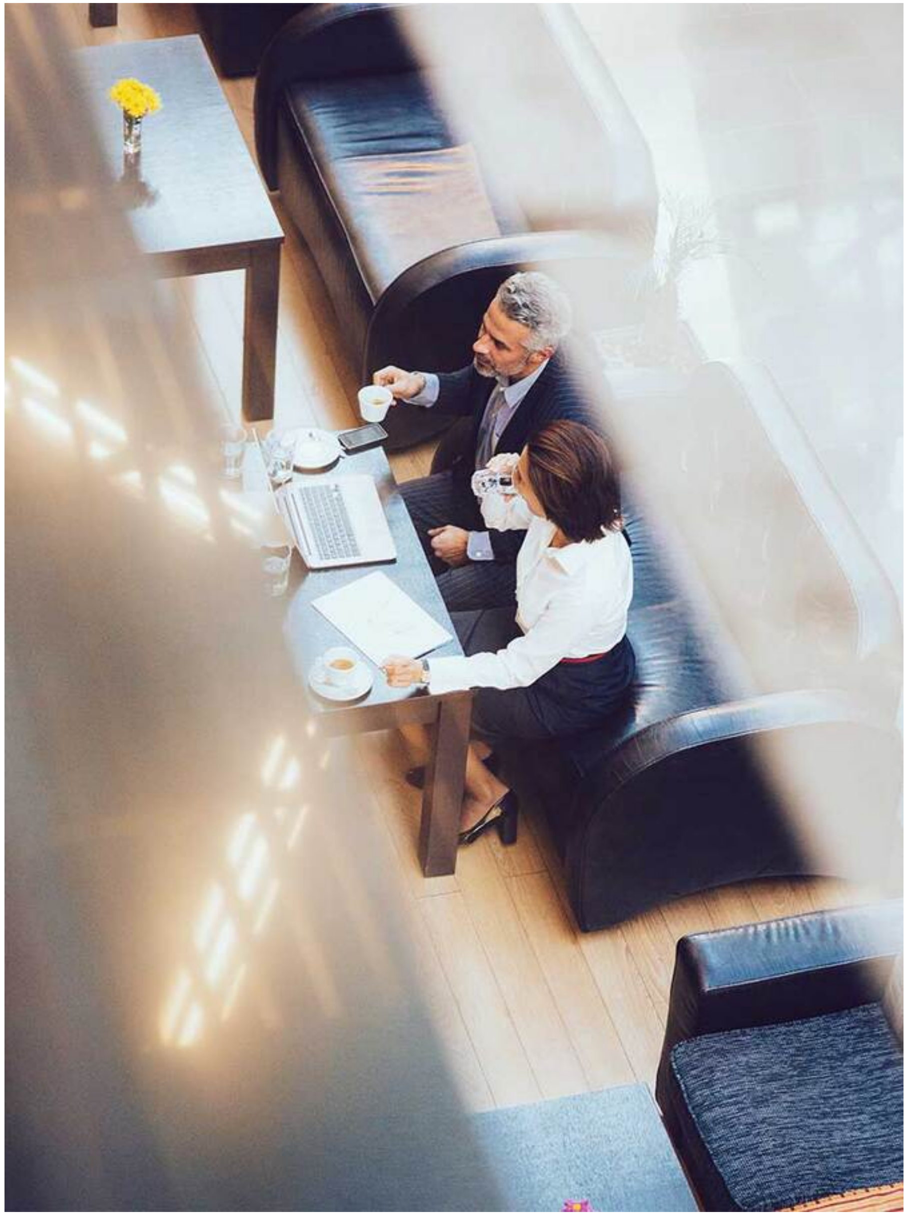
Institutional issuances for banking liquidity purposes

€ million	31.12.24	31.12.23	31.12.22
Financial liabilities at amortised cost - Debt securities issued (Public Balance Sheet)	**56,563**	**56,755**	**52,608**
Institutional financing not considered for the purpose of managing bank liquidity	**(3,359)**	**(4,570)**	**(4,094)**
Securitised bonds	(608)	(918)	(1,175)
Value adjustments	(2,335)	(2,576)	(1,984)
Retail	(770)	(1,433)	(1,309)
Issues acquired by companies within the group and other	354	356	373
Customer deposits for the purpose of managing bank liquidity[1]	**4,043**	**4,043**	**4,668**
Institutional financing for the purpose of managing bank liquidity	57,246	56,227	53,182

[1] A total of €4,010 million in multi-issuer covered bonds (net of retained issues) and €33 million in subordinated deposits at 31.12.24 and 31.12.23. 1 A total of €4,635 million in multi-issuer covered bonds (net of retained issues) and €33 million in subordinated deposits at 31.12.22.

Foreclosed real estate assets (available for sale and held for rent)

€ million	31.12.24	31.12.23	31.12.22
Non-current assets and disposal groups classified as held for sale (Public Balance Sheet)	**2,012**	**2,121**	**2,426**
Other non-foreclosed assets	(603)	(571)	(573)
Inventories under the heading - Other assets (Public Balance Sheet)	**13**	**32**	**40**
Foreclosed available for sale real estate assets	1,422	1,582	1,893
Tangible assets (Public Balance Sheet)	**6,975**	**7,300**	**7,516**
Tangible assets for own use	(5,712)	(5,877)	(5,919)
Other assets	(255)	(296)	(312)
Foreclosed rental real estate assets	1,008	1,127	1,285



Reconciliation between the vision of accounting income and the vision of income by nature and service provided.

Income according to accounting heading

€ million		2024	2023	2022
Net interest income	**(a)**	**11,108**	**10,113**	**6,553**
Recurring banking fees	(b)	1,777	1,830	2,020
Wholesale banking fees	(c)	271	240	249
Sale of insurance products	(d)	420	394	401
Mutual funds, managed accounts and SICAVs	(e)	958	856	840
Pension plans	(f)	322	308	315
Other income [1]	(g)	31	29	29
Net fee and commission income	**(h)**	**3,779**	**3,658**	**3,855**
Life-risk insurance result	(i)	719	698	590
Life-savings insurance result	(j)	382	320	245
Unit Linked result	(k)	115	100	100
Profit/(loss) from the insurance service	**(l)**	**1,216**	**1,118**	**935**
Income from insurance investees[2]	(m)	216	248	162
Other income from investees	(n)	146	196	223
Income from equity investments	**(o)**	**361**	**444**	**385**
Trading income	**(p)**	**223**	**235**	**328**
Other operating income and expense	**(q)**	**(814)**	**(1,337)**	**(963)**
GROSS INCOME		15,873	14,231	11,093
of which income from services	(h)+(l)	4,995	4,776	4,789
of which core income	(a)+(h)+(l)+(m)	16,319	15,137	11,504

Income broken down by nature and service provided

€ million		2024	2023	2022
Net interest income	**(a)**	**11,108**	**10,113**	**6,553**
Assets under management	(e)+(f)	1,280	1,164	1,155
Life-savings insurance	(g)+(j)+(k)	528	449	374
Revenues from wealth management	**(r)**	**1,808**	**1,613**	**1,530**
Life-risk insurance	(i)	719	698	590
Fees and commissions from the sale of insurance products	(d)	420	394	401
Revenues from protection insurance	**(s)**	**1,139**	**1,092**	**990**
Recurring banking fees	(b)	1,777	1,830	2,020
Wholesale banking fees	(c)	271	240	249
Banking fees	**(t)**	**2,048**	**2,070**	**2,269**
Income from insurance investees[2]	(m)	216	248	162
Other income from investees	(n)	146	196	223
Trading income	(p)	223	235	328
Other operating income and expense	(q)	(814)	(1,337)	(963)
Other income		**(230)**	**(658)**	**(249)**
GROSS INCOME		15,873	14,231	11,093
of which income from services	(r)+(s)+(t)	4,995	4,776	4,789
of which core income	(a)+(r)+(s)+(t)+(m)	16,319	15,137	11,504

[1] Mainly correspond to income from Unit Linked of BPI Vida e Pensões, which given their low-risk component are governed by IFRS 9 and are recognised in "Fees and commissions".
[2] Includes equity accounting of SegurCaixa Adeslas and income of other bancassurance investees.

Group structure

CaixaBank Group 46,014 >> CaixaBank, S.A. 36,874 | Credit institution Spain

GROUP ENTITIES

BUSINESS SUPPORT	BUSINESS ACTIVITY					
644 CaixaBank Operational Services (100 %) → Services for back office administration	**682** CaixaBank Payments & Consumer (100%) → Consumer finance and payment methods	**312** BuildingCenter (100%) → Holder of property assets	**865** VidaCaixa (100%) → Life insurance and pension fund management	**276** CaixaBank Asset Management (100 %) → Management of collective investment undertakings	**4,234** Banco BPI (100 %) → Credit institution	**66** Imaginersgen (100%) → Management of youth sector of the bank
1,217 CaixaBank Tech (100%) → Provision of IT services	**40** Facilitea Selectplace S.A.U (100%)[2] → Product marketing	Bankia Habitat (100 %) → Real-estate administration, management and operation	**72** BPI Vida e Pensões (100 %) → Life insurance and pension fund management	**43** BPI Gestão de ativos (100 %) → Management of collective investment undertakings		**45** Nuevo MicroBank (100 %) → Financing of microloans
194 CaixaBank Facilities Management (100 %) → Project management, maintenance, logistics and procurement	**8** Telefónica Consumer Finance (50%) → Consumer finance	Living Center (100 %) → Real estate development	**19** VidaCaixa Mediación OBS[1] (100%) → Insurance	**9** CaixaBank AM Luxembourg (100 %) → Management of collective investment undertakings		**36** CaixaBank Wealth Management Luxembourg (100 %) → Credit institution Luxembourg
133 CaixaBank Advanced Business Analytics (100 %) → Development of digital projects	**7** CaixaBank Equipment Finance (100 %) → Vehicle and equipment leasing					**6** BPI Suisse (100%) → Credit institution Switzerland
						10 CaixaBank Titulización (100 %) → Securitisation fund management
						19 OpenWealth (100%) → Independent wealth consultancy services

JOINT VENTURES AND ASSOCIATES

BUSINESS SUPPORT	BUSINESS ACTIVITY			
→ **IT Now (49 %)** Technology and IT services and projects	→ **Comercia Global Payments Entidad de Pago, S.L (20 %)** Payment entity	→ **Coral Homes (20 %)** Real estate services	→ **SegurCaixa Adeslas (49,9 %)** Non-life insurance	→ **Companhia de Seguros Allianz Portugal (35 %)** Insurance
	→ **Servired (41 %)** Spanish payment method company	→ **Gramina Homes (20 %)** Real-estate administration, management and operation		→ **Banco comercial e de Investimentos (36 %)** Credit institution in Mozambique
	→ **Global Payments Money To Pay, S.L (49 %)** Payment entity			
	→ **Redsys Servicios de Procesamiento (25 %)** Payment methods			

→ Number of employees. Company subgroups. (%) Percentage ownership at 31 December 2024.

Note: The most significant entities are included according to their contribution to the Group, excluding shareholder operations (dividends), extraordinary operations and non-core activities: Unión de Crédito para la Financiación Mobiliaria e Inmobiliaria, E.F.C., S.A.U. (14), Puerto Triana, S.A.U. (8), Líderes de Empresa Siglo XXI, S.L. (6), among others.

[1] The company Bankia Mediación Operador De Banca Seguros Vinculado S.A. absorbed VidaCaixa Mediació, Sociedad de Agencia de Seguros Vinculada, S.A.U. in July 2024, resulting in the company called VidaCaixa Mediación OBS, S.A.U.

[2] Name of Wivai SelectPlace S.A.U. changed to Facilitea Selectplace, S.A.U. in the month of October.

PAI

PAI RTS SFDR equivalence	Indicator	Value	Unit	Specifications
Applicable investments for investments in investees				
PAI 1.a	GHG emissions Scope 1	7,282	t CO2 eq	See section "Climate Strategy - Environmental Management Plan" CMR 2024
PAI 1.b	GHG emissions Scope 2 *(location based method)*	23,047	t CO2 eq	See section "Climate Strategy - Environmental Management Plan" CMR 2024
PAI 1.c	GHG emissions Scope 3 (excluding financed emission categories)	326,519	t CO2 eq	See section "Climate Strategy - Environmental Management Plan" CMR 2024
PAI 1.e	Total operational GHG emissions *(location based)*	356,848	t CO2 eq	See section "Climate Strategy - Environmental Management Plan" CMR 2024
PAI 2	Carbon footprint	—		Calculation not applicable.
PAI 3	Carbon intensity	12.25	t CO2 eq / €M sales	Total operational GHG emissions over ordinary income from customers (see Note 8 Consolidated Annual Financial Statements 2024)
PAI 4	Exposure to companies active in the fossil fuel sector	—		The corporate purpose of CaixaBank and its subsidiaries does not include activity related to the fossil fuel sector (see Note 1.1 Consolidated Annual Financial Statementss 2024).
PAI 5	% of non-renewable energy consumption and production	0	%	See section "Climate Strategy - Environmental Management Plan" CMR 2024. All the consumed electric energy is of renewable origin.
PAI 6	Energy consumption intensity		GWh / €M sales	Consumed energy electricity See section "Climate Strategy - Environmental Management Plan - Consumption and combination of energy sources"CMR 2024) / Ordinary income from customers (see Note 8 Consolidated Annual Financial Statements 2024)
PAI 7	Activities negatively impacting biodiversity sensitive areas	—		The negative impact on biodiversity sensitive areas is insignificant due to the nature of our operational activity.
PAI 8	Water consumption	409,676	m3	Water consumption and emissions to water are insignificant due to the nature of our operational activity.
PAI 9	Hazardous and radioactive waste ratio	0	ton	Due to the nature of our operational activity, no hazardous and/or radioactive waste is generated.
PAI 10	Violations of UN Global Compact principles & OECD Guidelines for Multinational Enterprises	0	unit	There have been no violations of the aforementioned principles and guidelines.
PAI 11	Lack of processes and mechanisms to monitor compliance with UN Global Compact principles & OECD Guidelines for Multinational Enterprises	0	unit	No deficiencies have been identified in processes and mechanisms.
PAI 12	Unadjusted gender wage gap	14	%	See section "Diversity and equal opportunities - Gender pay gap" CMR 2024. The equal position adjusted wage gap is 1.0%.
PAI 13	Board gender diversity	40	%	See section "Diversity Board of Directors " CMR 2024
PAI 14	Exposure to controversial arms exposures	—		The corporate purpose of CaixaBank and its subsidiaries does not include activity related to the weapons sector (see Note 1.1 Consolidated Annual Financial Statements 2024).

Note: The indicators detailed below refer to the operational activities of the CaixaBank Group, without incorporating the indirect effects through its financed portfolio.