

Sustainability Information

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ESRS 2 – General introduction

BASIS OF PREPARATION

The CaixaBank Group’s Non-Financial Information Statement (NFIS) has been drawn up in accordance with the reporting framework established by the ESRS and the requirements in force under Spanish Law 11/2018. Its structure and disclosures are aligned to address the ESRS standards flagged as material in the double materiality assessment.

This report constitutes the **Non-Financial Information Statement (NFIS)** of the CaixaBank Group, which forms part of the larger Group Management Report for 2025, and includes, among other matters, the information required to understand the Group’s performance, results and position, as well as the impact of its activities in relation to environmental, social and governance matters.

The contents of this report address the requirements flagged as material in the 2025 double materiality assessment, providing detailed information in accordance with **Directive (EU) 2022/2464** on corporate sustainability reporting (CSRD) and **Commission Delegated Regulation (EU) 2023/2772**, establishing the **European Sustainability**

Reporting Standards (**ESRS**). It should be noted that the voluntary requirements of the ESRS have not been included in the report.

The Group has voluntarily applied the CSRD directive, as well as the *reporting framework* provided by the ESRS, which, as of 31 December 2025, had not yet been transposed into Spanish law.

The NFIS includes the information required to comply with the provisions of Article 49 of the Commercial Code and the Spanish Companies Act, as well as with Law 11/2018, of 28 December, on non-financial information and diversity.

In addition, the NFIS contains the corresponding information to respond to the European Taxonomy regulation (Regulation (EU) 2020/852 and Commission Delegated Regulations 2021/2139 and 2021/2178 as amended by Commission Delegated Regulations (EU) 2022/1214, 2023/2485 and 2023/2486).

Although Law 11/2018 and, on a voluntary basis, the ESRS constitute the basis of the NFIS, the report also addresses other reporting frameworks referred to in the **“Information arising from other legislation”** section, as well as additional disclosures in line with the requirements requested by rating agencies, analysts or other relevant stakeholders, based on commitments undertaken by the Group.

In the **section “NFIS”** of this report, the tables relating to the requirements of Law 11/2018 and

the information contained in the ESRS are included, with reference to each of the sections of the Management Report where the information can be found.





SCOPE

This report includes information on the impacts, risks and opportunities (IROs) identified as material in relation to environmental, social and governance aspects arising from the CaixaBank Group's direct and indirect activity. This information covers the Group's own operations as well as upstream and downstream operations in its value chain.

As regards own operations, the report includes performance data for CaixaBank and its subsidiaries that formed part of the CaixaBank Group during the year ended 31 December 2025. The scope of companies considered for the purposes of its preparation is the same as that used in the consolidated financial statements, as set out in Appendix 1 – CaixaBank interests in subsidiary companies, to the consolidated financial statements for 2025¹. When the scope of information reported does not cover the entire perimeter, it must be indicated specifically.

With regard to the value chain, CaixaBank has identified all the agents that make up the Group's value chain (see section the "Value chain"), and the 2025 double materiality study has made it possible to determine the points in that chain at which Impacts, Risks and Opportunities (IROs) are material and, consequently, the information to be disclosed.

¹In addition, in the section "Glossary and structure", a detail of the most relevant companies in terms of their contribution to the Group is presented, all of which are included in the aforementioned Appendix.

UNDISCLOSED INFORMATION

CaixaBank has partially omitted information in relation to the ESRS 2 requirement concerning the Minimum Disclosure Requirement – Actions (MDR-A): Information on actions and resources relating to material sustainability matters (MDR-A), and in particular the information relating to capital expenditure (CapEx) and operating expenditure (OpEx) associated with action plans for certain sustainability matters, is omitted, as this is sensitive and confidential information linked to the Group's strategy.

However, the Group has included this information where possible, such as cybersecurity spending, energy efficiency projects and community support investment, which are included in their respective sections of the report.

No other relevant information relating to intellectual property, know-how or innovation outcomes has been omitted.

Furthermore, the Group has not applied the exemption in relation to the disclosure of information relating to impending events or matters under negotiation.

TIME HORIZONS

For the preparation of this report, the Group has adopted the time horizons defined in the ESRs, which are as follows:

- | **Short term:** the next annual reporting period (within a one-year horizon).
- | **Medium term:** from the end of the short-term reference period up to five years (from 1 to 5 years).
- | **Long term:** beyond five years.

However, for the management and disclosure of risks and opportunities related to climate change, CaixaBank uses specific time horizons, in line with the methodology of the *Task Force on Climate-related Financial Disclosures* (TCFD). This approach responds to the particular nature of climate risks, which tend to materialise over longer timescales than other risks. The horizons applied in these cases are:

- | **Short term:** less than 3 years.
- | **Medium term:** more than 3 years and less than 10 years.
- | **Long term:** More than 10 years.

These risks are integrated into CaixaBank's risk management framework, following complementary processes that include resilience analysis and scenario modelling to identify climate-related impacts and opportunities.

In addition, in those processes or metrics described in this report, in which horizons other than those described here are used for their preparation, this will be expressly stated.



SOURCES OF ESTIMATION AND UNCERTAINTY

In preparing this report, CaixaBank has worked with the aim of disclosing the most accurate and reliable information possible. To this end, priority has been given to the use of data from primary sources and standardised calculation methodologies. However, in some cases, the information available is limited, especially for certain counterparties. In these cases it has been necessary to resort to estimates based on indirect sources, such as sectoral averages.

These estimates have been made using professional judgements, assumptions and methodologies of measurement, data collection and verification which, in many cases, are still in the process of development and consolidation. As a result, some metrics included in this report may be subject to a degree of uncertainty. The most significant judgements and estimates used in this report are:

TABLE 1: MAIN JUDGEMENTS AND ESTIMATES

ESRS	Description of requirement	Contents	Phase value chain	Section	Page
ESRS 2 – Materiality assessment	In the double materiality assessment, the assessment of potential impacts and risks linked to environmental, social and governance matters.	Within the context of the Double Materiality Assessment, the process for assessing the identified impacts and risks involves a high degree of uncertainty due to the calculation methodologies applied. These methodologies are still in a consolidation phase. Although progress has been made in defining criteria and standards, there are still limitations related to the availability and homogeneity of the data used.	<i>Upstream / own operations / downstream</i>	Materiality Assessment	P. 64
EI – Climate change	Scope 1 – GHG emissions	For the calculation of Scope 1, GHG Emissions, data is collected from the consumption of diesel C, propane and natural gas at the facilities, the fuel of the vehicle fleet and the consumption of refrigerant gases. All the data are actual, except for the consumption of Gas Oil C from the territorial network of branches, which is estimated from the fuels purchased amount and the average price thereof published by IDEIA, and the consumption by the fleet of vehicles, which is estimated using the odometer readings of the vehicles when they enter the workshop and the theoretical consumption of each of the vehicle models.	Proprietary transactions	Climate change – Environmental management plan	P. 118
EI – Climate change	Scope 2 – GHG emissions	All energy consumption is reported in kwh, most of which is actual data obtained from invoices and the rest is estimated using a specific software taking into account the monthly average consumption values, on a pro-rata basis, of each supply point in the last 3 years.	<i>Upstream</i>	Climate change – Environmental management plan	P. 118
EI – Climate change	Scope 3 – GHG emissions	The calculation of GHG Scope 3 emissions is subject to a high level of uncertainty due to limitations in methodologies and data, including dependence on the availability of information from third parties (suppliers).	<i>Upstream</i>	Climate change – Environmental management plan	P. 118
EI – Climate change	[Financed emissions] Scope 3.15 GHG emissions – Investments	The most relevant estimates and assumptions of the Group relate to the presentation of GHG emissions linked to the financing and investment portfolio, which are subject to a high degree of uncertainty due to limitations in existing data and methodologies, including reliance on third party data.	<i>Downstream</i>	Climate change – calculation of financed emissions	P. 128
EI – Climate change	[Decarbonisation pathways] Setting transition targets for portfolio alignment and monitoring metrics	The targets and monitoring metrics set for the decarbonisation of financing and investment portfolios require forward-looking parameters and long-term horizons. CaixaBank relies on prevailing best practices and the data available at the time the targets are set. For this reason, forward-looking statements reflect the current view of future events and are based on expectations, projections and estimates. These involve significant uncertainty and risk, due to factors such as evolving science, developing methodologies, varying standards, future market conditions and technological developments (which vary between industries), as well as challenges in data availability, accuracy and regulatory changes.	<i>Downstream</i>	Climate change – Alignment of the investment and credit portfolio with the Paris Agreement– Transition and alignment plans	P. 102
EI – Climate change	Assessment of climate-related risks	The measurement of the impact of climate risks in the CaixaBank Group presents a high degree of uncertainty, derived from the use of multiple assumptions and projections, such as the application of climate scenarios and long-term time horizons, as well as the limitations of the methodologies available and the dependence on third-party data.	Proprietary transactions	Climate change – Active climate risk management	P. 77
EI – Climate change	Green taxonomy	The presentation of Green Taxonomy information is subject to a high degree of uncertainty due to data quality and the use of data from third parties (counterparts or external data providers).	<i>Downstream</i>	Green taxonomy	P. 138
ES – Sustainable finance	Classification of sustainable products	The determination of which products are considered sustainable is based on the application of criteria defined by CaixaBank based on the interpretation of evolving regulatory frameworks.	<i>Downstream</i>	Sustainable Finance – Mobilisation of sustainable finance	P. 348

These estimates are described in greater detail in each section of the report, with specific indication where the reported information relates to any stage of the value chain.

Estimates have been made on the basis of the best information available at the date of preparation of this report, although, given the uncertainties involved, future events may make it necessary to modify these estimates.

The Group is pursuing several lines of work with the aim of continuing to improve the accuracy and reliability of the data reported. It should also be noted that the new regulations and methodologies relating to sustainability, as well as the emergence of new methodologies, will ultimately produce more accurate information in the future.

In this regard, CaixaBank commits to being transparent in the assumptions employed in its disclosure, as well as in the changes that may arise in these assumptions, with the aim of transmitting the appropriate context to the readers of this report.

ESTIMATION OF THE VALUE CHAIN

As mentioned in this section, the CaixaBank Group has made various estimates for the preparation of this report. Among these, the ones with the highest degree of uncertainty are those linked to upstream and downstream parameters of the value chain (*see section "Value chain"*).

The estimation of these parameters has been carried out using indirect sources, such as sectoral data and other proxies, due to the limited availability of information from third parties. This circumstance entails a high level of uncertainty in their measurement, arising from limitations in the methodologies used, which are still under development, and from reliance on third-party data.

Therefore, in general, the level of accuracy of these metrics is lower than that of the other metrics included in the report.

Table 1: Main judgements and estimates shows the main estimates used in this report, indicating the part of the value chain to which they relate.

CHANGES IN THE PREPARATION OF THE REPORT AND COMPARISON OF INFORMATION

The 2024 figures presented in the 2025 NFIS are given for comparison purposes only.

With a view to complying as accurately and comprehensively as possible with the various regulatory requirements, certain **changes were made in 2025 to the calculation methodology or the scope of certain indicators**. As a result, the information disclosed in this report is not comparable with that disclosed in reports for previous years. The main changes have been:

	Typology of the modification	Modification
Mobilisation of sustainable finance	Modification of the scope of subsidiaries and products	Sustainable financing originated by BPI and CPC is included. In addition, with regard to sustainable intermediation: (i) the market effect is excluded from the calculation of the increase in sustainable assets under management by CaixaBank Asset Management; (ii) the increase in sustainable assets under management by third-party managers is included; and (iii) the distribution of sustainable renting products is included. The data for 2024 have not been restated and are therefore not comparable in scope with those for 2025.
Average supplier payment period	Modification of the scope of subsidiaries	Information for BPI has been included in the calculation.
Number of branches	Definition revised	Inclusion of an additional category of retail service branches.
Adjusted gender pay gap	Change in the scope of subsidiaries	VidaCaixa has been added, as it has become statistically significant.

The definition is detailed in each of the corresponding sections as well as in the *section "Glossary and structure"*.

In addition, during 2025 the **following sustainability targets were reviewed and adjusted**:

	Previous target	Adjusted target	Reason for amendment
Financial income generated by sustainable financing	15%	17%	Given the better quality of the available data, the target has been re-estimated to December 2027.

No data have been recalculated beyond what is explicitly mentioned in this report.

ERROR CORRECTION

In drawing up this report, no material errors have been identified in the information disclosed in previous periods that would have required a restatement of the data included in the 2024 NFIS.

INFORMATION DERIVED FROM OTHER LEGISLATION

The CaixaBank Group is subject to additional requirements deriving from other regulations, in addition to those established by Law 11/2018 and the ESRS, which are also addressed in this management report.

See section 8 “NFIS – Table of contents associated with other regulations” for a description of the requirements in the ESRS that derive from other European Union (EU) legislation.



OTHER FRAMEWORKS OF REPORTING

Likewise, *section 9 “Other reporting frameworks”*, includes content mapping tables in relation to other sustainability standards and reference frameworks that the Group has seen fit to include, even though they do not form part of the applicable legal framework. The frames are:

- | **Principles for Responsible Banking** promoted by the United Nations Alliance with the financial sector (UNEP FI). This benchmark framework is based on six principles that aim to cater the various stakeholders' in relation to the relevance of sustainable banking.
- | **UN Global Compact Principles and Sustainable Development Goals (SDGs)** set out in the 2030 Agenda.

In addition, partial alignment is provided with the following sustainability reporting frameworks:

- | **Global Reporting Initiative (GRI)** in accordance with the GRI version *Standards 2021*. The criteria and principles for defining the content and quality of the report as defined by these standards have been applied.
- | **International Financial Reporting Standards on Sustainability (IFRS S)** issued by the International Sustainability Standards Board (ISSB). These standards establish a global framework for sustainability-related financial disclosures, with the objective of improving comparability and transparency for investors and other stakeholders.

INCORPORATION BY REFERENCE

This report, in the **sections 6 "Sustainability information"** and **8 "NFIS"**, incorporates all the information necessary to comply with the requirements established in Law 11/2018 as well as with the framework of *reporting* of the ESRS applicable to the CaixaBank Group as a result of its materiality assessment.

However, in cases where the ESRS disclosure requirements are closely linked to obligations already applicable to the CaixaBank Group—such as those relating to corporate governance, governed by CNMV Circular 5/2013 and its subsequent amendments, which require a description of the Bank's governance structure, or those relating to the remuneration of the Board of Directors and Senior Management, governed by Circular 4/2013 and its subsequent amendments—references are provided to the relevant sections of the Management Report where this information is set out in detail.

The following table provides a description of the sections of the Management Report that include relevant information, as required by the ESRS, and which has been incorporated by reference in **sections 6 "Sustainability information"**, and **8, "NFIS"**:



Description	ESRS requirement	Reference section	P.
General basis for preparation of the sustainability statement – Scope	ESRS 2 BP-1	Appendix 1 – CaixaBank shareholdings in subsidiaries, of the consolidated Financial Statements for the year 2025	
Description of the business model	ESRS 2 SBM-1	Section 5 "Value creation model" of the Consolidated Management Report 2025	##
Group Strategy	ESRS 2 SBM-1	Section 2 "Environment and corporate strategy", of the 2025 Consolidated Management Report	##
The role of the administrative, supervisory and management bodies	ESRS 2 GOV-1	Section 3 "Corporate governance", of the 2025 Consolidated Management Report	##
Integration of sustainability-related performance in incentive schemes	ESRS 2 GOV-3	Section 3 "Corporate governance", of the 2025 Consolidated Management Report	##
Resources in relation to sustainability issues – CapEx / OpEx	ESRS 2 MDR-A	Notes 19 "Tangible assets", 20 "Intangible assets" and 37 "Other administrative expenses" to the 2025 Consolidated Financial Statements	
Convictions and fines for breaching anti-corruption and anti-bribery laws	ESRS GI-4	Note 24 "Provisions" to the 2025 Consolidated Financial Statements	

USE OF PHASE-IN ARRANGEMENTS

CaixaBank has applied the transitional provisions for the phased introduction of certain ESRS requirements. The following table sets out the requirements in respect of which the CaixaBank Group has opted not to disclose information in the 2025 NFIS, in accordance with Commission Delegated Regulation (EU) 2023/2772.

ESRS	ESRS requirement	Description	Performance
ESRS 2	SBM-3, paragraph 48(e)	Expected financial effects	Disclosure of qualitative information
ESRS EI	EI-9	Expected financial effects of material physical and transition risks and potential opportunities related to climate change	Disclosure of qualitative information

ASSURANCE

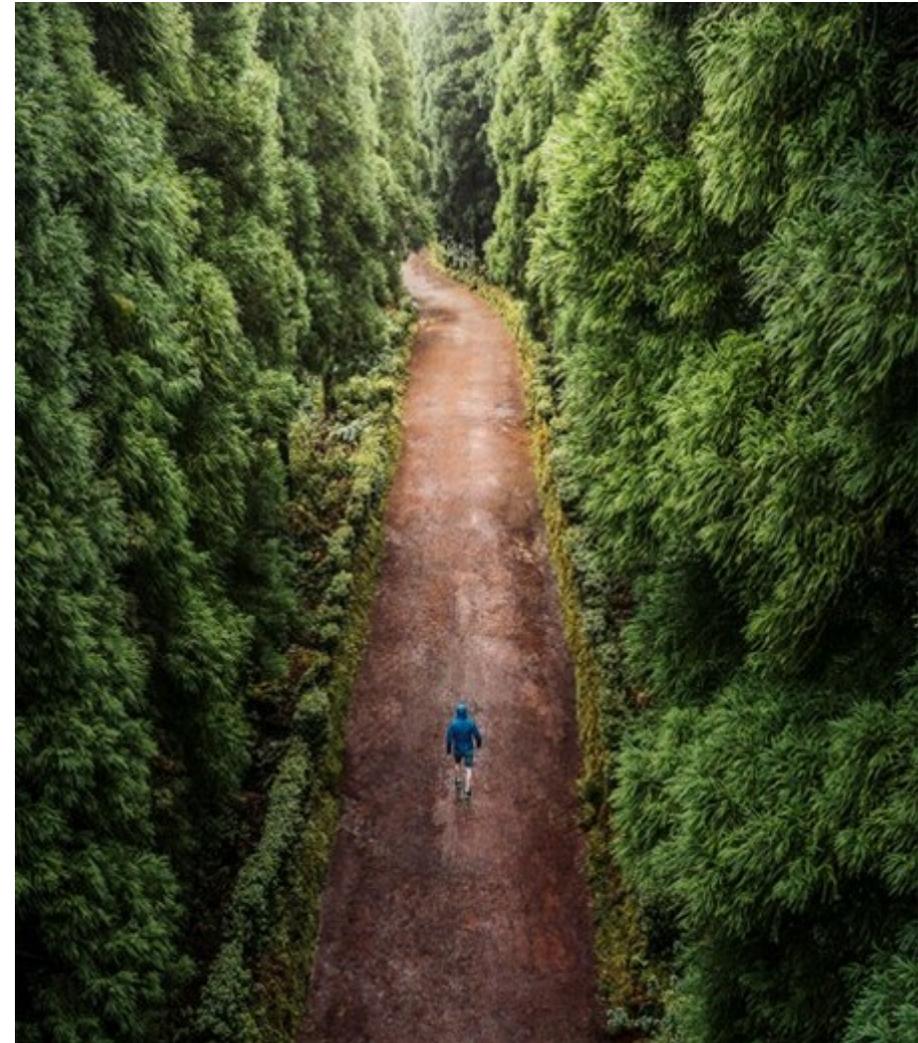
PricewaterhouseCoopers Auditores, S.L. issues an independent verification report under limited assurance based on the Guidelines for Action 47 Revised and 56 of the Spanish Institute of Auditors Standard (revised January 2026), considering the note issued on 18/12/2024 by the Spanish Institute of Accounting and Accounts Auditing, on the non-financial information required by Law 11/2018 on the disclosure of non-financial information and diversity, complemented with the ESRS requirements, specifically referenced and identified.

Furthermore, PricewaterhouseCoopers Auditores, S.L. issues an independent verification report under the revised ISAE 3000 with limited assurance scope, on sections 2.1, 2.2, 2.3 and 5.1 of the UNEP FI Principles for Responsible Banking, specifically referenced and identified.

The aforementioned reports are available in the [section “Annexes – Independent assurance report”](#).

SUBSEQUENT EVENTS

From 1 January 2026 up to the date of authorisation for issue of this report, no significant events have occurred within the Group that are not disclosed in this report.



SUSTAINABILITY GOVERNANCE

SUSTAINABILITY GOVERNANCE MODEL



The Sustainability governance model is part of the CaixaBank Group's corporate governance system.

The foundations of CaixaBank's governance model consist of a set of policies, principles, frameworks, rules and mechanisms that regulate the structure and functioning of the Bank's governing bodies, the Bylaws and the Regulation of the Board of Directors, as well as other related policies such as the Corporate Governance Policy.

From this governance structure, objectives and general management guidelines are set, based on ethical principles and CaixaBank's corporate values, and aligned with the commitment to sustainable development aimed at generating long-term value shared with the various stakeholders. All of this is considered taking into account the impacts, risks and opportunities (IROs) linked to sustainability (*see section the "Material Impacts, Risks and Opportunities"*).

In recent years, the integration of these strategic sustainability targets in the Group's activity requires approving and reviewing policies, procedures and roles to ensure that these key factors are taken into account in decision-making. In this regard, the Group has been working on:

- | Definition and updating of ESG policies.
- | Establishment of criteria, roles and responsibilities.
- | Integration into the Group's systems and procedures.
- | Measuring performance and accountability.

In this regard, sustainability-related functions and responsibilities have been established in the Company's corporate governance framework referred to above and in the internal sustainability policies (*see section the "Framework of sustainability policies, principles and statements"*).

COMPOSITION OF THE GOVERNING AND MANAGEMENT BODIES

The composition of the Board and the Committees **is balanced and diverse in terms of category, gender, knowledge and experience, with all Directors meeting the suitability** requirements to carry out their functions. In addition to complying with the regulations applicable to the Bank, this diversity reinforces the quality of the decision-making process, promotes an all-inclusive strategic vision and improves the capacity of these bodies to effectively perform their functions, thus guaranteeing a solid and transparent management aligned with the stakeholders' interests.

In terms of independence, the Board of Directors of CaixaBank comprises nine independent directors, representing 60 % of its members, well above the recommendations of the Good Governance Code for Listed Companies for companies with a shareholder holding more than 30 % of the share capital.

Information on the **composition of the Board of Directors and its Committees**, as well as the management bodies, is set out in the *"Corporate Governance – The Board of Directors"* section.

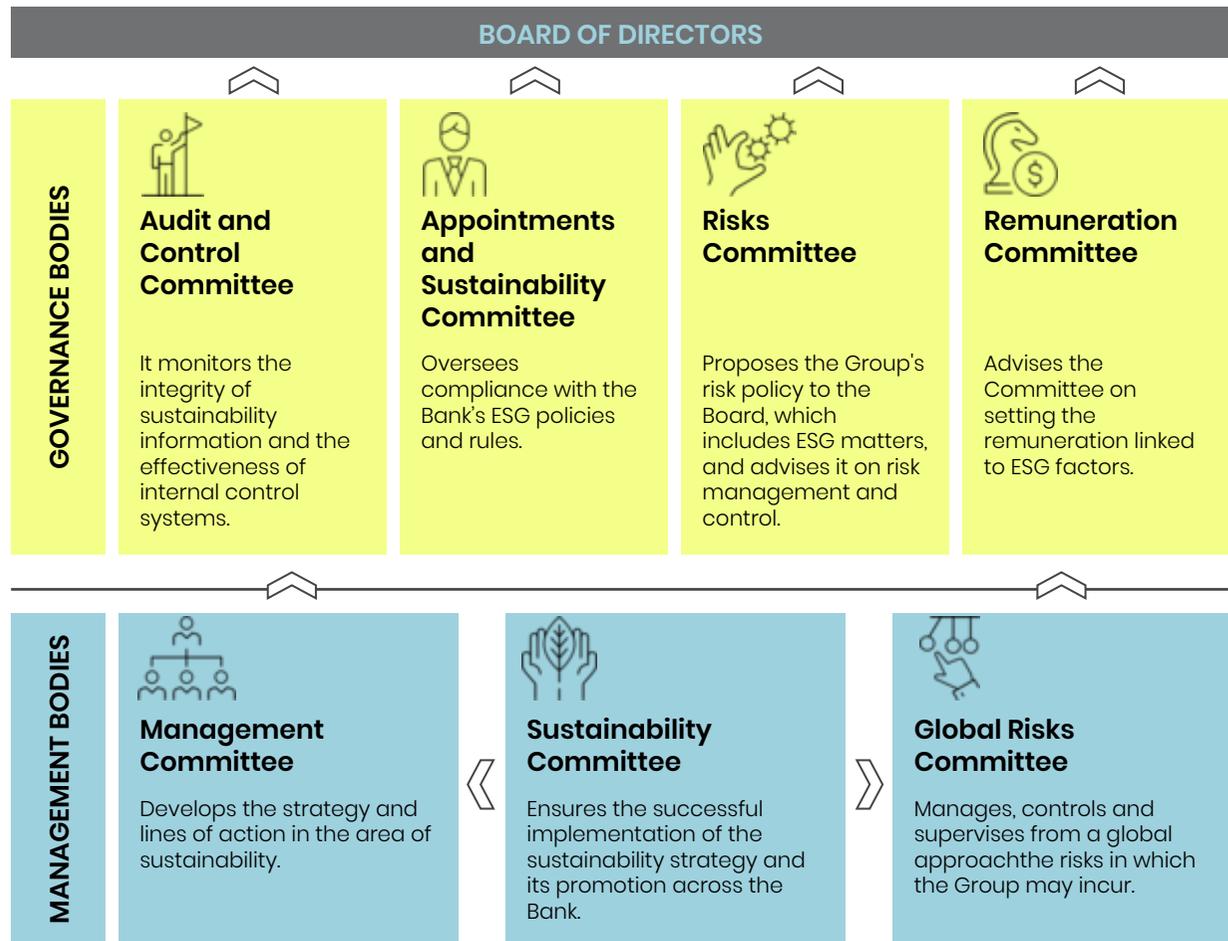
FUNCTIONS AND RESPONSIBILITIES OF THE GOVERNING AND MANAGEMENT BODIES

The Board of Directors assumes ultimate responsibility for sustainability, approving and overseeing the strategy and its implementation. To this end, it is supported by a number of specialised committees which, within the scope of their respective responsibilities, take part, among other matters, in the definition of policies, risk management, oversight of the preparation of non-financial information, the effectiveness of internal control systems, and the alignment of the remuneration policy with sustainability objectives.

At the same time, as part of the transfer of the criteria and principles of action in matters of sustainability to the internal management organisation at CaixaBank, an essential role is played by both the Management Committee, which serves as a channel of communication (especially through the CEO) between the Board and Senior Management, as well as the various specialist internal committees that have been established and that must act under the principles of efficiency, coordination and specialisation, such as the Sustainability Committee or other Steering Committees, whose objective is to promote specific lines of work.

This governance system enables CaixaBank to fulfil its purpose of implementing a coherent, efficient and adaptable sustainability IRO management governance model that oversees the achievement of the CaixaBank Group's objectives, in line with ECB expectations and market best practices.

_SUSTAINABILITY GOVERNANCE STRUCTURE



The CaixaBank Group's commitment to sustainability is backed by a solid governance structure supervised by the Board of Directors.

Governance bodies

The governing bodies, comprising the Board of Directors and its delegated committees, are responsible for defining the Group's sustainability strategy and overseeing its implementation, ensuring that it is embedded across all business areas.

The **Board of Directors, as the body ultimately responsible for overseeing sustainability-related material impacts, risks and opportunities (IROs), has actively driven the integration of sustainability** across all the Group's businesses and activities. This strategic vision seeks to ensure that the ESG principles become a central pillar in decision-making and value creation in the long-term.

Board of Directors

The **Board of Directors** is the Group's highest body of representation, administration and management. It is responsible for **defining the Group's overall strategy and strategic objectives**, as well as for their supervision and development.

In the **sphere of sustainability**, the Board of Directors is the highest authority responsible for defining, supervising and assessing the sustainability strategy, as well as for overseeing impacts, risks and opportunities (IROs). Its duties include:

- | Approving, supervising and monitoring sustainability-related policies, principles and statements, ensuring their compliance and updating them in line with international standards and best practices.
- | Approving, supervising and monitoring the Group's strategy, ensuring that sustainability is integrated into strategic and operational plans.
- | Defining sustainability/ESG targets and metrics, and reviewing sustainability progress and results against those targets.
- | Approving and supervising public non-financial information reports.



- | Implementation of a governance framework for sustainability/ESG risks in accordance with the Group's risk appetite, which includes the promotion of a solid and diligent risk culture, establishing the risk appetite within a Risk Appetite Framework and well-defined responsibility for risk-taking, management and control.
- | Ensuring the integration of sustainability criteria into the Group's overall management, across all of the Group's businesses and activities.
- | Promoting a sustainable corporate culture by fostering awareness and training on sustainability at all levels of the organisation.
- | Supervising communication and relations with the various stakeholder groups in the area of sustainability, ensuring transparency and dialogue with shareholders, customers, employees, suppliers and communities, with the aim of generating a positive social, environmental and economic impact.

Information on the functions of the Board of Directors is set out in the **section "Corporate Governance – The Board of Directors"** and in the **"Regulation of the Board of Directors"**.

_APPROVALS AND KEY DISCUSSIONS IN SUSTAINABILITY DURING 2025

1st quarter

Approval of the update to the General Principles of the Corporate Privacy and Data Protection Policy and the Corporate Information Governance and Data Quality Policy.

Approval of the update to the corporate global risk management policy.

Approval of the update of the Code of Ethics.

Preparation of the 2024 Non-Financial Information Statement (NFIS), which forms part of the larger Management Report.

Approval of the 2024 Annual Corporate Governance Report (IAGC) and the 2024 Annual Directors' Remuneration Report (IARC).

Approval of the amendment of the Regulation of the Board of Directors.

Approval of the modification of the remuneration policy of the Board of Directors.

Monitoring the trend in customer quality indicators.

Approval of the update to the Corporate Sustainability/ESG Risk Management Policy.

Customer Service Annual Report.

2nd quarter

Monitoring of the IT Strategic Plan.

Approval of the Statement on Principal Adverse Impacts (PAIs).

Follow-up of the Customer Service Improvement (MAC) project.

Approval of the Policy for the selection, diversity, and assessment of the suitability of directors, senior managers, and other key function holders.

Approval of the update of the Corporate governance and internal control policy.

Approval of the amendment to the Regulation of the Management Committee and the Global Risks Committee.

3rd quarter

Approval of the update of sustainability principles and statements: Principles of conduct in the area of sustainability, Human Rights Principles, Climate Change Statement and Statement on Nature.

Approval of the Green Bonds Report and the Social Bonds Report.

Preparation of the 2025 half-year management report.

Approval of the update of the sustainable financing framework.

Monitoring of key sustainability metrics.

Monitoring the status and performance of digital channels.

Approval of the update to the Corporate Policy on Technology Risk Management and to the Corporate Policy and Principles on Information Security.

Updating of Customer Service (SAC):

4th Quarter

Self-assessment of the Board of Directors

Monitoring of People - Workforce Climate Studies.

Approval of 2025 Double Materiality Study.

Monitoring of the evolution of customers and quality.

Cosmos monitoring

Approval of the Prudential Transition Plan

Approval of the Climate Report

Board Committees

The **Board of Directors** has a **structure of committees specialised by area** and vested with supervisory and advisory powers, as well as an Executive Committee. These committees support the Board in analysing and monitoring matters within their respective remits and are an essential element in decision-making processes and in supervisory and control activities.

The committees are made up of directors with specific expertise in their respective areas of activity and have a **cross-membership structure** that promotes efficient interaction.

There are no specific regulations for each committee; instead, they are governed by applicable **law, the By-laws and the Regulation of the Board of Directors**, where their functions are defined.

In those cases where certain functions fall within the remit of several committees, the Bank has established **appropriate coordination mechanisms** to ensure the proper discharge of their responsibilities and to avoid overlaps.

In compliance with applicable law and regulations, the committees draw up an **annual activities report**, which includes an assessment of their performance during the year (*see section “Board Committees”*).



Appointments and Sustainability Committee

The Appointments and Sustainability Committee is responsible for defining and overseeing the sustainability strategy, and its main duties in relation to sustainability include:

- | To submit to the Board of Directors the proposed definition of the strategy, plans, policies and objectives in the area of sustainability.
- | To submit the sustainability policies to the Board of Directors for approval.
- | To oversee compliance with sustainability policies and standards, assessing and reviewing them on a regular basis to ensure that they respond to the corporate interest and the interests of stakeholders.
- | To put forward proposals for improvement in sustainability matters.
- | To oversee that the Bank's actions are aligned with the strategy and policies established, as well as to monitor the achievement of the objectives set.
- | To issue a prior report, before their submission to the Board of Directors by the Audit and Control Committee, on the sustainability reports that the Group makes public.
- | To oversee the implementation of the general policy on the disclosure of the Company's economic and financial, non-financial and corporate information, in coordination with the Audit and Control Committee.
- | To review periodic internal sustainability reports.

_APPROVALS AND KEY DISCUSSIONS IN SUSTAINABILITY DURING 2025

1st quarter

Review of the Sustainable Finance Guide.

Sustainable Banking Plan Closure Review 2022–2024.

Monitoring of key ESG indicators.

Review of the Statement of Non-Financial Information 2024 (NFI) and Management Report 2024.

Review of the Annual Corporate Governance Report (ACGR) 2024.

NZBA status update.

Modification of the Regulation of the Board of Directors.

Update of the Corporate Sustainability/ESG Risk Policy.

2^{do} Quarter

Monitoring of Net Zero metrics

Review of the trend in the main top-level metrics of the 2025–2027 Plan.

Revision of the Declaration of Principal Adverse Impacts (PAI) of 2024.

3rd quarter

Review of the half-yearly Management Report 2025.

Update of the sustainable financing framework.

Update of sustainability principles and statements: Principles of conduct in the area of sustainability, Human Rights Principles, Climate Change Statement and Statement on Nature.

Review of the Green Bonds Report.

Review of the Social Bonds Report.

NZBA status update.

4th Quarter

Review of the 2025 Double Materiality Study

Monitoring of Net Zero metrics.

Review of the Prudential Transition Plan

Nature analysis monitoring

Risks Committee

The Risks Committee supports and advises the Board of Directors on the definition, assessment and analysis of risk management, and its main functions in the area of sustainability include:

- | To propose the Group's risk policy to the Board, including the identification of sustainability-related risks.
- | Assist and advise the Board of Directors in overseeing the risk strategy, reporting on the risk appetite framework, including sustainability risks.
- | To oversee the effectiveness of the risk management and control function, receiving periodic information on its activities, including those related to sustainability.

_APPROVALS AND KEY DISCUSSIONS IN SUSTAINABILITY DURING 2025

1st quarter	3rd quarter
Update of the Corporate Global Risk Management Policy.	Update of the Corporate Policy and Principles on Information Security.
Updating the Code of Ethics.	Update of the Corporate Policy on Technology Risk Management.
Update of the General Principles of the Corporate Privacy and Data Protection Policy and of the Corporate Information Governance and Data Quality Policy.	
Update of the Corporate Sustainability/ESG Risk Management Policy.	
2nd quarter	4th Quarter
Monitoring of technological risk and information security.	Monitoring of climate risk.
Review of the privacy report.	Review of the 2025 ESG risk materiality assessment.
Monitoring of the defence sector.	Review of the Prudential Transition Plan.
	Monitoring of the defence sector.

Audit and Control Committee

The Audit and Control Committee is responsible for overseeing the process for preparing, and the content of, the sustainability information to be approved by the Board of Directors for publication. Its main duties are:

- | Report to the General Meeting of Shareholders on the assurance of non-financial information and on the role of the Committee in this process.
- | Oversee the preparation and presentation of the Non-Financial Information Statement included in the Consolidated Management Report, ensuring regulatory compliance.
- | Review the effectiveness of the Internal Control System for non-financial information, ensuring its reliability and proposing improvements where necessary.
- | Ensure that the non-financial information included in the annual and interim financial reports is up to date and, where applicable, consistent with that drawn up or approved by the Board of Directors.

_APPROVALS AND KEY DISCUSSIONS IN SUSTAINABILITY DURING 2025

1st quarter	3rd quarter
Revision of the 2024 NFIS, which forms part of the Management Report.	Review of the 2025 half-year management report.
Results of the certification on internal control system of non-financial information.	Review of the Social Bonds Report and the Green Bonds Report.
Assessment of the Sustainability Verifier 2024.	
Review of the Annual Corporate Governance Report 2024 (ACGR) and the Annual Remuneration Report 2024 (ARR).	
Sustainability monograph and regulatory update on CSRD and Taxonomy (EU Omnibus 2025).	
2nd quarter	4th Quarter
Dedicated session on the Journey to Cloud.	Dedicated session on the Journey to Cloud.
Monograph on remuneration.	Monographic on Cybersecurity and Red Team.
Review of the Statement of Principal Adverse Impacts (PAI).	Review of the 2025 Double Materiality Study.
Update of the corporate governance and internal control policy.	CSRD regulatory update and degree of progress on the Non-Financial Information Statement (NFIS).
	Preliminary assessment of the Sustainability Verifier.

Remuneration Committee

The Remuneration Committee supports and advises the Board in the definition, supervision and review of the remuneration policies for directors and senior management, and its key responsibilities in sustainability matters include:

- | Submit to the Board the proposal of setting the variable remuneration linked to ESG factors, among others.

APPROVALS AND KEY DISCUSSIONS IN SUSTAINABILITY DURING 2025

1st quarter	3rd quarter
Proposed annual and multi-annual corporate challenges of the 2025 variable remuneration scheme.	-
Update of the Remuneration Policy of the Board of Directors.	
Review of the Annual Directors' Remuneration Report 2024 (ARR).	
2nd quarter	4th Quarter
Follow-up of the 2025 Remuneration audits.	Summary and positioning of the remuneration model.
	Variable remuneration 2026: main changes to the variable remuneration systems.



Management bodies

The management bodies are responsible for defining, implementing and developing the strategy adopted by the governing bodies in the area of sustainability. Sustainability is one of the Group's strategic priorities; it is transversal in nature and it is the responsibility of all areas of the Group to incorporate it into their functions.

In this regard, CaixaBank has been working in recent years to integrate sustainability monitoring and management into the existing management structure.



The CEO and the Management Committee are responsible for the day-to-day management of sustainability issues, including the management and monitoring of material impacts, risks and opportunities¹.

For the implementation of the sustainability strategy and its management and monitoring, CaixaBank has a Sustainability Committee, which monitors sustainability management; a Global Risks Committee, which is responsible for the management and monitoring of ESG risks; and a Management Committee, which is responsible for approving the lines of action of the sustainability strategy, as well as all executive areas, which are responsible for the day-to-day management and oversight of the impacts, risks and opportunities (IROs) within their remit.

Additionally, the Group has various specialised Committees, most of which report to the Management Committee, which control, oversee and manage the impacts, risks and opportunities (IROs) falling within their respective remits.

These Committees are made up of experts in the field that these committees manage, and they make decisions on the general lines of action.

Management Committee

The Management Committee is the highest management body and it meets weekly to make decisions regarding the development of the Annual Strategic and Operational Plan, as well as those affecting the organisational life of the Company. **See responsibilities and composition under "Corporate Governance – Senior Management"**. In the area of sustainability, its main duties are as follows:

- | Develop the main lines of action in the field of sustainability.
- | Review and submit sustainability policies for approval.
- | To integrate sustainability into the day-to-day running of the organisation.
- | Oversee compliance with ESG regulations and regulatory requirements.
- | Assess sustainability risks and opportunities.
- | Promote an organisational culture predicated on ethics, diversity, inclusion and respect for the environment.
- | Report to the governance bodies on progress in implementing the strategy and other ESG matters.

¹ See details of material IROS in the [section "Material impacts, risks and opportunities, including how they inform its strategy and business model"](#).

_APPROVALS AND KEY DISCUSSIONS IN SUSTAINABILITY DURING 2025

1st quarter

Review of financial education content

2025 Information Security Master Plan

Monitoring of Net Zero metrics.

Approval of the creation of the CAIO Unit - AI Branch.

Safety, Health and Well-being Plan.

Analysts action plan.

Revision of the 2024 Management Report (includes NFIS).

Monitoring of the Strategic Plan 25-27.

Monitoring of compliance metrics.

2nd quarter

Monitoring of Net Zero metrics.

Results of the TIBER ES test (cybersecurity).

Review of AHEAD Process

Social month results – May 2025.

Monitoring of the Strategic Plan 25-27.

Review of the 2024 Statement of Principal Adverse Impacts (PAIs).

Monitoring of the Customer Service Improvement (MAC) project.

Monitoring of Generation +

Agile Communication Plan

Review of Diversity Committees report

3rd quarter

Employee engagement and satisfaction study – Radar 2025.

Review of Green and Social Bond Reports.

Results of the Internal Quality Survey.

Review of the updating of the sustainable financing framework.

Review of the 2025 Double Materiality Study.

NZBA strategic review

Monitoring of the Strategic Plan 25-27.

4th Quarter

Monitoring of the Cosmos Plan

Analysis of cyber threats

Proposed 2026 variable remuneration systems:

Social activities – The Tree of Dreams

Monitoring of the Strategic Plan 25-27.

Review of the Prudential Transition Plan.

Sustainability Committee

It is the management body that reports to the Management Committee and is responsible for approving CaixaBank's strategy and practices and overseeing them, as well as proposing and presenting (for their approval by the corresponding governing bodies) general policies for managing sustainability. Its mission is to help CaixaBank to be recognised as a benchmark in sustainability, strengthening its position through its sustainable banking model.

The Sustainability Committee meets on a monthly basis, is chaired by the Sustainability Director and is made up by directors from different areas in the Group. Its main duties are:

- | Overseeing the Bank's Sustainability Plan and assessing its degree of achievement, as well as reviewing and proposing the sustainability strategy and associated objectives.
- | Monitor projects and initiatives for the deployment of the Sustainability Plan.
- | Promote the integration of sustainability criteria in the management of the business and in the rest of the Group's areas.
- | Understanding and analysing regulatory requirements, trends and practical improvements in the sector in terms of sustainability.
- | Reviewing and approving the information to be disclosed to the market regarding sustainability, submitting it, where appropriate, to the governing bodies prior to publication or disclosure.
- | Report to the Management Committee on the agreements of the Sustainability Committee, progress of the implementation of the Sustainability Plan, policy proposals for sustainability management, as well as statements and standards.
- | Reporting to the Global Risks Committee issues related to sustainability risk management policies, reporting and monitoring of assigned RAF metrics, and periodic reporting related to sustainability risks.
- | Reviewing and approving the annual action plan with sustainability analysts.
- | Drawing up an assessment report for submission to the Management Committee in the management of controversies.

- | Promote training and *engagement* on sustainability within and outside the organisation.
- | Deciding on risk matters in accordance with the powers defined in the Corporate Sustainability/ ESG Risk Management Policy.
- | Promoting and ensuring that the implementation of commitments arising from adherence to, voluntary sustainability principles is adequate.



_APPROVALS AND KEY DISCUSSIONS IN SUSTAINABILITY DURING 2025

1st quarter	3rd quarter
Approval of the KPI guides of the 2025–2027 Sustainability Plan.	Updating of Green Premium standard.
Update of the adhesions process for sustainability commitments.	Monitoring of the Sustainability Plan 25-27. Monitoring of Net Zero metrics and strategic review of the NZBA alliance.
Review of the 2024 and Management Report the Taxonomy 2024 reporting.	Double materiality study.
Analysis of the EBA Guidelines for ESG Risk Management.	<i>Engagement with customers on Net Zero.</i>
Closing of the Environmental Management Plan 22-24.	Accessibility Act.
ESG onboarding priorities and progress.	Guidance and training to prevent greenwashing and socialwashing.
2nd quarter	4th quarter
Update of sustainability principles and statements: Principles of conduct in the area of sustainability, Human Rights Principles, Climate Change Statement and Statement on Nature.	Sustainability criteria for the admission of financing operations
Monitoring of the Sustainability Plan 25-27.	Monitoring of the Sustainability Plan 25-27.
Presentation of Generation+.	Performance of the Data project.
Review of the UNEP FI NZBA Guidance.	Procedure Manual for review of sustainable products in the Transparency Committee.
Proposed internal carbon price.	Review of the Prudential Transition Plan.
Update on SDG bond issuance and governance frameworks	Review of NZBA strategic alliance.
	Financial inclusion: mobile branches (<i>ofimóviles</i>).



Global Risks Committee

It reports to the Risks Committee. It meets on a monthly basis and is responsible for proposing internal governance, internal control and risk management frameworks, the overall management, control and monitoring of the CaixaBank Group's Corporate Risk Catalogue, as well as for the implications for liquidity and solvency and the consumption of regulatory and economic capital. In the area of sustainability, its main duties are as follows:

- | Review and submit sustainability policies for approval.
- | Overall management, control and monitoring, among others, of ESG Risks, as well as for the implications for liquidity and solvency management and consumption of capital.
- | Identify, measure, manage, mitigate and report appropriately the exposures identified as relevant in ESG risks, as well as any aspect of the Group's operation that can significantly influence the profile of ESG risks and the compliance with the established appetite levels.



_APPROVALS AND KEY DISCUSSIONS IN SUSTAINABILITY DURING 2025

1st quarter

Analysis of the EBA Guidelines for ESG Risk Management.

Updating of the NZBA Governance Framework and monitoring of year-on-year Net Zero targets

Review of the Corporate sustainability/ ESG risk management policy

Updating of the Corporate policy on global risk management

Update of the Code of Ethics

Updating of the general principles of the Corporate policy on privacy and data protection and the Corporate policy on information governance and data quality

2nd Quarter

Monitoring of exposure to the defence sector

Monitoring of technological risk and information security

Updating of the Corporate policy on governance and internal control

Review of the privacy report

3rd quarter

Revision of the Corporate policy on sustainability/ESG risk management

Updating of the Corporate policy and principles of information security

Updating of the Corporate policy on technological risk management

4th quarter

Sustainability criteria for the admission of financing operations

Review of the Prudential Transition Plan

Monitoring of climate risk

Review of the ESG risk materiality assessment for 2025

Monitoring of the defence sector

Specialised committees

The Group has various **specialised Committees**, most of which report to the Management Committee, which control, supervise and manage the *IROs* within their respective responsibilities. These Committees are made up of experts in the field that these committees manage, and they make decisions on the general lines of action. The main Committees are described throughout this Report.

KNOWLEDGE AND CAPACITIES OF THE GOVERNING AND MANAGEMENT BODIES

The Board of Directors and Senior Management have the skills and experience necessary to oversee material sustainability matters, which include, among others, human resources, climate change, culture, talent, remuneration and customer satisfaction, business conduct and risk management.

The **knowledge and skills of the directors are reflected in the matrix of knowledge, experience and diversity of the Board of Directors** (see "[Corporate Governance](#)"). This tool is key to the suitability assessment procedure for members of the Board and, in accordance with the Selection, Diversity and Suitability Assessment Policy, ensures that the Board of Directors, as a whole, has the appropriate specialist knowledge to properly oversee and manage all of the Group's activities, including sustainability matters, and in particular issues related to the management of material impacts, risks and opportunities. See section "[Corporate Governance](#)".

In application of the Policy on selection, diversity and suitability assessment of the members of the Board and senior management and other key function holders in the Group, the suitability of the composition of the Board of Directors is directly reviewed by the Appointments and Sustainability Committee annually, to ensure a diversity of points of view and alignment with strategic requirements. See section "[Corporate Governance - Diversity on the Board of Directors](#)".

In order to best fulfil its functions in this regard and to be able to form an informed view on material impacts, risks and opportunities, the Board continues to pursue initiatives, including, as part of the gradual renewal of its members, the process of bringing in individuals with **extensive knowledge and experience in such matters, while also expanding the ongoing training plan for its members in recent years to include content related to sustainability and, in particular, the management of material IROs**.

The Board of Directors has an **annual training plan** aimed at updating its members' knowledge in those areas considered appropriate for the proper performance of their duties. This annual training plan includes training related to material IROs in the field of sustainability.

Specifically, in 2025 the training plan included **10 training sessions**, focussing on key issues including those related to sustainability IROs, such as: DORA, the evolution of payment ecosystems, business, geopolitics, sustainability, cybersecurity (with a focus on fraud), people, the consolidation of the European financial system and regulation.

In addition, specific training sessions are also held on topics related to sustainability and the management of IROs within the Board of Directors' **delegated Committees**. For example, in 2025 a session was held within the Audit and Control Committee on the *Corporate Sustainability Reporting Directive (CSRD)* with another on the use of AI. For further details see section "[Corporate Governance - Training of the Board of Directors](#)".

In 2025, the agendas of the delegated Committee also included monographic presentations covering issues related to material IROs.

Finally, in the performance of their duties, directors have the duty to demand and the right to obtain from the Group the information necessary for the fulfilment of their obligations. In this regard, in the area of sustainability, all areas with responsibilities in this regard have regular access to the governing bodies (both the Board and its Committees), thus ensuring that directors are kept continuously up to date in this area.

The **Management Committee** receives recurrent specialist training related to material IROs related to sustainability to reinforce their knowledge and ensure decision making is aligned with best practices. During 2025, specific training was provided on Anti-Money Laundering and Counter-Terrorist Financing (AML/CTF), the new Law on Accessibility and on ethics and integrity.

MONITORING AND REPORTING TO GOVERNING BODIES

At CaixaBank, the governing bodies work to **define, supervise and monitor the Group's sustainability strategy**. This work is structured through a governance model based on smooth interaction between the governing bodies and the management bodies, which ensures effective oversight and informed decision-making aligned with the Group's strategic commitments.

Strategic decisions originate, in general, **in the executive areas**, which elaborate proposals aligned with the guidelines of the Board of Directors. These proposals are analysed and discussed by the governing bodies.

Once decisions have been adopted by the governing bodies, **the executive areas are responsible for executing, developing or implementing those decisions**, reporting on them to the competent governing bodies for oversight and control.

The Board of Directors, directly or through its Committees, monitors and tracks the **effective implementation** of the decisions adopted, as well as the Group's overall management. The Committees play a key role in this process by carrying out an in-depth review of matters within their remit and reporting regularly to the Board on the most salient issues.

The governing bodies receive **periodic and specific information on sustainability-related matters, and in particular on the management and evolution of IROs**, as well as on the monitoring of associated policies, actions, indicators and targets. This information is presented, in line with the remit of each Committee, both on a regular and an ad hoc basis, by the Chief Executive Officer and the

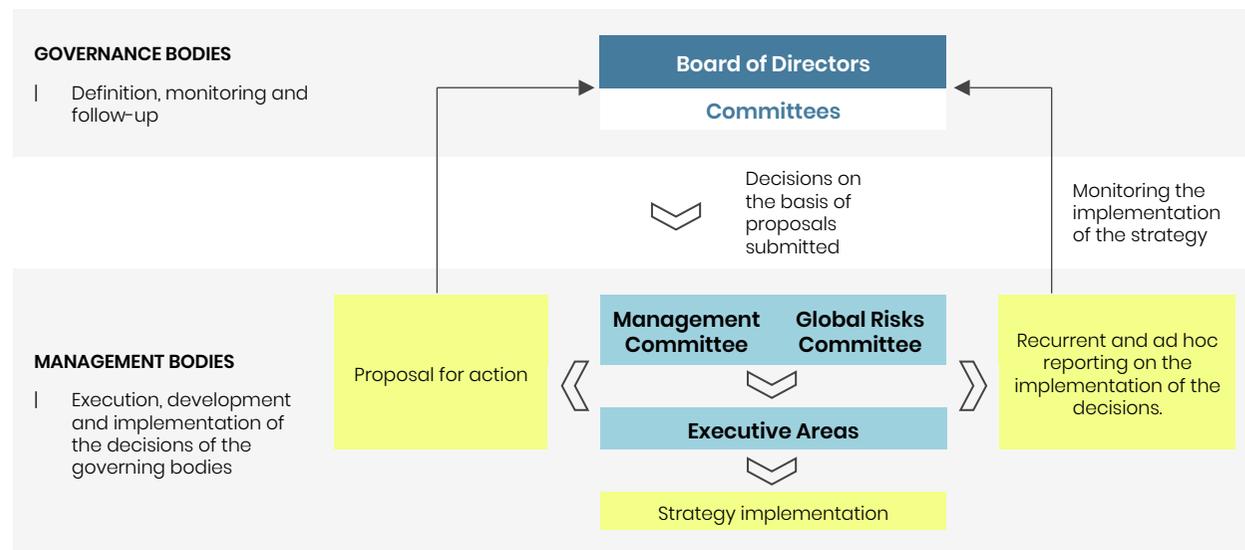
heads of the Group's various divisions, in their capacity as members of the Management Committee. They are responsible for the day-to-day management of sustainability issues, including the management and supervision of the IROs.

This dynamic has enabled sustainability matters to be **effectively integrated** into the oversight of the corporate strategy, into decision-making on significant transactions and into the risk management process.

For these purposes, it should be noted that in 2025 the governing bodies generally received, on a monthly basis, **specific reports** from the Group's various divisions addressing matters related to the management of sustainability IROs.

Material impacts, risks and opportunities related to sustainability have been **considered in the decisions of the Board of Directors** and reported throughout the year, both specifically and integrated in the general reports of the executive areas.

_STRUCTURE FOR THE OVERSIGHT AND REPORTING OF THE GOVERNING AND MANAGEMENT BODIES



INTEGRATING SUSTAINABILITY-RELATED PERFORMANCE INTO INCENTIVE SCHEMES

CaixaBank has the **Remuneration Policy for the Board of Directors**¹ approved by the General Shareholders' Meeting on 11 April 2025, for the financial years 2025, 2026, 2027 and 2028, which regulates the remuneration of the members of the Board of Directors, both executive and non-executive.

The Remuneration Policy of the Board of Directors has been prepared taking into consideration the Bank's remuneration policies and based on its general remuneration principles, aimed at a market positioning that facilitates attracting and retaining the necessary talent and encourages behaviours that ensure the generation and sustainability of value in the long term.

The remuneration of non-executive directors consists solely of **fixed components**. In the case of **executive directors**, remuneration consists of a **fixed component, a variable component and welfare and social benefits**.

CaixaBank's remuneration schemes are aligned with sustainability

In line with the CaixaBank Group's responsible management model, **30 % of the annual variable remuneration awarded to executive directors is linked to ESG factors**, such as Quality, Conduct and Compliance challenges, Mobilisation of Sustainable Finance, the number of customers within the NZBA perimeter with whom engagement work has been carried out, recognition of the main sustainability ratings and the

percentage of women in management positions. Furthermore, **in the adjustment with multi-year metrics of this variable remuneration, 25 % is linked to the challenge of Mobilising long-term sustainable finance and the percentage of women in management positions**.

These factors are also included in the determination and adjustment of the variable remuneration of the members of the **Management Committee and the rest of the Identified Staff**.

VARIABLE REMUNERATION

Breakdown based on whether determined by annual or multi-annual factors



The variable remuneration of all employees is linked to ESG indicators³

For further information on the remuneration of directors and senior management **see section the "Remuneration amount"** and the "Annual Report on Directors' Remuneration" appended to the CaixaBank Group's Consolidated Management Report.

¹ https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/AccionistasInversores/Gobierno_Corporativo/Politica_Remuneracion25-28_EN.pdf

² Includes an adjustment (penalty) of up to 5 % for unresolved high/medium risk compliance gaps.

³ The metrics, weighting, target and level of achievement of the annual challenges are broken down in the **section "Own workforce – Appropriate and meritocratic compensation"**.

FRAMEWORK OF SUSTAINABILITY POLICIES, PRINCIPLES AND STATEMENTS

In recent years, the Group has developed a number of policies, principles and statements that reflect its commitment to sustainability and set out guidelines for decision-making and managing the main IRO's in the Group's daily activities.

This framework of policies, principles and statements, and in particular the Sustainability Business Principles, forms the basis of the Group's sustainability strategy, which is set out in the 2025–2027 Sustainable Banking Plan.

This framework is intended to promote the integration of these considerations into the Group's activities and to serve as the basis for a governance framework to coordinate the implementation and monitoring of commitments, thereby contributing to the achievement of the Group's strategic objectives.

These policies align with a global framework for action, in particular with the provisions of CaixaBank's Code of Ethics. They are also complemented and further developed in conjunction with other policies and principles in fields related to sustainability, such as conduct and compliance, health and safety, information and data quality, and procurement and suppliers, among others.



Policy/ Statement	Target	Contents	Field of application	Approval	Last update	Publicly available	Section
Corporate policy on sustainability/ ESG risk management	Lay out the principles, premises and mechanisms to ensure that the ESG risks associated with customers and proprietary investments are subject to corporate governance, management and control criteria, and that they comply with the expectations of the Group's stakeholders while allowing the investments to take advantage of business opportunities and accompany the transformation that the Group's customers are making and will make in the coming years.	<ul style="list-style-type: none"> Background, Scope and Objective Field of application General applicable standards and regulatory framework Corporate strategy on ESG risks Governance framework ESG risk management framework: Main lines of action Main key processes General action criteria to exclude or limit the acceptance of exposure: Human rights / Climate change / Nature Sectoral action criteria to exclude or limit the acceptance of exposure: Energy / Mining / Infrastructure and transportation / Agriculture, fisheries, livestock and forestry / Defence and security Control framework Reporting framework 	<p>The Policy referred to by these Principles is corporate in scope, meaning it applies both to CaixaBank, S.A. and to those subsidiaries that engage in activities that are exposed to ESG risks.</p> <p>It applies to:</p> <ul style="list-style-type: none"> Companies with which the Group is considering establishing commercial relations, entering into new credit or guarantee operations or renewing/ renegotiating existing ones, as well as other financing transactions. Companies in which it invests on its own accord in fixed-income and variable-yield securities. Group companies managed through a portfolio in stock investments. 	Board of Directors	March 2025	Yes ¹	Climate change / Sustainable finance
Statement on climate change	Lines of action integrated with the Sustainability Plan and reporting on advances in the Climate Report, MR and Sise. Reinforces the climatic stance of subsidiaries without other high-level public commitments approved by its Governance Bodies.	<p>The Statement includes the following:</p> <ul style="list-style-type: none"> Introduction Lines of Action: 1) Support viable projects that are compatible with a neutral carbon economy and the solutions to climate change 2) Manage the risks arising from climate change and advance towards the neutrality of emissions in the lending and investment portfolio 3) Minimise and offset our operational carbon footprint 4) Promote dialogue on the sustainable transition and collaborate with other organisations to advance together 5) Inform about our progress in a transparent way Governance framework 	Voluntary document on the public stance aligned at the CaixaBank Group level.	Board of Directors	July 2025	Yes	Climate change
Statement on nature	Guidelines for integrating nature into our activity, the relationship we maintain with stakeholders and the framework for governance to coordinate the implementation and follow up on the effectiveness of the public commitments. Includes work areas to be developed in coming years.	<ul style="list-style-type: none"> Introduction Areas of action Governance framework Glossary References 	CaixaBank Group commitment on its nature roadmap.	Board of Directors	July 2025	Yes	-

¹ The principles of this Policy are publicly available.

Policy/ Statement	Target	Contents	Field of application	Approval	Last update	Publicly available	Section
Sustainability Business Principles	Commitment to an efficient, sustainable and responsible model of action marked by a strong social vocation.	Introduction Purpose and scope of application Strategic priorities and general principles of action (strategic ambitions with regard to sustainability; general principles of activity in relation to sustainability) General commitments with the main stakeholders Governance framework	Commitment at CaixaBank Group level	Board of Directors	July 2025	Yes	Climate change / Affected communities / Customers
Human Rights Principles	Public commitment that establishes our commitment to the highest standards in terms of human rights.	Introduction Scope and field of application Commitment and action principles (with our employees; providers of financial services; suppliers and as part of the community) Implementation of the principles Governance framework Updating of the Principles	Commitment at CaixaBank Group level	Board of Directors	July 2025	Yes	General introduction – Human Rights due diligence
Code of ethics	Basis that guides the actions of the people who make up the Bank. Through the Code of Ethics, the Group aligns with the highest national and international standards and takes an active stance against any practices contrary to ethics and the general principles of conduct outlined in its text.	Ethical values and principles of action (respect, integrity and transparency, excellence and professionalism, confidentiality and social responsibility). Compliance with laws and regulations	It is corporate in nature and applies to all employees and members of the CaixaBank Group's governing bodies. The CaixaBank Group's suppliers will also be governed by codes of conduct and values that are similar to those set out in the Code.	Board of Directors	January 2025	Yes	Governance
Corporate Policy on the Internal Reporting System (SII)	Sets out the regulatory, operational and management framework of the CaixaBank Group's internal reporting system, the main channel for which is the Whistle-blowing Channel.	It incorporates the general principles of the Internal Reporting System, including: Guarantees Governance framework Management framework Control framework	It is corporate in nature and applies to the entire Group.	Board of Directors	June 2023	Yes	Governance
Corporate criminal compliance policy	To ensure the existence of a robust control environment that helps to prevent and avoid the commission of crimes in conduct for which the legal entity is criminally liable. This Policy lays down a general framework that guides CaixaBank Group's Criminal Prevention Model.	It mainly includes the following: General crime risk management principles Crime Prevention Model	It is corporate in nature and applies to all employees and members of the CaixaBank Group's governing bodies. It also applies to all people associated with CaixaBank, particularly including intermediaries and agents who act on behalf of the Group.	Board of Directors	December 2025	Yes ¹	Governance

¹ The principles of this Policy are publicly available.

Policy/ Statement	Target	Contents	Field of application	Approval	Last update	Publicly available	Section
Corporate regulatory compliance policy	It develops the nature of the Regulatory Compliance Function as the component responsible for promoting ethical business principles, reaffirming a corporate culture of respect for the law and ensuring compliance with the law by regularly verifying and assessing the effectiveness of the control environment.	<ul style="list-style-type: none"> General strategy or principles that govern compliance risk management Governance framework Regulatory Compliance Function management framework Control framework Reporting framework 	It is corporate in nature and applies to all CaixaBank Group companies that carry out any activity with exposure to compliance risk.	Board of Directors	December 2024	Yes ¹	Governance
Corporate anti-corruption policy	To lay down a framework for action and rejection of any conduct that may be directly or indirectly related to corruption in particular and to the basic principles of action in general.	Mainly: <ul style="list-style-type: none"> General principles governing corruption risk management. Enquiries and whistleblowing channel 	It is corporate in nature and applies to all employees and members of the CaixaBank Group's governing bodies. Anyone associated with CaixaBank, particularly suppliers, intermediaries and agents that act on behalf of the Group participate therein.	Board of Directors	December 2024	Yes ¹	Governance
Corporate conflict of interest policy	It provides a global and harmonised framework of general principles and procedures of action to be taken to manage any real or potential conflicts of interest arising in the course of their respective activities and services.	Mainly: <ul style="list-style-type: none"> Scope of application (corporate and covered parties) It incorporates the general principles of the Policy and action procedures, including Identification and Definition of a Conflict of Interest Prevention Measures Management Measures Disclosure of Situations of a Conflict of Interest Logging of Conflicts of Interest 	It is corporate in nature and applies to all employees and members of the CaixaBank Group's governing bodies. Anyone associated with CaixaBank participates therein, in spite of not being applicable to them.	Board of Directors	May 2024	Yes ¹	Governance
Corporate anti-money laundering and counter terrorist financing (AML/ CFT) and for management of sanctions and international financial countermeasures risk management policy	To actively promote the implementation of the highest international standards in this area, in all jurisdictions where the CaixaBank Group and operates.	Mainly: <ul style="list-style-type: none"> It incorporates the scope of action and the framework for managing the risk of AML/CTF and Sanctions, including: Risk Assessment Due diligence Detection, control and examination of transactions Reporting of suspect transactions Control of lists of Sanctions and notification of detections. Retention of documentation Training Consolidated risk management 	Applicable to all CaixaBank Group companies that engage in any of the activities included within its scope.	Board of Directors	January 2025	Yes ¹	Governance

¹ The principles of this Policy are publicly available.

Policy/ Statement	Target	Contents	Field of application	Approval	Last update	Publicly available	Section
Internal Rules of Conduct in the Securities Market (IRC)	To foster transparency in markets and maintain the legitimate interests of investors at all times in accordance with Regulation 596/2014 of the European Parliament and the Securities Market Law.	<ul style="list-style-type: none"> It includes details of the personal transactions of persons subject to the IRC, inside information, prohibition of market abuse, reporting of transactions suspected to involve market abuse, conflicts of interest related to the securities market and treasury shares. 	The Policy applies to all Group companies domiciled in any of the Member States of the European Union, as well as those that have their branches domiciled in the European Union, which form part of the CaixaBank Group and whose activities are carried out, directly or indirectly, in the securities market, with the exception of those that have their own internal Rules of Conduct on matters relating to the securities markets. These Regulations shall also apply to entities, branches, and representative offices abroad if they carry out activities relating to the securities market unless local legislation includes a complementary or more restrictive regime, in which case that regime shall also apply to them.	Board of Directors	May 2023	Yes	Governance
Corporate Procurement Policy	CaixaBank has established the Procurement Principles as a balanced collaboration framework between CaixaBank and its suppliers that promotes stable business relationships in keeping with its values.	<p>The Policy defines the general framework within which the procurement management activities are carried out and in which the supplier relationship and contracting model is defined, including:</p> <ul style="list-style-type: none"> The general principles for procurement management The procurement processes (registration and approval, negotiation, awarding and arranging and follow-up). 	It is corporate in nature and applies to all the CaixaBank Group's suppliers with which CaixaBank, S.A. shares a procurement management model, including its employees and members of the governing bodies involved at any time in the evaluation, negotiation or contracting of goods and services from suppliers.	Board of Directors	November 2025	Yes ¹	Governance
Supplier Code of Conduct	The aim of the Supplier Code of Conduct is to spread and promote the ethical values and principles that will govern the activity of CaixaBank's suppliers of goods and services, contractors and third-party collaborators.	<p>Guidelines of conduct are defined in this Code that the companies working as suppliers will follow in relation to complying with prevailing legislation, ethical behaviour and measures against bribery and corruption, safety and the environment and confidentiality. Includes:</p> <ul style="list-style-type: none"> Action Principles Information security Protection of personal data Crime prevention Internal Reporting System and Enquiries Channel Reputational risk management Policy on international economic-financial sanctions 	It is corporate in nature and applies to all the CaixaBank Group's suppliers with which CaixaBank, S.A. shares a procurement management model.	Management Committee	January 2026	Yes	Governance

¹ The principles of this Policy are publicly available.

Policy/ Statement	Target	Contents	Field of application	Approval	Last update	Publicly available	Section
Corporate policy on tax risk management and tax performance of CaixaBank	It lays out the principles and premises that regulate how tax risk and tax activity is managed, with a view to preserving the low risk profile for which the CaixaBank Group's activity is known.	The Policy includes the following: General principles governing tax risk management. Governance framework Framework for tax risk management. Control framework. Reporting framework	It is corporate in nature and applies to all CaixaBank Group companies with exposure to tax risk.	Board of Directors	April 2025	Yes	Governance
Equality Plan	Ensure equal opportunities and promote diversity in the work teams, guaranteeing an inclusive and fair environment for all the staff. This policy's basic principles include disseminating the value of diversity and the policies on equality, work-life balance and co-responsibility. It also promotes efficient time management and meetings and the use of non-sexist communication.	The Plan includes the action principles and equality measures, among others: Measures to promote diversity Prevent harassment Carry out remuneration audits, with clear objectives of progressing towards equality. It also defines the personal, territorial and temporal scope; and details principles of action, assigned resources and a monitoring system managed by a specific Committee. In addition, it establishes a schedule for actions and a procedure for possible modifications, when required.	The Equality Plan and its protocols are presented as framework documents that guide CaixaBank S.A.'s entire workforce, ensuring promotions coherent with the principle of equality, non-discrimination and diversity in each entity.	People Management and trade unions	February 2023	Yes	Own workforce
Principles of action for Training and Development of People	Establish a clear framework for training and personal and professional development of all employees. This framework is aligned with the Strategic Plan, promoting a culture of continuous learning and excellence through the AHEAD Leadership Model and Development by Skills.	These principles include general objectives for the training and the development of people and directors and its guiding principles, the main activity and actions and the protocols and procedures of action, including monitoring.	It is applicable to all the employees of CaixaBank S.A.	People Management	December 2024	No	Own workforce
Remuneration Policy	Foster patterns of behaviour to ensure that value is generated in the long term and that results are sustained over time. Focused on attracting and retaining talent by participating in a unique project, professional development and full remuneration under competitive conditions, while integrating sustainability metrics in the variable remuneration aligned with the employees' functions and responsibilities.	The Policy includes the following: The guidelines for a fair and transparent remuneration, covering fixed and variable components, together with social benefits and pension schemes. Clear responsibilities for the Board and committees, with a commitment of non-discrimination of gender. Internal review and communication processes, ensuring the alignment with the strategic objectives and coherence in all the Group's areas.	The Policy applies to current employees of CaixaBank, S.A. or any company within its prudential consolidation perimeter and who maintain a remunerated employment relationship therewith.	Board of Directors	June 2024	No	Own workforce

Policy/ Statement	Target	Contents	Field of application	Approval	Last update	Publicly available	Section
Selection action principles	The Principles seek to add value in the search for candidates and the incorporation of talent. These principles are aimed at identifying people that not only meet the team's and position's needs, but are also aligned with the Group's values, culture and strategy.	<ul style="list-style-type: none"> Principles and foundations of the selection model, the functioning and publication of the internal and external selection processes, direct appointment processes, roles involved, and key aspects of communication Breakdown of the Young Talent programmes Selection channels Supplier collaboration model 	It is corporate in nature and applies to all CaixaBank Group companies.	People Management	October 2025	No	Own workforce
Principles of action on the promotion of active listening and internal communication with the workforce and its representatives	Consolidate a collaborative environment aligned with the corporate values through active listening and internal communication, guaranteeing the workforce's respect, trust and participation.	Includes the principles, tools and processes to foster two-way communication, attract needs and promote actions aimed at continuous improvement, focusing on listening methods, segmented analysis and results.	It is corporate in nature and applies to all CaixaBank Group companies.	People Management	December 2024	No	Own workforce
CaixaBank's Corporate marketing communications policy	Minimise the risks related to publicity. The Policy details relevant considerations and the formal requirements that the Group's advertising must meet.	Collects a detailed description of the mechanisms and internal controls established to achieve its objective.	It is corporate in nature and applies to all CaixaBank Group companies.	Board of Directors	July 2023	No	Customers
Corporate product governance policy	Establish the principles that regulate the design, approval and marketing of new products and services, as well as for monitoring the product's life cycle.	Mainly: <ul style="list-style-type: none"> Outline of the Product Governance's management functions Product Governance Management Framework 	It is corporate in nature and, therefore, applies to all Group companies that act as manufacturers or distributors of banking, financial or insurance products.	Board of Directors	November 2025	No	Customers
Customer protection regulations	Regulate the Customer Service of CaixaBank, S.A. and CaixaBank Group entities and the procedure for processing customer claims.	The Regulations include the terms for managing Customer Service and the Procedure for processing customer claims	It is corporate in nature and applies to all CaixaBank Group companies that market products.	Board of Directors	December 2025	Yes	Customers
Corporate Privacy Policy	Establish a general framework to manage privacy and personal data protection of personal data and the ethical use of data and artificial intelligence components, ensuring that stakeholders comply with the duties of supervision and control of their activity in relation thereto.	<ul style="list-style-type: none"> General principles of privacy management Governance framework Framework for the management of privacy and data protection 	It is corporate in nature and applies to all CaixaBank Group companies with exposure to risk relating to data protection and the ethical use of data and components of artificial intelligence.	Board of Directors	December 2024	Yes ¹	Customers

¹ The principles of this Policy are publicly available.

STATEMENT ON DUE DILIGENCE

The purpose of the sustainability due diligence process is to ensure that the actual or potential negative impacts on people and the environment arising from CaixaBank's own operations and the value chain are identified and assessed and are actively addressed in practice, with the prevention, mitigation and management of these impacts.

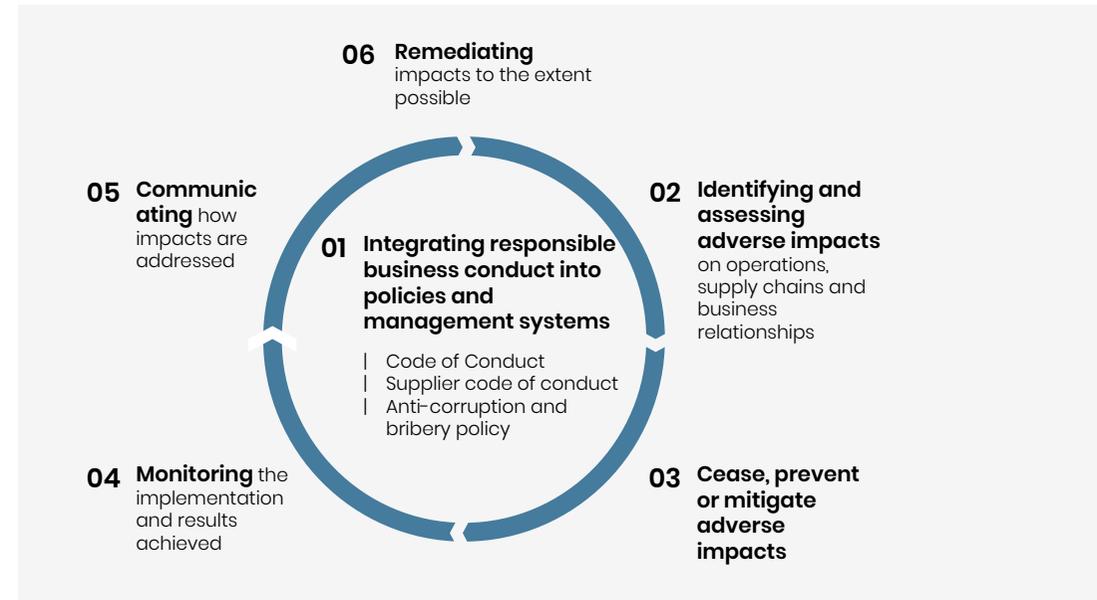
CaixaBank conducts its due diligence process in accordance with the concepts and principles set out in the **United Nations Guiding Principles on Business and Human Rights and the OECD Guidelines for Responsible Business Conduct**.

In the process of preparing the 2025 Double Materiality Assessment (see section **"Materiality Assessment"**), CaixaBank **identified and assessed material negative impacts** on the environment and people, which have arisen both from its own operations and from the business relationships that occur throughout the Group's value chain.

In this regard, CaixaBank is committed to making the necessary efforts to minimise negative impacts on the environment and people and to address the risks arising from them.

The following table shows the sections of the report containing the *core* elements of the CaixaBank Group's due diligence process:

APPROACH TO THE CAIXABANK GROUP'S DUE DILIGENCE PROCESS



Core elements of the due diligence exercise	Sections of reference
Integration of due diligence in governance, the strategy and the business model.	Sustainability governance. Sustainability Strategy and Business Model.
Dialogue and collaboration with affected stakeholders (stakeholder engagement) at all key stages of the due diligence process.	Integration of stakeholder views into the strategy. Dialogue with employees. Management of relationships with suppliers Customer experience and customer service. Affected communities – communication channels to engage and collaborate with affected communities. Supplier relationship management. Dialogue with shareholders.
Identification and assessment of adverse impacts.	Double materiality assessment. Climate change – Description of the processes to identify and assess material impacts, risks and opportunities related to climate change. Dialogue with employees – Opinion survey. Management of the ESG risks – Process of ESG risk assessment and sanctioning for customers and financing transactions. Supplier relationship management – ESG audit plan. Governance – Description of the processes to identify and assess material impacts, risks and opportunities related to business conduct. Due Diligence – Human Rights Due Diligence.
Adoption of measures to address adverse impacts.	The sustainability actions aimed at preventing, mitigating and remedying the actual and potential negative impacts are detailed in each of the sections where negative impacts have been identified, thus meeting the minimum disclosure requirements.
Monitoring the effectiveness of the effort and communication.	Dialogue with employees. Customers – Customer experience – Listening model. Supplier relationship management – ESG audit plan. Due Diligence – Human Rights Due Diligence.

In addition, with regard to **Human Rights**, CaixaBank carries out a comprehensive due diligence process to identify and assess possible negative impacts arising from both its own activities and those of its value chain. This analysis considers employees, customers, suppliers and communities in order to ensure respect for fundamental rights, in line with its Human Rights Principles and Code of Ethics.

The specific information relating to each of these groups is detailed in the **“Social” section** of this report, specifically in the sections on [Own Workforce](#), [Affected Communities](#) and [Customers](#).

HUMAN RIGHTS DUE DILIGENCE PROCESS

CaixaBank considers respect for human rights to be an integral part of its values and the way it operates. Since 2017, it has applied due diligence processes to identify, prevent, mitigate and remedy potential human rights impacts arising from its activities (its own and those of its value chain), in line with its Human Rights Principles and the UN Guiding Principles on Business and Human Rights.

The due diligence process is carried out every three years in collaboration with an independent third party and is approved by the Board of Directors. The latest process, in 2023, incorporated the requirements of the proposed European Corporate Sustainability Due Diligence Directive and the expectations of its key stakeholders.

Phases of the human rights due diligence and assessment process

CaixaBank's due diligence process includes identifying potential impacts, prioritising them according to their likelihood and impact and implementing corrective and remediation measures where necessary. The two main stages of the process are detailed below:

1 Due diligence

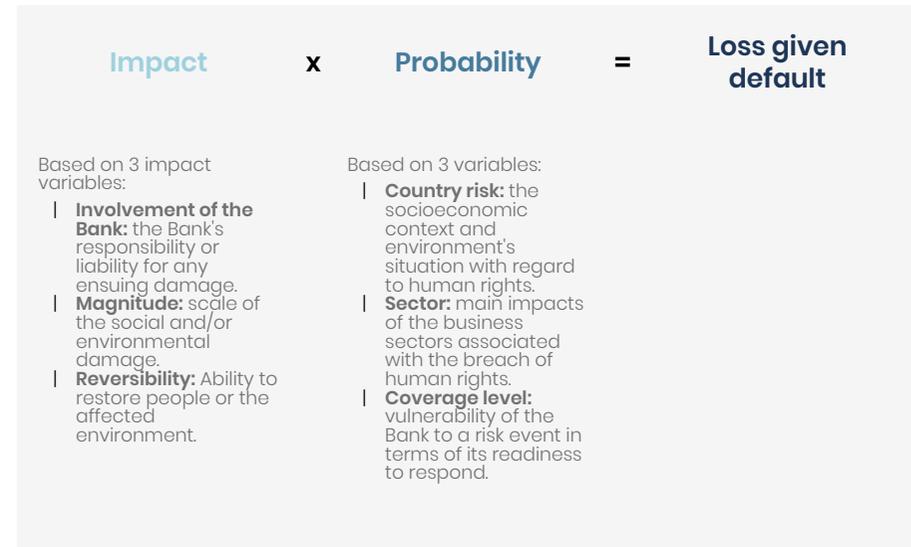
This stage includes following points:

Risk identification

An exhaustive analysis is carried out to identify risk events with potential negative impacts, taking into account the commitments and principles of action acquired in the Human Rights Principles and potential Human Rights violations in the areas of employees, suppliers, customers and communities. This analysis includes both direct and indirect impacts, considering the implications along the entire value chain. The repertoire of events was updated to take into account current trends and sensitivities. As a result, 47 risk events were analysed and more than 100 instances of support and evidence were submitted.

Definition of evaluation criteria

Definition of the criteria to consider in order to assess, prioritise and manage the identified risk events. Parameters are defined for the purpose of calculating the probability of the risk events in order to determine the severity thereof.



Risk management

Identification of the due diligence measures that must be applied in the business itself, in the supply chain and/or via other commercial relationships in order to prevent and mitigate the identified impacts and determine how to tackle them.

2 Assessment of due diligence

Evaluation is a key component to ensure that the measures taken are effective and aligned with corporate principles. This process follows a series of structured steps that ensure an exhaustive identification and management of risks. Below, are specified the processes carried out by the Group:

Risk assessment

CaixaBank starts by identifying risk events and potential breaches of human rights in relation to CaixaBank's responsibility to employees, suppliers, customers and communities. Specifically, all the events included in this repertoire have been assessed.

Construction of human rights risk maps

For each stakeholder (employees, customers, suppliers and community), CaixaBank developed a set of detailed risk maps. These follow the criteria determined for the evaluation of:

- | **Probability:** CaixaBank's sector and environment.
- | **Impact:** the company's shareholding, magnitude of damage, reversibility.
- | **Severity:** once the impact and probability variables have been assessed.

Specifically, the following maps were produced in accordance with the defined methodology:

- | A map for responsible marketing.
- | A map for employee management.
- | For suppliers, a map was prepared for each procurement category.
- | For providers of financial and investment services, two maps were prepared, one for financing and another for investment, considering the country's outlook as the main focus.

Verification of processes and due diligence elements

CaixaBank verified the mechanisms in place aimed at preventing and mitigating the potential risks defined in the maps for each block (employees, suppliers, communities and customers).

These checks were carried out by an independent third party, which verified the processes and controls in place.

Validity and effectiveness of mitigation mechanisms

The Group analysed the degree of coverage of each of the risks assessed, ensuring that the preventive and corrective actions were effective. This analysis demonstrates the maturity of CaixaBank's human rights protection system.

Periodic review and adjustments

CaixaBank identified areas for improvement during the assessment and included them in future risk management cycles. The recommendations obtained were incorporated into action plans that were adjusted to reinforce stakeholder expectations. CaixaBank thus continued to strengthen its Human Rights due diligence approach, ensuring that every action is aligned with the ethical values that guide its business activity and its commitment to the people and communities it directly impacts.

In its latest evaluation (2023), it obtained satisfactory results, the main conclusions being:

- | CaixaBank demonstrated an adequate degree of coverage for each of the human rights risk events, both from the point of view of the processes analysed and in terms of the due diligence elements it has in place.
- | The assessment carried out confirmed that **the Group's maturity in protecting and respecting Human Rights is high and meets the commitments defined in the Human Rights Principles** with respect to its stakeholders and value chain, although opportunities to drive for excellence were identified.

Recommendations were identified for each of the four blocks assessed (employees, customers “CaixaBank as a financial services provider”, **suppliers and community**), and **actions plans were implemented for this purpose**. A total of 24 recommendations were identified, resulting in action plans that have been developed during the years 2024 and 2025. All of these had been completed at year-end 2025.

The main corrective measures and improvement opportunities linked to the main blocks are as follows:

Employees

- | CaixaBank’s document of Human Rights Principles has been revised to consider more clearly and accurately digital rights, thus avoiding indiscriminate use of technology that could jeopardise the safety and equality of employees.
- | Within the framework of the Wengage programme (“Foster a culture of inclusivity and diversity”), the 2023–2024 LGBTI Plan has been established and worked on. It comprises 10 actions aimed at raising awareness of and promoting LGBTI diversity in the professional environment.
- | The Plan for disabled people has also been launched within this framework. For more information, [see section “Own workforce”](#).

CaixaBank as a financial services provider

- | Annual review of the new sectors and controversial sectors in the field of Human Rights and of the exposure of the portfolio in regard of these sectors in the update carried out in March 2024. The “General criteria” and “Sectoral criteria” are being re-evaluated, and if considered appropriate, the sectors and criteria will be added or amended. For more information [see section “ESG risk management”](#).

Suppliers

- | Implementation of social audits and development plans of suppliers.
- | Since 2023, CaixaBank’s suppliers have been invited to the Global Compact Training Programme for Sustainable Suppliers. Programme aimed at training SMEs in fields specific to the Ten Principles of the UN Global Compact and SDGs. The third edition is currently being prepared. For more information [see section “Supplier relationship management”](#).
- | The Statement on Nature has been published to identify the lines of progress in this field. It was approved by the Board of Directors in February 2024.
- | CaixaBank engages in addressing the needs of the community in which it carries out business. The entity reinforces its commitment and support to said community through programmes, volunteering and social bank services. For more information [see section “Affected Communities”](#).

The established mitigation and remediation mechanisms have proven to be effective, and the identified recommendations are being studied to further reinforce the positive impact of the adopted measures.

RISK MANAGEMENT AND INTERNAL CONTROL OVER NON-FINANCIAL REPORTING

The CaixaBank Group has an internal control framework, whose guidelines are set out in the Corporate Governance and Internal Control Policy and are based on the following fundamental elements:

- | The **sound governance framework** emanating from the Board of Directors and its corresponding Committees.
- | The **three lines of defence model**, with differentiated functions and responsibilities, which ensures appropriate segregation of duties and the application of an effective control model.
- | The **risk management framework**, which is reflected in the strategic risk management processes, such as the Risk Assessment, the Risk Catalogue and the Risk Appetite Framework (RAF). These tools facilitate the control and monitoring of the Group's risks. This framework, aligned with the Corporate Global Risk Management Policy, facilitates decision-making on risk-taking in a manner consistent with the target risk profile and the appetite level approved by the Board of Directors. This risk management framework is described in the **section "Risk management"**.

The control environment over the reliability of the sustainability information in place at CaixaBank is based on the same methodological, governance and control principles that govern the financial reporting system, ensuring a coherent integration between the two.

This control environment is aligned with the most demanding international standards and complies with the guidelines set out in the supplementary guidance for achieving effective internal control over sustainability reporting (ICSR): Generate trust and reliability via the Integrated Framework for Internal Control (COSO 2023):

ICSR SUPPLEMENTARY GUIDANCE GUIDELINES



Establish an adequate **control environment** to monitor all these activities.



Assess the **risks** to which an entity could be exposed when compiling its non-financial information.



Design the **controls** necessary to mitigate the most critical risks.



Establish appropriate **reporting** circuits for the detection and **communication** of weaknesses or inefficiencies within the system.



Monitoring of these controls to ensure their operability and the validity of their effectiveness over time.



Criteria relies on the following with the aim of complying with regulatory requirements governing internal control systems, the disclosure of sustainability information and the process of compiling information:

Information Reliability Policy

The **corporate policy on the management and control of information reliability** establishes the reference framework for appropriate management and control, ensuring the reliability of the information generated by the Group, harmonizing the criteria for control and verification activities, as well as the criteria for defining the scope of relevant information. The Policy defines the **governance, the main features and components of the risk management and internal control processes and systems for disclosure of sustainability information**.

This Policy is complemented by the **Corporate Policy on Information Governance and Data Quality (IGDQ)**, which sets out the framework for Information Governance and Data Quality, as a compendium of basic rules related to the risk of data integrity, from management, aggregation, and control to data use.

Internal control framework

The internal control framework set out in the corporate policy on governance and internal control is structured according to the "Three Lines of Defence" model, which ensures the strict separation of functions and establishes that the owner of given process must ensure the existence of, and compliance with, a robust operational control and governance environment. In relation to information reliability, it is structured as follows risks:

01. OPERATING AREAS RESPONSIBLE FOR GENERATING THE INFORMATION

This comprises the business lines and units, together with the support areas that give rise to the Group's exposure to risks in the course of its business.

These functions are actively involved in the implementation of the strategy and in the preparation of sustainability information (such as climate change, human resources, social action and taxation, among others).

Its responsibility is to ensure that the information provided is accurate and reliable, implementing the necessary controls and correcting any weaknesses detected in the process.

It comprises the Sustainability Information Control Unit, created in 2025 to promote a reasonable degree of security in the global process of drawing up this information, by carrying out various review procedures. Its remit includes:

- | Ensuring the consistency of the control environment across the business areas;
- | Assessing and advising on the risks identified by the business areas to provide an objective view of the exposure to risks associated with the integrity of the sustainability information;
- | Assessing the presence, sufficiency and design of the controls to provide reasonable assurance of the reliability of the sustainability information, based on its materiality and relative complexity.
- | Carry out methodological reviews of relevant metrics.

02. RISK MANAGEMENT AND COMPLIANCE DEPARTMENT

It is responsible for ensuring that management and control policies and procedures are in place to ensure the reliability of the sustainability information, oversee their implementation, identify possible weaknesses in the control system, monitor the action plans in place to ensure they are adequate, assess the control environment, and report to and advice the Bank's governing and management bodies..

03. THIRD LINE OF DEFENCE:

Consisting of the Internal Audit function, which provides independent assurance on the effectiveness of the control system. Its objective is to provide reasonable assurance to Senior Management and the governing bodies through a systematic and disciplined approach to evaluating and improving risk management, control and corporate governance processes.

IDENTIFYING AND ASSESSING RISKS

CaixaBank has a robust methodological approach for identifying and assessing risks that may affect the reliability of sustainability information. This approach is based on the assessment of the risk and control environment of the main reports containing non-financial information. Therefore, the following activities are carried out for every report:

- | Determination of **inherent risk** and **risk appetite**.
- | Evaluation of the **control environment**.
 - | Degree of automation of processes.
 - | Reporting frequency and complexity.
 - | Registration and assessment of evidence on the existence, application and effectiveness of controls over the existence, coherence and quality of the reporting, carried out by the area responsible and other areas or third parties.
- | Determination of **residual risk and quantification of the model**.
- | Conclusion on the adequacy of the **control environment**.

The model's quantification methodology, which enables evaluating the inherent risk, the control environment and the residual risk associated with each report, is based on the quantitative and qualitative evaluation of risks and controls. This allows periodically defining the control framework and risk for each report.

In the specific case of the Non-Financial Information Statement (NFIS), the risk assessment methodology identifies the stages of the information collection and preparation process where material misstatements are likely to arise.

MAIN RISKS IDENTIFIED RELATED TO INFORMATION RELIABILITY

The main risks associated with the disclosure of non-financial information relate to the **accuracy, completeness** and **consistency** of the disclosed data, with the following aspects being identified:

- | The completeness and integrity of the required breakdowns in accordance with the applicable regulations.
- | The alignment of reporting with the Group's strategy and objectives.

- | The definition of criteria arising from the interpretation and application of regulations relating to non-financial information.
- | The completeness and integrity of data from multiple internal and external sources, as well as the availability of third-party information.
- | The calculation, processing and aggregation of data, as well as the inherent complexity of data validation.
- | The accuracy of the assumptions, judgements and estimates used in the calculation and preparation of certain metrics.
- | The completeness of the information in relation to the perimeter of each metric.

All these risks identified in the process of reporting of non-financial information converge in the risk of information reliability.

The risk relating to the reliability of information has a cross-cutting impact on various risks in the Group's risk catalogue, with a particular impact on the following risks:

1. **Legal and regulatory**, for possible deficiencies in regulatory implementation.
2. **Conduct and compliance**, arising from non-compliance with the applicable regulations.
3. **Technological**, linked to the quality of the data and the systems that support its processing.
4. **Operational**, because of the implications for information processing and consolidation processes.
5. **Reputational**, due to the possible negative impact that errors in the information published may have on the perception of CaixaBank's stakeholders.

In order to **mitigate the risks associated with the reliability of non-financial information** the Group carries out a series of controls (preventive, corrective and detective) at all stages of the process: **generation, elaboration, revision and dissemination** of the NFIS, which allow for the prevention, detection and correction of errors. Controls are executed by the functional and operational areas involved in the process.

CaixaBank focuses its control environment on the implementation of preventive controls, prioritising them over corrective or detective controls, in order to anticipate and identify risks at the earliest stages of the process.

In this respect, the main controls over non-financial information are integrated for management in the following systems:

- | **System of internal control over sustainability reporting (ICSR):** It incorporates all the controls related to the process of generating and reviewing non-financial data.
- | **Control over reports:** It includes all the controls related to the process of preparing, reviewing and disclosing the NFIS.

INTEGRATION OF THE FINDINGS FROM THE RISK ASSESSMENT AND CONTROLS

The integration of the conclusions arising from the risk assessment and internal controls into the sustainability information disclosure process is structured through a governance framework that ensures their incorporation into the relevant internal functions and processes.

Based on the results obtained, specific controls are implemented to strengthen those processes with identified weaknesses. Preventive controls are implemented in the stages of the process in which more significant risks are identified.

In addition, the performance of controls is regularly monitored through periodic process reviews. The feedback obtained from these activities is used to adjust and improve continuously the internal controls.

MONITORING AND OVERSEEING BY GOVERNING BODIES

The results of the risk assessment and the mitigation actions and controls, as well as the findings from the review process carried out by Internal Audit are regularly reported to the governing and management bodies.

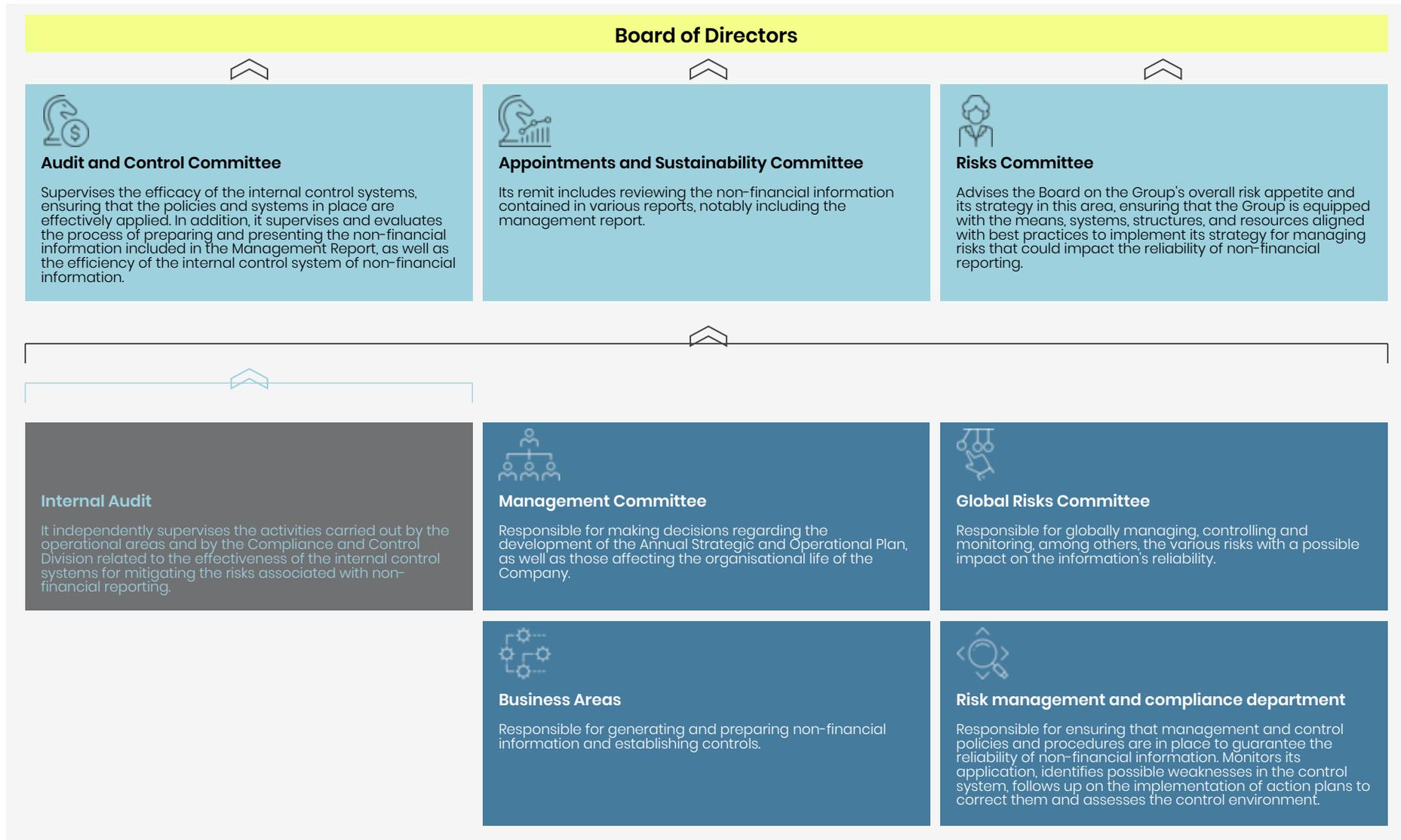
In this regard, the following matters are submitted as part of the periodic reporting to the governing bodies:

- | The areas for improvement identified as a result of the control environment's assessment.
- | The findings and results of the processes of upstream internal certification (ICSR), carried out in accordance with the frequency established for each process.

If a weakness is made evident during the certification process, its action plan and the monitoring and closure thereof as a consequence of implementing a final solution will be reported to the Audit and Control Committee, communicating any matter related to it and its progress.

- | The follow-up report on the assessment of the control environment in relation to the reliability of the information.





Board of Directors



Audit and Control Committee

Supervises the efficacy of the internal control systems, ensuring that the policies and systems in place are effectively applied. In addition, it supervises and evaluates the process of preparing and presenting the non-financial information included in the Management Report, as well as the efficiency of the internal control system of non-financial information.



Appointments and Sustainability Committee

Its remit includes reviewing the non-financial information contained in various reports, notably including the management report.



Risks Committee

Advises the Board on the Group's overall risk appetite and its strategy in this area, ensuring that the Group is equipped with the means, systems, structures, and resources aligned with best practices to implement its strategy for managing risks that could impact the reliability of non-financial reporting.

Internal Audit

It independently supervises the activities carried out by the operational areas and by the Compliance and Control Division related to the effectiveness of the internal control systems for mitigating the risks associated with non-financial reporting.



Management Committee

Responsible for making decisions regarding the development of the Annual Strategic and Operational Plan, as well as those affecting the organisational life of the Company.



Global Risks Committee

Responsible for globally managing, controlling and monitoring, among others, the various risks with a possible impact on the information's reliability.



Business Areas

Responsible for generating and preparing non-financial information and establishing controls.



Risk management and compliance department

Responsible for ensuring that management and control policies and procedures are in place to guarantee the reliability of non-financial information. Monitors its application, identifies possible weaknesses in the control system, follows up on the implementation of action plans to correct them and assesses the control environment.

The results of the risk assessment and the mitigation actions and controls, as well as the findings from the review process carried out by Internal Audit are regularly reported to the governing bodies. The following is particularly noteworthy in the regular reporting to the governing bodies:

| The areas for improvement identified as a result of the control environment's assessment.

| The findings and results of the processes of upstream internal certification (ICSR), carried out in accordance with the frequency established for each process.

If a weakness is made evident during the certification process, its action plan and the monitoring and closure thereof as a consequence of implementing a final solution will be reported to the Audit and Control Committee, communicating any matter related to it and its progress.

| The Report on the monitoring of the assessment of the Control Environment with respect to Reporting reliability.



SUSTAINABILITY STRATEGY AND BUSINESS MODEL

The CaixaBank Group's strategy and business model are significant contextual factors in defining which sustainable matters are material for the Group.

CaixaBank has made sustainability a core pillar of its corporate strategy and business model, with the aim of generating long-term value for customers, shareholders, employees and society as a whole. This approach reflects the Group's commitment to the economic and social development of people and to the transition towards a more sustainable economy.

CaixaBank's sustainability strategy focuses on those sustainability matters that are material for the Group, that is, those that entail the most significant risks, those that offer the greatest opportunities and those that enable the generation of a relevant impact.

In relation to the **CaixaBank Group's** business model, as a financial group, it concentrates its material sustainability **IROs** mainly in the downstream of its value chain, associated with its financing and investment activity.

In this regard, CaixaBank, through the financing granted to its customers, can generate significant impacts, given that they carry out their activity in a wide variety of sectors, each with their respective value chains and associated effects. This diversity amplifies the relevance of responsible management in the provision of funding as a direct channel to influence the transition towards more sustainable models.

In addition, the products and services offered and the strategic choices made – in areas such as privacy, financial inclusion and access to services – generate both positive and negative impacts that need to be proactively managed.

Likewise, while the most significant impacts occur in the downstream of the value chain, material impacts are also identified in the Group's own operations and in the upstream of its value chain.

BUSINESS MODEL

CaixaBank is a financial group with a **universal bancassurance model**, a leader in Spain and with a solid and growing franchise in Portugal, based on quality, trust and social commitment.

With more than **20 million customers**, CaixaBank provides them with a **comprehensive omni-channel distribution platform** that combines the largest physical network in the Iberian Peninsula, with more than 4,500 branches and 12,200 ATMs, with remote and digital service channels, together with a highly qualified team made up of more than 47,100 employees, whose aim is to provide the best financial advice tailored to the needs of each customer (*see section titled "Characteristics of the workforce"* for further details of the number of employees by geographical area).

CaixaBank's customer base is diverse, encompassing individuals, small and medium-sized enterprises, large companies, large corporations and high net worth customers, each with specific financial needs and expectations. In order to respond to this diversity and offer the best customer experience, CaixaBank organises its activity by segments: &Retail Banking, Business Banking, Private Banking and CIB, addressing specific needs through specialised value propositions (AgroBank, DayOne, HolaBank, HotelsTourism, Real Estate Homes, among others).

To meet the needs of all its customers, CaixaBank offers a **broad range of financial products and services** tailored to customer needs and **incorporating sustainability criteria**, covering everyday banking solutions, payment methods, savings and investment products, financing and insurance (life savings, life risk and non-life).

The Group offers comprehensive coverage in Spain and Portugal, complemented by an international presence in more than **24 countries** through branches, representative offices and agreements with more than **1,550 correspondent banks**, which enables it to provide services in markets representing **94 % of Spanish international trade**.

As mentioned above, the material impacts, risks and opportunities (IROs) for the Group are mainly concentrated in the downstream of the value chain, associated with financing and investment activities. For this reason, CaixaBank has worked to integrate sustainability into its business model in order to **support its customers in the transition towards a low-carbon economy through the offering of sustainable products**, such as loans for the installation of solar panels, green mortgages or financing for energy-efficient buildings, as well as by financing companies and projects that support the sustainable transition, such as sustainability KPI-linked loans or renewable energy financing (*see section “Mobilisation of sustainable finance”*). Furthermore, as part of its commitment to society, CaixaBank promotes the development of specific products and services that strengthen social and financial inclusion, foster employability and entrepreneurship, and address increasing longevity (*see section Social inclusion and promoting employability*).

The Group's range of sustainability support products¹ is continuously evaluated to adapt to current social conditions and customer demand. Proof of this is that during 2025 the Group approved a large number of new sustainable products, notably including:

Financing	Cards	Savings and investment insurance
ECO auto loans	Protected wealth account	Acion plans in favour of people with disabilities
EIF InvestEU Sustainability		MyBox Vida Care 10
AgroBank financing for damage caused by the 2025 forest fires in Extremadura		Sustainable Agri-Food Fond of the IBI

¹CaixaBank does not market products prohibited by applicable legislation in any country or market.

The Group's business model is described in the *section “Value creation model”*, where the business segments as well as the distribution channels are detailed.

SUSTAINABILITY STRATEGY

Being a benchmark in sustainability is, and has always been, a key priority of the CaixaBank Group's strategy and thus it has been portrayed in last Strategic Plans.

Sustainability is one of CaixaBank's strategic pillars and is integrated transversally into all business decisions.

CaixaBank embraces the **commitment to generate long-term value** for customers, shareholders, employees and society, **contributing to economic and social development** and to the transition towards a low-carbon economy.

In this context, CaixaBank faces the shared challenge of transforming the economic model towards a more sustainable one, boosting competitiveness and growth while responding to global challenges such as climate change and inequality.

To this end, **CaixaBank reinforces its commitment to sustainability through its financial activity**, placing its experience in responsible banking at the service of society. Accompanying its clients in the realisation of their projects, offering solutions that accelerate the economic transition and contribute to the improvement of people's financial well-being.

CaixaBank's role as a financial group is fundamental in channelling the investment required towards a low-carbon, inclusive and resilient economy that reflects the social value of banking. With the new Sustainability Plan, the **Group will mobilise more than 100,000 million euros** between 2025 and 2027 to build a **greener economy and support the economic and social development** of all people. To achieve the objectives defined in its strategy, CaixaBank will finance renewable energy, clean mobility and efficient building projects, providing solutions that accelerate the decarbonisation of companies and families, promoting financial inclusion, fostering training and employment and responding to the needs posed by increasing longevity.

Building on **ethical and responsible management**, the specialisation of its teams and the transparency of its actions, CaixaBank aspires to be the benchmark bank in sustainability, fulfilling its purpose of being close to people in everything that matters.

The **Group's sustainability strategy is set out in the Sustainability Plan 2025–2027**, which is integrated into the third strategic pillar of the Group's Strategic Plan, reflecting CaixaBank's ambition to achieve a differentiated positioning in ESG matters. The key elements of the Group's general strategy, and specifically its Strategic Plan are presented in the "**Strategy**" section.

_SUSTAINABILITY IS ONE OF THE STRATEGIC PILLARS OF THE STRATEGIC PLAN 2025–2027

01 Accelerating growth building on our strengths

02 Accelerate business transformation and investment

03 Differential positioning in sustainability

Moving towards a more sustainable economy
Promote **social and economic** development



SUSTAINABILITY PLAN 2025–2027

The Sustainability Plan, approved by the Board of Directors in 2024, aims to preserve the progress made in the 2022–2024 Sustainable Banking Plan and reflect CaixaBank’s proposal to tackle challenges such as inequality, climate change and biodiversity loss and the increase in conflicts and demographic changes. All of this in an environment that presents opportunities that can have a positive impact on the business and people’s financial well-being.

The Plan is structured around **two ambitions and five lines** of work, all of which have time and achievement milestones.

Breakdown of the 2025–2027 Sustainability Plan



Investing in solutions for the transition, both now

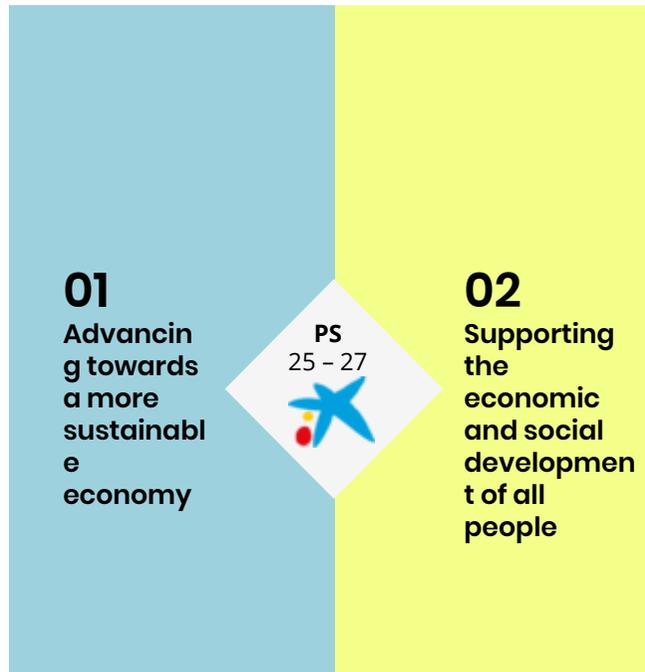
and in the future

- | Renewable energy
- | Clean mobility
- | Efficient building
- | Industrial decarbonisation
- | Sustainable intermediation



Driving the decarbonisation in society and business

- | Credit portfolio net-zero by 2050 (companies and households)
- | Support for businesses (customers and emitters)



By strengthening social and financial inclusion

- | Products and services for vulnerable segments
- | Accessible financing and services in rural areas
- | Financial education and health



Promoting employability and entrepreneurship:

- | Training for employment
- | Support for entrepreneurs and self-employed individuals



By addressing the challenges of increased longevity

- | Lifetime savings planning
- | Financial and personal well-being for seniors

COMPLEMENTARY INITIATIVES

Support instruments	Anticipation trends	Solid sustainability governance
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The implementation of this strategy is embodied in the achievement of the objectives, set for each of the ambitions of the Plan:

Progress on the Sustainability Plan Objectives

AMBITION	PRIORITY	PROGRESS 2025	OBJECTIVE
01 Advancing towards a more sustainable economy	Investing in transition solutions	€46,167 M 46 %	>€100,000 M mobilised in sustainable finance (cumulative 2025–27).
	Driving the decarbonisation in society and business	17.0 % of financial income generated by sustainable financing	17 % of financial income generated by sustainable financing ¹ .
		93.9 % engagement has been carried out with companies with credit exposure in sectors under the NZBA.	Engage with 90 % of companies with credit exposure in sectors under the NZBA perimeter (every year).
		4 Sectors aligned with the annual Net Zero objectives.	Meet the annual Net Zero targets aligned with 2030 pathways for 5 sectors and establish action plans in case of misalignment ²
02 Supporting the economic and social development of all people	By strengthening social and financial inclusion	1,829,238 People with at least one inclusive solution	People with an inclusive solution promoted by CaixaBank (continuous monitoring indicator, no target).
	Promoting employability and entrepreneurship:	48,216 people 32 %	>150,000 jobs created with the support of CaixaBank.
	Providing answers to longevity	31 % Customers between 50 and 67 years old with long-term pension and other products	33 % of customers aged between 50 and 67 with long-term and savings products.
		#3 Position based on results accumulated over the past 12 months NPS – BMKS Benchmark Study by Stiga	#1 Recognition as the best bank for senior customers (2027).
Our ambition is to be leaders in sustainability	Above average in 5 ratings		≥ To rank above the average of peers included in the Eurostoxx Banks index in at least 3 of the 5 selected ratings (MSCI, S&P, Sustainalytics, Fitch and ISS).

¹ Based on 2024 cut-off data and given the better quality of the available data, the target as of December 2027 has been re-estimated to 17 %.

² The Net Zero sectors with decarbonisation commitments to 2030 are Oil & Gas, Electricity, Automotive, Iron & Steel, Thermal Coal, Commercial Real Estate (CRE), Residential Real Estate (RRE), Aviation, Naval and Agriculture. Annual targets were set for 2025 for the Oil & Gas, Electricity, Automotive, Iron & Steel and Thermal Coal sectors with operational compliance margins. All of the other sectors are aligned with the exception of the Automotive sector.

To encourage the active involvement of the entire organization in achieving some of these strategic objectives, CaixaBank has incorporated these objectives, specifically the **mobilisation of sustainable finance**, into the variable remuneration structure of all Group employees.



VALUE CHAIN

The CaixaBank Group's value chain comprises the set of activities, resources and relationships that underpin its business model and which are developed in interaction with the environment in which it operates. CaixaBank has exhaustively identified all the agents involved in its value chain. As a result of this analysis, the Group's value chain has been classified into three phases: previous phases (**upstream**), the Group's own activities and processes (**own operations**), and subsequent phases (**downstream**).



| **Upstream:** It comprises the set of activities and processes carried out by companies that provide the resources and services necessary for the development and marketing of the Group's products and services.

This network of **providers and partners** covers a wide range of services: Technology, information systems, legal advice, consultancy, human resources services and general supplies up to the liquidity provided by the European Central Bank (ECB), payment processing or depository services. Strategic partners in collaboration agreements (*joint ventures*), which contribute to broadening the range of products and services offered to the Group's customers, are also considered as part of this phase.

CaixaBank promotes relationships based on trust and collaboration with its suppliers, prioritising those that share the Group's ethical principles and social commitment (*See section "Supplier relationship management"*)¹.

| **Own operations:** It encompasses the own assets, operating processes and internal capabilities that enable the CaixaBank Group to design, develop and offer financial solutions tailored to market needs. It covers everything from the definition and creation of products to the integral management of the Group's operations, constituting the functional core of the business. Comprises all Group entities included in the consolidated financial statements.

In this context, the main stakeholder group is **employees** (*see section "Own workforce"*), whose **technical skills and professional skills represent a core pillar in ensuring high-quality advice, driving innovation and safeguarding the long-term sustainability of the business model.**

| **Downstream:** This includes the marketing, distribution and monitoring of the financial products and services offered by the CaixaBank Group to customers.

At this stage, the Group identifies **customers** as the main stakeholders (*see section "Customers"*), to whom it markets its products and services through its specialised value proposition, which is structured around four segments: Retail Banking, Business Banking, Private Banking and CIB (*see section "Value creation model"*). Likewise, the CaixaBank Group, through its consumer finance subsidiaries, manages **partnerships** with major distributors to offer consumer finance at physical and online points of sale.

The identification of the agents that make up the value chain is fundamental, as this analysis allows, within the framework of the Double Materiality Assessment, as an analysis of the impacts, risks and opportunities derived from the Group's own operations and those derived from commercial relations, thus guaranteeing a comprehensive view of the CaixaBank Group's activity (*see section "Value chain"*). In this context and given the nature of the financial activity, the Group is linked to the impacts, risks and opportunities generated in the different value chains of its business relationships in various sectors.

¹ No information on financing providers or product suppliers has been included.



INTEGRATION OF THE VIEWS OF KEY STAKEHOLDERS INTO THE STRATEGY

Active listening and *engagement* with the various stakeholders are a central element in the process of defining the Group's strategy.

This strategic approach is a key tool for building lasting relationships with key stakeholders, preventing or mitigating negative impacts and ensuring the overall success of the company's strategy. With this approach, CaixaBank aims to prioritise the creation of value for all stakeholders, customers, employees and the community in general, fostering a sustainable business model in which the Group's success is aligned with the well-being of the entire ecosystem.

These actions enable the Group to adapt its strategy and business model to the changing expectations of the environment, strengthening its resilience, reputation and ability to generate long-term value.

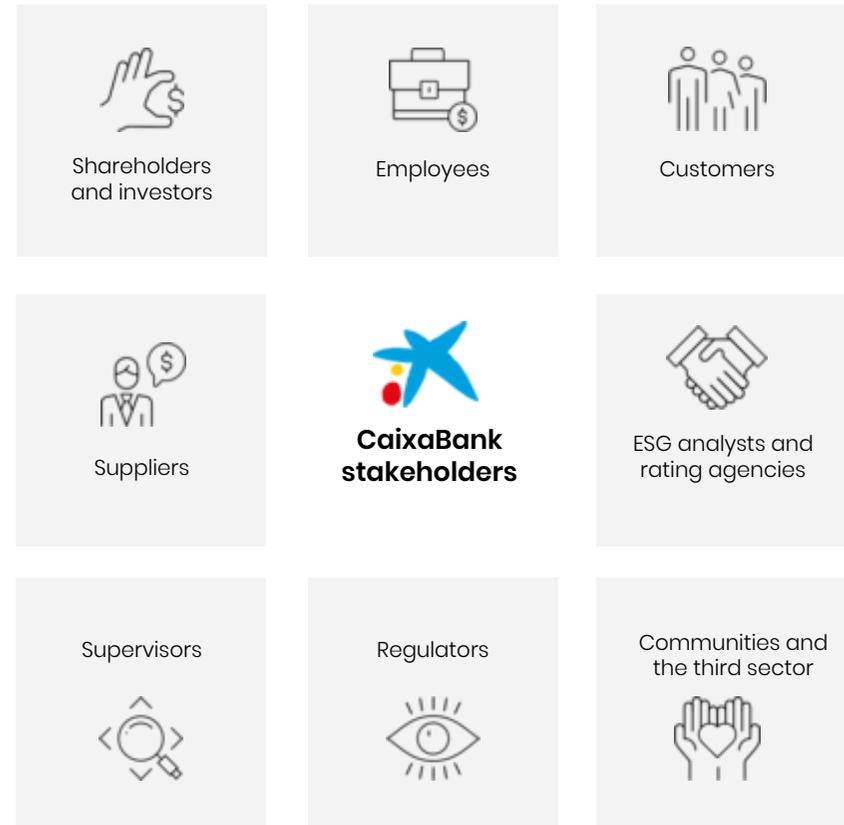
Engagement with key stakeholders

CaixaBank has established an open and continuous dialogue with all its stakeholders, through meetings, surveys, round tables and conferences. These interactions enable valuable information to be gathered and fed into the Group's strategy, policies and risk management, as well as to understand the concerns of key stakeholders and inform them of the Group's priorities.

The dialogue and listening process is adapted to each stakeholder group, with the aim of facilitating it and creating spaces of trust.

By actively monitoring the environment and interacting with all relevant stakeholders in the value chain, CaixaBank ensures that its strategy and business model are able to respond appropriately to changes. A relevant part of this process is the integration of stakeholder views in the **assessment of material IROs in the framework of the preparation of the Double Materiality Study** (see section "**Materiality Assessment**"). The Double Materiality Study identifies the material sustainability issues that need to be reported and on which the Group should prioritise its efforts.

CaixaBank believes that this approach of continuous dialogue and adaptability will contribute to strengthening relations with its stakeholders.



The following is a summary of the **main actions of engagement** that have been carried out with each of the **stakeholder groups during 2025**:

Reason for engagement	Communication channels	Key issues addressed in 2025	Actions carried out	Section reference
<p>Customers</p> <p>An active engagement with customers helps us understand their needs and anticipate market trends. Knowledge of their preferences enables CaixaBank to adapt products, services and distribution channels to their needs.</p>	<p>Interaction via surveys and focus groups.</p> <p>Branches</p> <p>The Net Promoter Score model provides a more personal, omnichannel-oriented and real-time listening.</p> <p><i>Customer Contact Centre</i>.</p> <p>Customer Service.</p> <p>Data Protection Officer (DPO).</p> <p>Sustainability meetings to support companies in their climate transition.</p>	<p>Security and data protection.</p> <p>Digital accessibility and inclusive experience, in compliance with Directive (EU) 2016/2102 and UNE-EN301549:2022.</p> <p>Products and conditions (interest and fees and commissions).</p> <p>Sustainable products and transition towards a sustainable economy.</p> <p>Omnichannel and mobile banking services.</p>	<p>Customer Service Improvement Plan (MAC Project).</p> <p>Respond rapidly via the Contact Centre or via email.</p> <p>Segmentation to provide a more specialised advisory service.</p> <p>Global Reputation Index.</p> <p>Development and implementation of Directive (EU) 2016/2102.</p> <p>Monitoring the performance of the NPS.</p> <p>Engagement, on sustainability, to support companies in their climate transition.</p> <p>Simplified processes for recruitment and management</p>	<p>Described in further detail in the section "Customers".</p>
 <p>Employees</p> <p>CaixaBank promotes an open two-way dialogue with its employees through active listening in order to obtain the employees' opinion and carry out actions that improve their wellbeing.</p>	<p>Engagement, Culture and Leadership Study.</p> <p>Listening at key moments.</p> <p>Internal whistleblower and enquiries channels.</p> <p>"PeopleNow" corporate intranet</p> <p>The role of Business Partner.</p> <p>Regular meetings with workers' representatives.</p> <p>Employee support service (PregúntaME)</p> <p>Development and skills assessments.</p>	<p>Diversity and equality.</p> <p>Work-life balance.</p> <p>Career and training development plans.</p> <p>Wage remuneration.</p> <p>Benefits.</p> <p>Health, safety and well-being.</p> <p>Employee value proposition.</p>	<p>We Plan.</p> <p>Diversity Promotion Plan <i>Wengage</i>.</p> <p><i>Development by skills</i> plan and training plan.</p> <p>Health and Wellbeing Plan "We Are Healthy".</p> <p>Attractive benefits package, including flexible remuneration.</p> <p>New ways of working: remote working.</p> <p>Talent programmes.</p> <p>PregúntaME (employee support service)</p>	<p>Described in further detail in the "Own workforce" section.</p>
 <p>Shareholders and investors</p> <p>CaixaBank carries out active engagement with its shareholders and investors in order to provide them with accurate and appropriate information in time and in due form, so that they can make their decisions based on complete and reliable information.</p>	<p>Annual General Meeting.</p> <p>Quarterly webcasts to explain earnings and results.</p> <p>Shareholder and institutional investor services.</p> <p>Corporate meetings with shareholders.</p> <p><i>Roadshows</i>, conferences, <i>webinars</i> and other meetings with institutional investors.</p> <p>Shareholder Advisory Committee.</p> <p>Regular opinion surveys.</p> <p>Monthly newsletters.</p> <p>Individual calls to shareholders and investors.</p>	<p>Performance and strength of the business and results.</p> <p>Changes in the environment and the market.</p> <p>Updating of the objectives of the 25-27 Strategic Plan.</p> <p>Governance.</p> <p>Sustainability strategy.</p> <p>Climate and decarbonisation of the portfolio.</p> <p>Innovation, technology, the application of AI and cybersecurity.</p>	<p>Transparent and efficient communication.</p> <p><i>Reporting</i> and disclosure of information in a transparent and regular manner.</p> <p>Shareholder Advisory Committee.</p> <p>Shareholder training (classroom training, training on wheels programme, etc.).</p>	<p>Described in further detail in the section "Dialogue with shareholders and investors".</p>

Reason for engagement	Communication channels	Key issues addressed in 2025	Actions carried out	Section reference
<p>Suppliers</p> <p>CaixaBank works to build and improve its relationship with suppliers, whom it considers true <i>partners</i>. It maintains an active dialogue with them in order to encourage best practices and innovation in various areas, as well as extend their commitment towards sustainability to the suppliers.</p>	<ul style="list-style-type: none"> Periodic meetings in the sessions for the defence of service provision. Supplier mailbox. Annual supplier survey. Supplier Portal. Communication in the corporate tool for negotiation and contract arrangement. Enquiries and whistleblower channel. Supplier audits. 	<ul style="list-style-type: none"> Initiatives implemented to mitigate climate change. Respect for Human Rights. Working conditions of employees in the value chain. Responsibility on matters of sustainability. 	<ul style="list-style-type: none"> Action plans linked to audit findings. Supplier development plans in ESG matters. Training plans on ESG matters for suppliers. Inclusion of ESG criteria in tender processes (ESG Index). Controversies Committee. 	<p>Described at further length in the "Supplier relationship management" section.</p>
 <p>Regulators</p> <p>CaixaBank maintains an ongoing dialogue with the various supervisors as part of the continuous process of supervisory review and assessment. Also with regulators with whom knowledge is shared in consultation processes.</p>	<ul style="list-style-type: none"> Formal communications via surveys, templates and public consultations. Participation in sectoral associations that share their opinions with the regulators. Regulatory discussion and analysis in conferences and seminars (e.g. Eurofi). 	<ul style="list-style-type: none"> Simplification agenda (regulatory and supervisory). Tax on banking. Digital Euro design. Fraud: Revision of the PSR/PSD3 payments package. <i>Open Finance</i> (FiDA). Review of the securitisation framework. Sustainability: CSRD and CSDDD. 	<ul style="list-style-type: none"> Share the knowledge in different matters to improve the regulatory framework. Actively participate in national and European public consultations and working groups, providing feedback on new regulations or regulatory changes. 	<p>Described in further detail in the "Governance – Political lobbying" section.</p>
 <p>Supervisors</p> <p>CaixaBank maintains an ongoing dialogue with the various supervisors as part of the continuous Supervisory Review and Evaluation Process (SREP).</p>	<ul style="list-style-type: none"> Active dialogue with supervisors through regular meetings and interactions. Dialogue and coordination with the teams in the Supervisory Review and Evaluation Process (SREP). 	<ul style="list-style-type: none"> Making financial institutions more resilient to potential macroeconomic and geopolitical impacts. Acceleration in the remediation of deficiencies or the Supervisor's recommendations. Communication with European and national resolution authorities to understand their expectations and work towards meeting them. 	<ul style="list-style-type: none"> Working to address identified deficiencies or recommendations, with the aim of meeting the established remediation timelines. Facilitating supervisory work through a high level of cooperation in the SREP process. 	
				

Reason for engagement	Communication channels	Key issues addressed in 2025	Actions carried out	Section reference
<p>ESG analysts</p> <p>CaixaBank regularly shares with analysts the information about the Group's ESG activity. The aim is to learn which aspects are most valued by analysts and ESG rating agencies in order to focus efforts on them.</p>	<ul style="list-style-type: none"> Active dialogue with analysts sharing information relating to the ESG strategy. Analysts mailbox. Annual participation in assessments by sustainability analysts. Active participation in working groups, webinars and workshops. Systematic dialogue on publications and relevant information. 	<ul style="list-style-type: none"> Sustainability Strategy and monitoring of the 2025–2027 Sustainability Plan. Environmental and climate strategy and portfolio decarbonisation, as well as nature and human rights. Corporate policy on sustainability/ESG risks. 	<ul style="list-style-type: none"> Plan for reviewing the results obtained in the ESG analysts' performance assessments and taking action to improve dialogue and share relevant information with analysts, ESG rating agencies and other stakeholders. Completing questionnaires and responding to requests for information relating to sustainability. 	<p>Described in further detail in the section "Sustainable finance – ESG indices and ratings".</p>
<p>Communities and the third sector</p> <p>CaixaBank collaborates and maintains an open dialogue with the communities in which it operates, in particular with third-sector organisations and NGOs, in order to understand their perceptions of the most pressing issues and to use them as guidance on matters of greatest importance to society.</p>	<ul style="list-style-type: none"> Active dialogue and engagement actions via meetings and work sessions. Participation in UNEP FI working groups and think-tanks such as <i>Spainsif</i>. Participation in thematic round tables organised by different NGOs. Regular meetings with national foundations and other social entities. Surveys and focus groups with the main social entities. Branches. 	<ul style="list-style-type: none"> Main social needs required fulfilling. Financial products and services to meet the needs of vulnerable groups. Financial knowledge of society. Diversity and accessibility. Economic growth of the territory. 	<ul style="list-style-type: none"> Social action plan aimed at covering the more urgent needs. Financial education plan. Design of financial products and services for vulnerable groups. Financing and promotion of entrepreneurship. Alliances with foundations and NGOs. NGO Radar, with analysis of reports, gathering of feedback and implementation of improvements. 	<p>Described in further detail in the sections "Affected communities" and "Customers".</p>



Integration of the views of key stakeholders into the strategy

The conclusions drawn from the stakeholder listening process are incorporated into the Group's key processes, such as strategy definition, policy-setting, risk management and the establishment of targets. All these conclusions have been integrated into the Sustainability Plan, the main elements of which form part of the Group's Strategic Plan (*see section titled "Strategy"*).

In this context, the assessment of the Group's current position is carried out at the initial stage of defining the Strategic Plan, and in particular the Sustainability Plan. This assessment takes into account, among other aspects, the views of stakeholders as a basis for preparing the SWOT analysis. This analysis is prepared by cross-functional working groups made up of representatives from various areas of the Group, who integrate and contribute the perspective of each stakeholder group.

Likewise, during the preparation of the Sustainability Plan and the Group's Strategic Plan, the double materiality assessment is used as an input and, as noted above, also incorporates the views of the different stakeholder groups.

Lastly, it should be noted that the Strategic Plan is monitored on a regular basis in order to identify key progress, as well as any potential deviations and areas for improvement. In parallel, a constant review of the environment and its outlook (financial and economic situation, sectoral situation, regulation, customer trends, etc.) is carried out, which can lead to adjustments to the Group' strategy if any relevant changes take place. In addition, the relevant areas monitor stakeholder feedback and define specific initiatives or action plans where critical issues or areas for improvement are identified.

In 2025, following engagement with the main stakeholder groups, it was confirmed that their perspectives and interests are aligned with the Group's current business model. For this reason, no material changes have been introduced to the strategy or the business model.

Nevertheless, CaixaBank reaffirms its commitment to maintaining active engagement with stakeholders and to remaining receptive to future adjustments that enable the business model to evolve in line with new developments in the operating environment.

Supervision by the governing bodies

Throughout the year, the governing and management Bodies receive information on stakeholder views in relation to material sustainability-related *IROs*. These conclusions are taken into account for integration into the strategy and the business model.

The information is reported by the Group's various divisions, which are responsible for regularly and appropriately communicating the progress of material sustainability-related *IROs* to the relevant governing bodies (*see section titled "Sustainability governance"*).



MATERIAL IMPACTS, RISKS AND OPPORTUNITIES, INCLUDING HOW THEY INFORM ITS STRATEGY AND BUSINESS MODEL

Based on the double materiality study (see section “Materiality Assessment”) CaixaBank has identified the material impacts, risks and opportunities (IROs) throughout its value chain, including upstream and downstream, as well as its own operations.

Of the 34 material IROs in 2025, 26 have been grouped into the following ESRS topics, accordingly determined as being material:

- | Climate change (E1).
- | Own workforce (S1).
- | Affected communities (S3).
- | Consumers and end-users (S4).
- | Business conduct (G1).

The material IROs linked to **climate change, affected communities and consumers and end users** are mainly concentrated in the **downstream stages of the value chain**, while those related to Business Conduct and Internal Workforce originate from the Group’s **own operations** phase.

In addition to the topics covered by the ESRS, **8 material IROs have been identified and grouped into two topics specific** to the Group (entity-specific): **Sustainable Finance and Cybersecurity**. These issues have been incorporated into the report because of their impact on management and value creation.

The topic of **Sustainable Finance**, includes the management of ESG risks, which CaixaBank carries out jointly for all ESG risks, through the Corporate ESG/Sustainability Risk Management Policy, as well as the mobilisation of Sustainable Finance, which encompasses the main sustainable/ESG products made available by the Group. The material IROs linked to this topic focus on the **downstream phases** of the value chain, closely related to financing and investing activities in sustainable products.

Meanwhile, the topic of **Cybersecurity** concentrates on the risks associated with the Group’s exposure against cyber-attacks. In this regard, cybersecurity is key to the survival of the Group’s business model by protecting the Group’s customers and technological infrastructures. The material IROs linked to this topic can be traced to the Group’s **own operations phase**.

PERFORMANCE OF THE MATERIAL IROS IN 2025 AND 2024



Main changes in the material IROs

The main changes in relation to the material IROs in 2025 compared to 2024 are:

- ▲ A new **material negative impact** on the possible loss of trust amongst stakeholders due to how the complaints channel is managed.
- ▼ **Reduction of a material risk** due to the aggregation of risks in both climate change and sustainable financing by pooling finance and investment.
- ▲ **Two new material opportunities:** One opportunity relating to the accessibility of products and services especially linked to the senior and pre-senior population and another long-term material opportunity linked to the use of Artificial Intelligence (AI).

Below is a summary table of all material impacts, risks and opportunities (IROs), including their impact on the CaixaBank Group's value chain:

Topic	IRO description	Type	Actual / Potential	Value chain			Time horizon		
				Upstream	Proprietary transactions	Downstream	short term	medium term	long term
Climate change	Commitment to climate change adaptation at the group level through the development of policies, strategies, principles, actions and joint work with public entities and non-governmental organisations.	Positive impact	Current						
	Exposure of the financed, investment and insured portfolio to acute and chronic physical risk events (storms, floods, heatwaves, etc.).	Risk	-						
	Exposure to climate transition risks in the financed, investment and insured portfolios.	Risk	-						
	Environmental impact derived from the group's financed carbon footprint.	Negative impact	Current						
	Promotion of the operational carbon footprint's reduction thanks to the implementation of the action plans including areas for improvement and recommendations to reduce it.	Positive impact	Current						
Own workforce	Active listening and clear, transparent and continuously improving communication with the own workforce and their representatives.	Positive impact	Potential						
	Stability of employment of own staff due to fair working conditions, competitive and equitable salaries and the indefinite contracting model followed by the company.	Positive impact	Current						
	Satisfaction of own staff with the development of their skills, the broadening of knowledge and the possibility of internal mobility.	Positive impact	Current						
	Positive impact on society and the own workforce in terms of employability and people management.	Positive impact	Current						
	Improving healthy habits among the own workforce, across physical, emotional, financial and social wellbeing, as well as within the working environment.	Positive impact	Current						
	A diverse, accessible, respectful, and inclusive environment amongst employees.	Positive impact	Current						
Affected communities	Improving the social well-being of affected groups by promoting social projects with a positive impact.	Positive impact	Current						

Topic	IRO description	Type	Actual / Potential	Value chain			Time horizon		
				Upstream	Proprietary transactions	Downstream	short term	medium term	long term
Consumers and end users	Improvement of customer well-being and satisfaction through a high-quality, broad and specialised service offering, delivery and advice tailored to their needs, for example, through the contribution of artificial intelligence and other disruptive technologies, among other actions.	Positive impact	Current						
	Greenwashing/socialwashing or perception of greenwashing/socialwashing by customers about the products and services offered/provided.	Risk	-						
	Improving financial and digital literacy through specific programmes for each group.	Positive impact	Current						
	Improved accessibility of products and services through easier access for certain groups (such as senior and pre-senior customers).	Opportunity	-						
	Threat of data loss or customers' perception of inadequate management of their financial and personal data.	Negative impact	Current						
Business conduct	Promoting an ethical culture and acting with integrity towards customers, suppliers and other <i>stakeholders</i> .	Positive impact	Potential						
	Loss of confidence on the part of <i>stakeholders</i> due to lack of transparency or incorrect management of the complaints channel.	Negative impact	Current						
	Lack of adaptation, transparency or non-compliance with environmental, social and governance regulations.	Risk	-						
	Lack of an adequate risk management framework aligned with the company's risk appetite including conflict of interest management.	Risk	-						
	Operational efficiency and an enhanced business value proposition due to the implementation of artificial intelligence in internal processes.	Opportunity	-						
	Non-compliance with the requirements set out in the AML/CFT regulations.	Risk	-						
	Lack of transparency in relations with public institutions.	Risk							
	Increased compliance with ESG standard requirements in commercial relations with suppliers as a result of the conducted audits.	Positive impact	Current						
Contribution to the public coffers through the payment of taxes by the Group.	Positive impact	Current							

				Value chain			Time horizon		
				Upstream	Proprietary transactions	Downstream	short term	medium term	long term
Sustainable Finance	Support for environmental projects through the offering and marketing of products and services for these purposes (for example, energy efficiency in housing units, sustainable agriculture, water reuse).	Positive impact	Current						
	Contribution to societal well-being through the offering and marketing of products and services with a social impact (for example, education and training, homes, public health, sustainable food).	Positive impact	Current						
	Promotion of climate change adaptation, environmental conservation and societal well-being through the issuance of sustainable bonds, both green and social.	Positive impact	Current						
	Design and marketing of products and services whose funds are allocated to environmental and social projects.	Opportunity	-						
	Financing of projects or relationships with customers that give rise to controversies or that breach the ESG Risk Management Policy once the project or relationship has commenced.	Risk	-						
	Investment of the own portfolio in companies or financial instruments that give rise to controversies or that breach the ESG Risk Management Policy once the investment has already been made.	Risk	-						
Cybersecurity	Exposure to cyber-attack due to non-implementation or improper implementation of appropriate system protection measures.	Risk	-						
	Leakage of information in the event of a computer attack/cyberattack.	Risk	-						

The *IROs* identified as material in the Double Materiality Assessment **are closely linked to the strategy and business model** of the Group. In this respect, a large part of the material *IROs* derive from the *core* activities of the business, such as financing and investment activities.

With regard to the **strategy**, the Group has defined objectives and strategic lines that are directly related to the material *IROs*. As described **in the section “Integration of the double materiality assessment into the Strategy”**, the *IROs* associated with **climate change, sustainable finance and affected communities** are closely linked to the Group’s strategic approach to sustainability, which is reflected in the 2025–2027 Sustainability Plan and in the third strategic pillar of the 2025–2027 Strategic Plan, “Differentiated ESG positioning”.

Furthermore, the Group’s strategic actions related to the “Acceleration of growth” and “Transformation and business investment” strategic lines are directly connected to the *IROs* associated with **Own Workforce, Consumers and End Users and Cybersecurity**, all aimed at promoting diversity and well-being amongst employees, protecting customers and reinforcing the Group’s commitment to the local community.

As for **Business Conduct**, the *IROs* are transversally related to the 3 strategic lines set out in the Strategic Plan, as it focuses on aspects linked to quality control and operational procedures associated with the anti-money laundering and counter terrorist financing, the fight against corruption and bribery, as well as fiscal transparency, in addition to other aspects.

This alignment is complete, as during the process of preparing the **Strategic Plan** and the 2025–2027 **Sustainability Plan**, **CaixaBank took stock of the material IROs** identified in the double materiality studies performed in previous years. This integration made it possible to identify key issues that now constitute the main lines of action for this strategic period.

Furthermore, **the IROs constitute a central axis for strategic planning** and guide continuous adaptations in its strategy and business model, which **reinforcing the Group's resilience** and ensuring its long-term sustainable growth.

As a result, the *IROs* and their **current and expected impacts** are managed through the CaixaBank Group's strategy and business model. In this context, **the risk management structure** of the CaixaBank Group **plays a key role**, as it defines how risk and potential negative impacts are managed, mitigating them to an acceptable level. In terms of risk, inherent risks are minimised to a residual level that is considered acceptable.

The **financial effects arising from material risks and opportunities** are integrated into existing business practices and these effects are taken into account when setting capital targets and tolerance limits to manage potential P&L impacts.

The material *IROs* as well as the associated action plans related to the current and expected effects **are implemented by the various divisions responsible for the Group** and are supervised by CaixaBank's Governing Bodies (*see section "Sustainability governance"*).

RESILIENCE OF THE STRATEGY AND THE BUSINESS MODEL IN RELATION TO THE IROS

The resilience of the strategy and the business model is essential to ensure any company's long-term sustainability, especially in a dynamic environment with all kinds of emerging risks. In this context, CaixaBank has established a comprehensive approach to assess and reinforce the resilience of its strategy and business model. This approach focuses on the Group's capacity to identify, manage and mitigate the material impacts and risks, those which, although neither immediate nor evident, can significantly impact on its long- and medium-term performance.

The Group uses **scenario analysis as a tool to regularly assess the resilience of the balance sheet and income statement**, as well as capital adequacy under a forward-looking approach in stress scenarios. This type of analysis also allows internally understanding and analysing the nature

and scope of the vulnerabilities to which the Group is exposed in the development of its Strategic Plan.

The macroeconomic scenarios are defined by identifying both financial and non-financial variables, with the aim of obtaining global stress scenarios that impact on the Bank's systematic and idiosyncratic vulnerabilities.

Scenario analysis is an essential part of various regulatory and internal exercises, and it helps define the strategy and analyse the Group's risk profile, solvency and liquidity, which include the following:

- | The internal capital adequacy and liquidity assessment processes (ICAAP – ILAAP).
- | Planning of budgets and of the Strategic Plan.
- | The Recovery plan.
- | Risk Assessment (*see section "Risk Management"*).

Likewise, CaixaBank incorporates specific stress testing exercises for different types of risk in order to estimate expected and unexpected losses, determine the capital required to absorb adverse impacts, and assess the adequacy of provisions and the liquidity position under stressed conditions.

The Group also participates in external, multi-year and thematic stress tests, such as the European Banking Authority stress test, the Fit for 55 climate scenario conducted in 2024, and the cyber stress test carried out in the same year. Looking ahead to 2026, the European Central Bank is expected to carry out a reverse stress test focused on geopolitical risk, assessing institutions' ability to manage adverse scenarios arising from significant geopolitical tensions and their potential impact on financial resilience.

These exercises make it possible to assess the robustness of the business model in the face of structural and emerging risks and strengthen the forward-looking perspective embedded in risk management and strategic decision-making. Overall, this framework enables the Group to carry out a comprehensive assessment of the resilience of its strategy and business model to material risks and opportunities, ensuring their progressive adaptation and the preservation of stability under different plausible stress scenarios.

Moreover, operational resilience is of particular importance, as it is a critical element in ensuring the continuity and robustness of operations in an increasingly digital, interconnected and regulated environment.

In recent years, digital transformation has continued to deepen its impact on the way financial institutions operate. This process creates new opportunities, drives efficiency and enables innovative business models; however, it also increases exposure to technological risks, cyber threats and growing dependencies on critical third-party providers. These factors increase the likelihood of disruptions that may affect the services provided to customers and the Group's operational stability.

In this context, European regulation has strengthened its requirements on operational resilience. In particular, **Regulation (EU) 2022/2554 on Digital Operational Resilience (DORA)**, which became fully applicable in January 2025, has driven a structural change in the way technological risk, operational continuity, third-party risk and incident response capabilities are managed across the European Union. DORA underscores the need for management bodies to ensure effective oversight and assume direct responsibility for digital resilience, reaffirming the role of the **Board of Directors of CaixaBank** as the ultimate authority in this area.

CaixaBank maintains a strong commitment to the implementation of a **robust control framework aligned with international standards** for ICT risk management. As a reflection of this commitment, the Board of Directors approved the **Digital Operational Resilience Strategy (DORS)**, which consolidates the vision of continuous adaptation, technological strength and recovery capacity in the face of disruptive events at CaixaBank. This strategic framework contributes not only to protecting the provision of services to customers, but also to strengthening the stability of the financial system as a whole.

An essential component of this resilience is the **Business Continuity Management System (BCMS)**, which ensures the continuity of critical processes in the event of disasters or major incidents. This system, which has a holistic approach, identifies potential threats, analyses their impact on operations and resources, and defines recovery strategies to ensure the uninterrupted delivery of essential services.

During 2024 and throughout 2025, the Group continued to strengthen its operational resilience model in order to align it with the requirements arising from DORA and other related regulations. In addition to the evolution of the BCMS, significant improvements were implemented in the following areas:

- | **ICT Risk Management Framework:** the involvement of Senior Management has been strengthened, with ultimate responsibility assumed for the management of technological risk. Moreover, the Group's essential functions were identified, and risk tolerance levels

were established in line with the Bank's risk appetite, risk capacity and risk profile.

- | **ICT incident management:** monitoring, response and reporting processes and capabilities have been further developed, ensuring full alignment with DORA requirements, particularly with regard to the classification, notification and resolution of incidents with significant impact.
- | **Operational resilience testing programme:** comprehensive exercises were carried out to verify the effectiveness of continuity strategies included in the Digital Operational Resilience Testing Programme (PPROD), as well as response and recovery capabilities in the event of incidents.
- | **Management of ICT risk at third parties:** new assessment and oversight tools were developed, strengthening control over critical providers and adapting methodologies to the guidelines of the European Banking Authority and to DORA's specific requirements on concentration risk and contractual oversight.

For CaixaBank, **digital operational resilience** is an essential strategic pillar for the Group's day-to-day activities. Its continuous development enables the Group to anticipate, withstand and recover effectively from ICT incidents, minimising their impact on both customers and internal operations, and thereby helping to preserve trust, stability and the integrity of financial services.

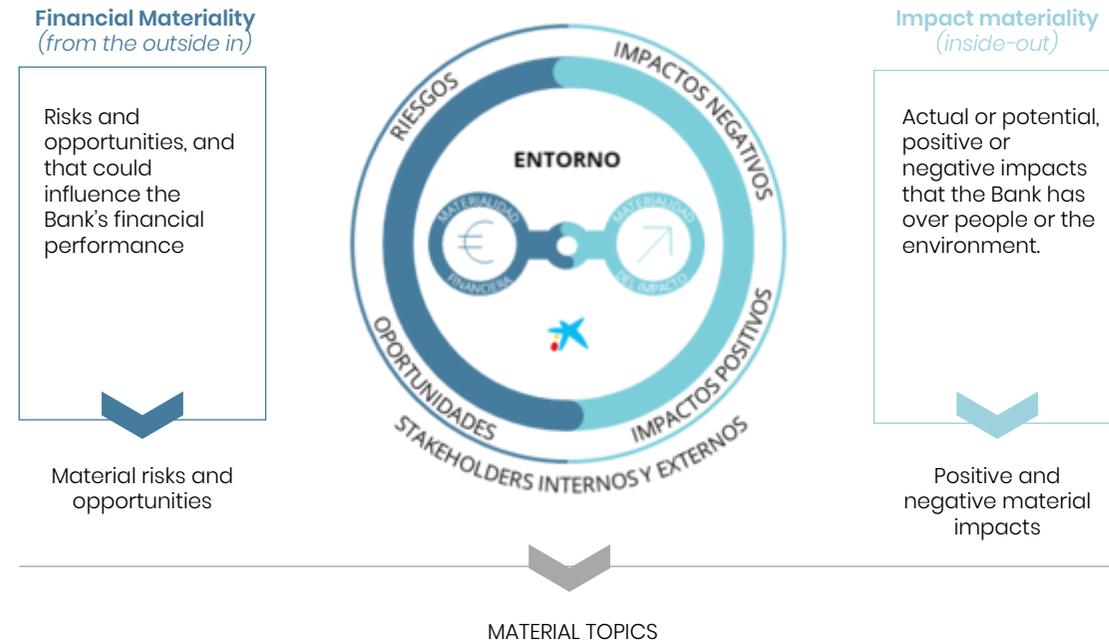
MATERIALITY ASSESSMENT

CaixaBank conducts an annual Double Materiality Assessment (hereinafter the “Assessment”) to identify the material *IROs* to the Group, which will serve as the basis for defining its sustainability strategy and reporting.

The 2025 Study has been prepared on the basis of the European Sustainability Reporting Standards (ESRS) and the EFRAG IGI *Materiality Assessment Implementation Guide*. This framework includes the principle of double materiality, according to which a sustainability issue is considered material when it is material from the perspective of its impact, a financial perspective or both:

- | **Impact perspective**, the actual or potential impacts, both positive and negative, that the Group generates through its activities on people or the environment are identified.
- | **Financial perspective**, sustainability issues that generate risks and opportunities, and that could influence the entity’s financial performance, are identified.

_DUAL PERSPECTIVE IN THE MATERIALITY ASSESSMENT



The study is carried out for the CaixaBank Group as a whole, including its own operations and the value chain, using **the information and tools available and integrating the opinions of the Group’s main stakeholders**.

As part of its preparation, the Group’s main risk management exercises were taken as inputs and additional controls were established to ensure alignment with CaixaBank’s main internal exercises.

With regard to the internal controls applied when carrying out the double materiality assessment, it should be noted that it followed the standard review process to which non-financial information is subject, as described in the [section “Risk management and internal control over non-financial information”](#).

The Doble Materiality Study has been **reviewed and approved** by the **Management Commitment**, as well as by the **Board of Directors**, prior review by the **Appointments and Sustainability Committee** and **Audit and Control Committee**.

PHASES IN THE PREPARATION OF THE DOUBLE MATERIALITY ASSESSMENT

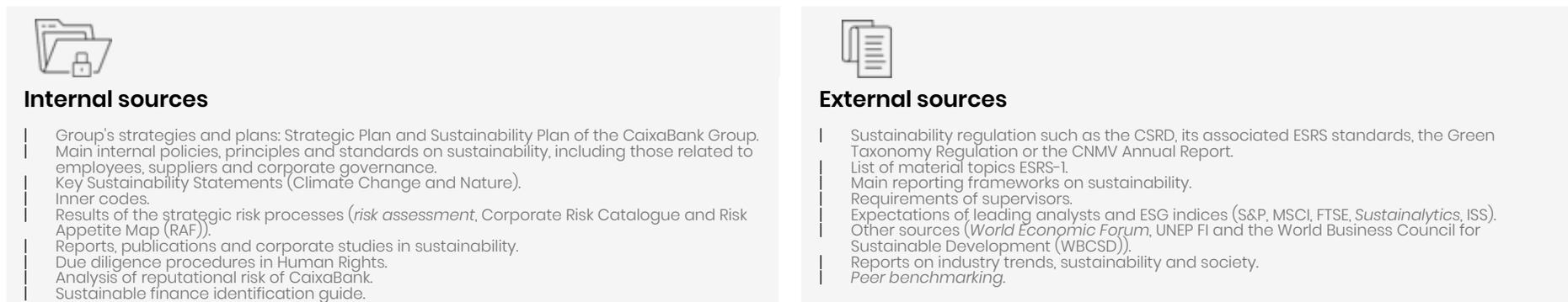
In line with current standards, the process of preparing the CaixaBank Group's Double Materiality Assessment consists of the following phases:



PHASE 1. CONTEXT ANALYSIS

With a view to identifying the main impacts, risks and opportunities (IROs), the Group has performed a exercise to **analyse and understand the internal context**, mainly based on the Strategic Plan, the financial statements and other reports published to the market, the business model and an **analysis of the external context** based on the review of the national and international context and the main trends in the sector in which the Group operates, identifying sustainability trends.

This initial analysis was carried out on the basis of different **sources of information**, internal and external:



In this phase, a comprehensive review of the Group, its activities and main lines of business was carried out using various sources of information. This analysis, based on both internal and external documentation, has provided a comprehensive understanding of the context in which the Group operates, as well as its structure and dynamics.

The process has facilitated an initial approach to potentially material issues from an integrated sustainability perspective. This approach helps to identify relevant risks and opportunities, aligning corporate strategy with environmental expectations and sustainable development principles.

PHASE 2. IDENTIFICATION OF IMPACTS, RISKS AND OPPORTUNITIES

The identification of *IROs* has been performed based on the conclusions obtained from the context analysis and the 2024 Double Materiality Assessment. In addition, the Group has incorporated different tools in the **impact identification** process to identify sector-specific and geographical impacts, as well as the results of the human rights due diligence process.

In the process of identifying **risks and opportunities**, the result of the Group's Risk Assessment has been included, providing a comprehensive perspective on risk assessment.

This exercise has been complemented with the specialised knowledge of the different internal areas, supported by information from their management systems and validated through contrast meetings to guarantee the coherence and exhaustiveness of the final list.

Each *IRO* has been linked to the corresponding part of the value chain it affects and its time horizon. An analysis of dependencies between impacts and risks has also been carried out, assessing how certain impacts can generate new risks or opportunities.

As a result, a consolidated list of 111 *IROs* (118 *IROs* in 2024) has been generated, classified and grouped into themes, sub-themes and sub-sub-themes based on the criteria set out in ESRS-1 AR 16.

PHASE 3. ASSESSMENT OF IMPACTS, RISKS AND OPPORTUNITIES

Based on the *IROs* identified in the previous phase, CaixaBank has performed **its assessment** with a aim to **determining the material impacts**, via "impact materiality", and the **material risks and opportunities**, via "financial materiality."

Each *IRO* has been analysed using specific tools according to its characteristics and the results have been homogenised and prioritised using a common scale incorporating the Group's strategic priorities.

In the process of assessing impacts, risks and opportunities, the time horizons are those indicated in ESRS 1:

- | **Short term:** one year ahead.
- | **Medium term:** between one and five years.
- | **Long term:** beyond five years.

Assessment of the impacts – Impact Materiality

The impact assessment has been performed by distinguishing between **actual and potential impacts and positive and negative impacts**. For every impact, **the severity has been assessed** over a short, medium, and long-term timeframe. With regard to the negative impacts, this severity is assessed considering a scale, scope and irremediable nature, while in the positive impacts, it is assessed considering a scale and scope. For all potential impacts, the variable of likelihood of occurrence thereof is also introduced. Each of these variables is measured against a set of criteria established by the Group:

1. **Scope:** it defines the extent of the impact, that is, the number of people affected or the extent of the damage to the environment. A scale of 1 to 5 was established to define it, where: Limited (1), Concentrated (2), Medium (3), Extensive (4) and Global (5).
2. **Scale:** Measures the relevance (magnitude) of an impact on a scale of 1 to 5.

3. **Likelihood:** it defines the likelihood of the impact occurring in the event that it is potential. A scale of 1 to 5 was established to define it, where: Very low likelihood (1), Low likelihood (2), Average likelihood (3), High likelihood (4) and Extreme likelihood (5).
4. **Remediability:** it defines the degree of difficulty (economic and temporary) to return to the situation prior to the impact occurring if the impact is negative. A scale of 1 to 5 was established to define it, where: Easy (1), With effort (2), Difficult (3), Very difficult (4) and Irremediable (5).

The final assessment of each of the impacts has been carried out through the quantification and weighting of these parameters.

CaixaBank has also carried out a qualitative analysis of the different impacts in order to confirm the conclusions obtained in the quantitative assessment. This analysis has consisted of the following:

- | **Justification of the quantitative parameters.** The reasonableness of the quantitative values for scope, scale, likelihood and remediability of each impact has been reviewed.
- | **Contrast and confirmation of the obtained conclusions with the area responsible for monitoring and managing the impact.** The results of the quantitative assessment of each impact have been reviewed by the responsible area to confirm the results obtained.
- | **Review and verification of the management tools and strategy.** For each impact, the set of strategies, plans, policies, methodologies, reports and targets established for impact management, if any, have been analysed.

Assessment of the risks and opportunities – Financial materiality

Financial materiality involves assessing the effects that the identified risks and opportunities may have on the Group's financial position. The **risks and opportunities have been assessed according to the likelihood of occurrence and the potential magnitude** of the financial effects in the short, medium and long term:

- | **Magnitude:** Relevance of the financial effect that such risk/opportunity could have on the Group's financial statements.
- | **Likelihood:** How likely it is that this risk/opportunity will occur.

The risk assessment is based on the conclusions of the Group's *Risk Assessment*, which encompasses the different risk events affecting the Group's traditional risks over the various time horizons as set out in the Risk Catalogue, as well as the sustainability risk materiality assessment (ESG) which focuses on a qualitative assessment of the main impacts that ESG factors may have on traditional risks (*see section "ESG risk management"*). The findings from these assessments, together with the quantitative assessment using internal data, where available and a qualitative assessment worked out with the relevant area, have been used to estimate the magnitude of the impact and its likelihood.

The **assessment of opportunities** is based on internal business forecasts and complemented by sector context analysis and market research.

The **result of the evaluations** is an economic result in euros for each risk and opportunity which **is translated on a scale of 1 to 5**.



View of the Stakeholders

Finally, **the evaluation exercise of the IROs is complemented by a stakeholder perspective**. Their input is key to understanding their views on sustainability issues and has been used to complement the Group's quantitative assessment exercise. Stakeholders have been consulted using a combination of different types of interaction, adapted to each stakeholder:

GROUP STAKEHOLDER CONSULTATION

<p>Various types of consultations have been carried out with relevant stakeholders.</p> <p>10 stakeholder groups</p> <ul style="list-style-type: none"> Employees Private and corporate customers Shareholders, investors and analysts Suppliers Regulatory bodies and institutions Media Voluntary sector (NGOs) Leading organisations in sustainability Universities Society 	<p>Surveys</p> <p>2,409</p> <p>Surveys conducted¹</p> <ul style="list-style-type: none"> 245 Employees 1.182 Customers 735 Shareholders 147 Suppliers 100 Society and media <p>¹ Responses received</p>	<p>Focus Groups</p> <ul style="list-style-type: none"> 4 sessions with random representative selection of employees from the branch network and from central services and Group companies. Duration sessions: 90 minutes. Samples with diversity in: <ul style="list-style-type: none"> Geography Age Gender Roles Functional Branch classifications 	<p>Interviews</p> <p>28</p> <p>Interviews conducted</p> <ul style="list-style-type: none"> Duration of 30-45 minutes Stakeholders interviewed: <ul style="list-style-type: none"> Employees (union representatives) Customers Analysts and investors Media Tertiary sector
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The main conclusions obtained from the stakeholders are the following:

- | The results of the surveys reflect the need to prioritise three topics: consumers and end-users, work workforce and cybersecurity.
- | In this regard, retail customers prioritise social concerns (privacy and security of their personal data) and governance matters (transparency and honesty).
- | Employees have balanced priorities in relation to social and governance aspects.
- | Lastly, the third sector priorities environmental concerns and sustainable financing.

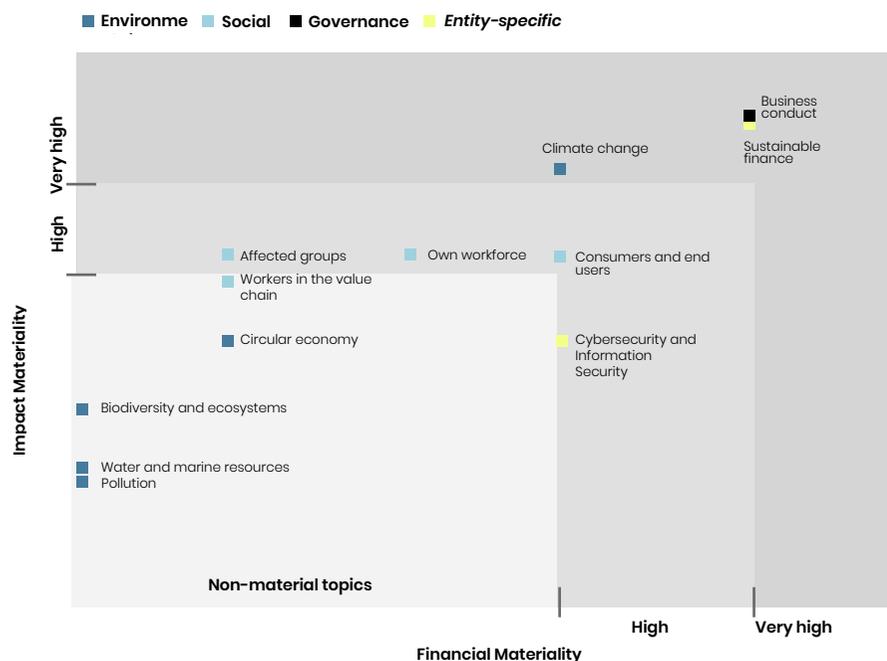
PHASE 4. RESULTS OF THE DOUBLE MATERIALITY STUDY

Following the evaluation of the IROs, a process of analysis and standardisation of the results obtained for each IRO has been carried out, with the aim of homogenising all the results and placing them in a quantitative value on a scale of 1 to 5.

Subsequently, a **materiality threshold has been set**, common to both impact materiality and financial materiality, with a view to determining which of the IROs assessed should be considered material for the Group.

This threshold has been set at the value of 3. This means that all IROs exceeding a value of 3 are considered material.

As a result of this analysis, **34 IROs have been identified**, which are grouped in **7 main topics and 18 material subtopics** for the CaixaBank Group. Below is a summary of the results of the Double Materiality Assessment corresponding to the broad topics of the ESRS:



ESRS topics that are not material from any perspective have been defined as a result of the double materiality assessment analysis, whether due to having a lower impact on the environment or to the limited impact of the environment on CaixaBank's activity.

Of the ESRS topics, those **identified as non-material in the 2025 Double Materiality Study** were:

- | E2 – Pollution
- | E3 – Water and marine resources
- | E4 – Biodiversity and ecosystems
- | E5 – Circular economy
- | S2 – Workers in the value chain

In this regard, in relation to the **non-material environmental issues**, it should be noted that, due to the nature of CaixaBank's activity, no direct impacts have been identified in any of them. However, aware of the growing concern of stakeholders about management of nature risks, CaixaBank has continued to enhance its analysis of the identification of impacts, dependencies and risks associated with the activities financed and the development of exploratory heatmaps that relate nature risks with financial risks in sectors considered to be priorities. The following phases have been carried out within this framework:

01 Determination of impacts and dependencies of the corporate portfolio.

The dependencies and impacts of CaixaBank's corporate portfolio have been determined using the Global Biodiversity Score (GBS) tool, which in turn incorporates ENCORE and the GLOBIO and EXIOBASE databases. The sectors on which to enhance nature-related risk analysis (energy, agriculture and livestock, hotel, manufacturing and real estate, among others) have been prioritised based on a severity matrix of impacts and dependencies, and taking into account credit exposure.

02 Determination of physical risks and transition risks arising from environmental factors.

Once the impacts and dependencies of the prioritised sectors had been identified, the WWF Risk Filter Suite tool was used to determine the physical risks (estimated mainly on the basis of dependencies) and transition risks (determined with a focus on the reputational and regulatory risk of clients due to their impacts on nature) for these sectors.

03 Preparation of Financial risk heatmaps.

The following risk heatmaps were obtained based on the outputs of the previous phases:

- | Sector heatmaps of inherent credit risk, linked to the activities financed (taking into account the location where the activity takes place).
- | Heatmap of the inherent credit risk at portfolio level, which allows for the determination of the materiality of the nature risk in the short term, as well as its projection in the medium and long term under reference scenarios. As no nature scenarios are available, the projections have been made based on the NGFS - Net Zero 2050 scenario and ECB climate-nature scenario/Nature Finance.

The work performed in 2025 represents a significant step forward in incorporating the cross-cutting factor of nature risk into the rest of the risks in the catalogue based on their materiality while responding to the EBA's "Guidelines on the management of environmental, social and governance risks".

Based on the current state of methodologies for the identification and measurement of nature-related risk, the management of this risk still has significant limitations at the present time and is expected to continue to progress in the coming years. However, as indicated in the Statement on Nature and in its roadmap, CaixaBank is continuing to make progress in these areas in order to achieve efficient management of this risk.

On the other hand, the topic **Value chain workers** has also been determined as non-material due to the following findings.

- | This topic is not a priority for CaixaBank's strategic management at the moment, nor for the key stakeholders consulted.
- | This topic is not considered material due to the nature of the CaixaBank Group's activity, where the upstream value chain is not as material as in other sectors.

Integration of the Double Materiality Assessment into the Strategy

The Group's strategy is present both at the preparation of the Group's Doble Materiality Study and as a source of the topics, and it also gathers the results of this analysis to ensure the strategy reflects the sensitivities and concerns of stakeholders, and the trends in the environment in which the Group is operating.

The results of the Double Materiality Study (see section "Materiality Assessment") are fully aligned with the definition of the Group's strategy, and are consistent with the various internal risk assessment and management exercises, in particular those relating to climate, non-financial and reputational risks.

This alignment is ensured by including the Strategic Plan and the Sustainability Plan as key *inputs* in the process of preparing the Study, as well as by incorporating the process of determining, assessing and managing *IROs* in CaixaBank's global management framework.

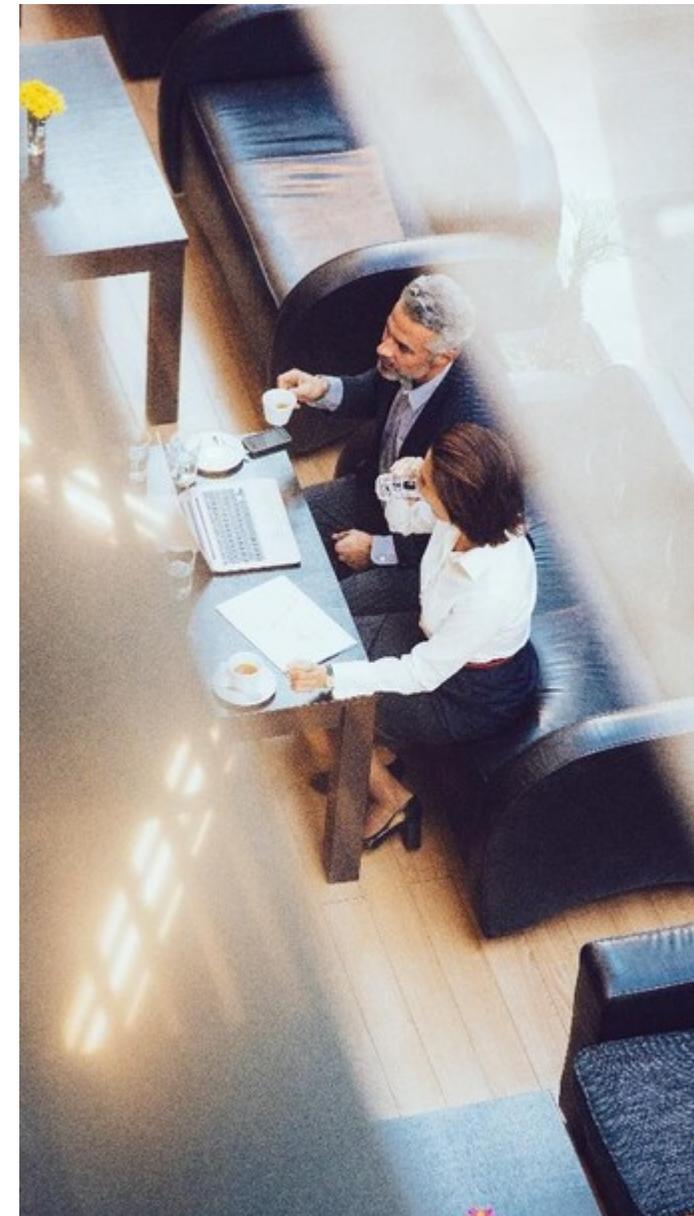
It should also be noted that the results of the materiality study not only reflect current strategic priorities, but are also considered in the future definition of the Group's strategy. This ensures that strategic decisions are in line with stakeholder expectations and opinions, reinforcing the commitment to responsible and sustainable management.

The following table shows the relationship of the material topics with the pillars of the 2025–2027 Strategic Plan.

Strategy	2025–2027 Strategic Plan		
	1st Acceleration of growth	2nd Transformation and investment in the business	3rd Differential positioning in ESG
Material topics	Consumers and end-users	Consumers and end-users	Climate change
	Business conduct	Own workforce	Affected communities
		Cybersecurity	Sustainable finance
		Business conduct	Business conduct

2025 Doble Materiality Study
An issue is material when considered so from an impact perspective, a financial perspective or both.

The material topics identified through the double materiality assessment are closely linked to each of the three strategic lines defined in the Group's Strategic Plan. These strategic lines constitute the central axis for the creation of sustainable value and are fundamental for meeting the expectations and needs of some of the main stakeholders, such as customers, employees, shareholders or society in general (for further information [see section "Corporate Strategy and Environment"](#)).



Environment

CLIMATE CHANGE

Climate change is one of today's major global challenges and requires a determined and coordinated response. In this context, CaixaBank considers it a priority to actively contribute to the transition towards a carbon neutral economy, in line with the objectives of the Paris Agreement and the United Nations Sustainable Development Goals.

Addressing this challenge requires the joint involvement of the public sector, the private sector and society as a whole, through the design and implementation of long-term climate strategies. Financial institutions play a key role in this process, both through the management of their own operations and, especially, through their influence on customers, suppliers and other relevant stakeholders in their value chain.

CaixaBank assumes its responsibility to mitigate climate change from a threefold perspective. As a financial group with purpose and social commitment; and also, through the proper management of risks associated with the transition to a low-emission economy; and finally, by supporting its customers with advice and financing solutions that facilitate this transition, which in turn represents a strategic opportunity.

As a result, CaixaBank has included climate as one of the two major ambitions of its sustainability strategy.



DESCRIPTION OF THE PROCESSES TO IDENTIFY AND ASSESS MATERIAL IMPACTS, RISKS AND OPPORTUNITIES RELATED TO CLIMATE CHANGE

This materiality is also reflected in the results of the double materiality assessment, where climate change has been determined to be material, as material IROs have been identified.

For the identification of the IROs the methodology described in the [section "Materiality Assessment"](#) has been applied. This methodology has taken into account a number of factors, which are described below.

IDENTIFICATION AND ASSESSMENT OF CLIMATE CHANGE IMPACTS

To determine the material impacts associated with climate change, **a methodology based on severity and probability has been followed, taking the contextual analysis into account.**

In this sense, according to the context analysis, in the banking sector, the main negative impact associated with climate change derives from its **financing and investment activity**, insofar as this may be directed towards economic sectors that are intensive in CO2 emissions.

For this reason, CaixaBank has focused its analysis on identifying the sectors with the highest CO2 intensity, as well as their materiality within the credit and investment portfolio.

However, CaixaBank has also identified positive impacts linked to its commitment to the fight against climate change, which are materialised in the development and implementation of climate policies, principles and strategies, as well as in the adoption of actions aimed at reducing its operational carbon footprint, improving energy efficiency and promoting responsible practices in its own operations.

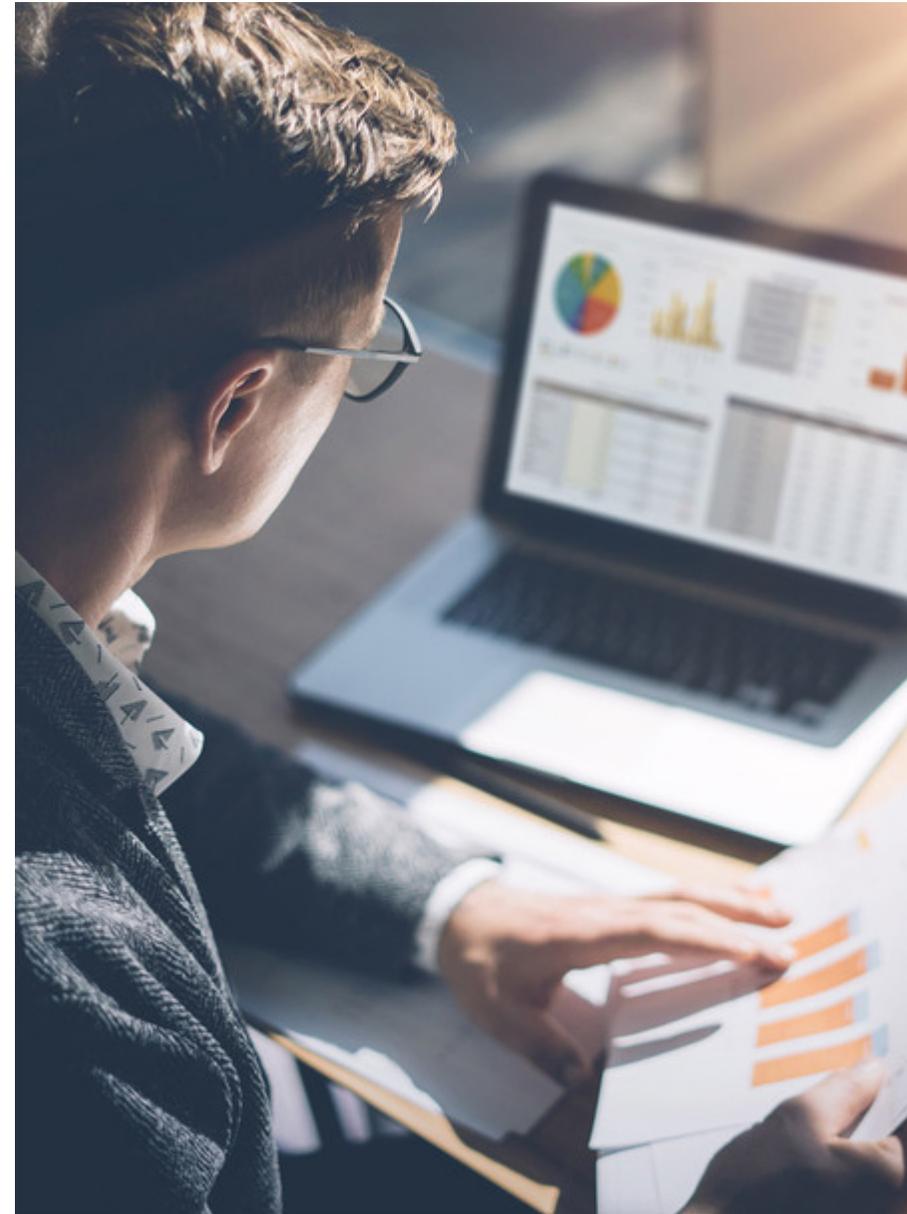
IDENTIFICATION AND ASSESSMENT OF CLIMATE CHANGE RISKS AND OPPORTUNITIES

The identification and assessment of climate risks is carried out within the framework of the Sustainability Risk Materiality Assessment (ESG) (*see section "ESG Risk Materiality Assessment"*), which was used as an input in the Double Materiality Assessment. **The assessment of the materiality of sustainability risks (ESG)** focuses on the qualitative assessment of the main impacts that ESG factors may have on the risks in CaixaBank's Corporate Risk Catalogue. The results of this assessment form part of the Group's Risk Assessment process (*see section "Risk management"*).

Finally, for the identification and assessment of **opportunities**, the Group's Strategic Plan has been taken into account, in particular the opportunity analyses included in the Group's SWOT, the contextual analysis, and the opinions of the stakeholder groups.

As a result of this analysis, the following IROs have been identified as material in **the double materiality assessment** (*see section "Materiality Assessment"*):

- | Commitment to climate change adaptation at Group level through the development of policies, strategies, principles, actions and joint work with public entities and non-governmental organisations.
- | Exposure of the financed, investment and insured portfolio to acute and chronic physical risk events (storms, floods, heatwaves, etc.).
- | Exposure to climate transition risks in the financed, investment and insured portfolios.
- | Environmental impact derived from the Group's financed carbon footprint.
- | Promotion of the operational carbon footprint's reduction thanks to the implementation of the action plans including areas for improvement and recommendations to reduce it.



CLIMATE STRATEGY AND TRANSITION PLAN

The CaixaBank Group's climate strategy and its Transition Plan ensure the compatibility of its business model with the transition to a carbon neutral economy, integrating ESG risks into business management and risk appetite. This approach is based on CaixaBank's risk management practices, reflecting the Group's desire to be at the forefront of the transition, leading sustainable financing in Europe and consolidating its position as an international benchmark in sustainability.

In this context, the risks associated with transition become increasingly relevant for prudent business management. Changes in regulatory frameworks, the development of new technologies, the reorientation of investment flows, or shifts in consumption decisions can affect the solvency, profitability, and future viability of certain sectors and economic activities. For CaixaBank, proper management of these risks is a key element in preserving the resilience and sustainability of its business model in the long term.

With this perspective, the Board of Directors approved the CaixaBank Group **Prudential Transition Plan** in December 2025, which will be reviewed annually to incorporate strategic developments of CaixaBank and the environment in which it operates.

This Plan covers all the Group's banks. In the case of the Group's insurance companies and in particular VidaCaixa, they have their own climate strategy, which promotes the decarbonisation of their own operations and especially of their investment portfolio, through the management of climate risks, the setting of interim decarbonisation objectives, driving forward with the Group's main decarbonization levers, integrating climate metrics in management, and carrying out engagement actions with the companies in the portfolio. In this sense, VidaCaixa is committed to continuing to develop its climate strategy on the basis of methodological and legislative advances. Therefore, it monitors regulatory requirements regarding the definition of a Transition Plan to align with this practice when required.

The **Prudential Transition Plan** constitutes a central tool for managing climate risks, enabling better management of these risks and ensuring compliance with regulatory and supervisory requirements, in particular those set out in the European Banking Authority (EBA) Guide on the management of environmental, social and governance (ESG) risks.

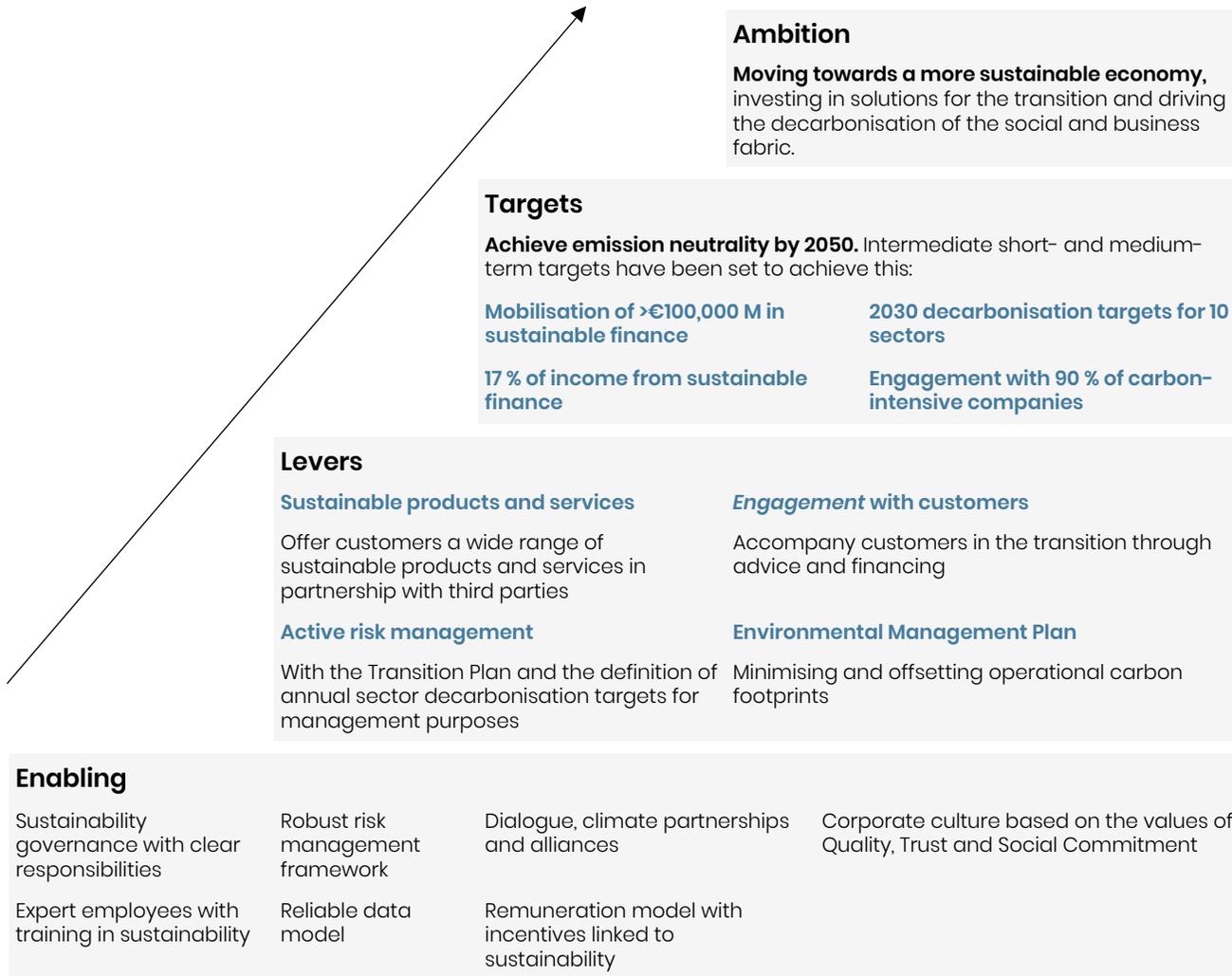
The Plan is established as a strategic document of the Group, which sets out in a structured manner how CaixaBank identifies, assesses, manages and monitors material risks arising from ESG factors, integrating them transversally into its overall risk management framework, ensuring consistency between the Group's ESG strategy and objectives, its business model, corporate strategy, and risk appetite, in the short, medium and long term.

It also promotes the effective integration of ESG risks into financial planning and capital management, thus ensuring that these factors are structurally considered in decision-making.

The Prudential Transition Plan integrates the climate objectives established by CaixaBank in its climate strategy. To this, at a climate level, CaixaBank is committed to achieving carbon neutrality by 2050.



CLIMATE STRATEGY



2025–2027 Strategic Plan

3rd line - Differential positioning in ESG



Sustainability Plan 2025–2027

01 Advancing towards a more sustainable economy



02 Supporting the economic and social development of all people



To make progress towards the goal of achieving emissions neutrality by 2050, the Group has defined intermediate objectives and medium-term milestones, which materialise in sectoral decarbonisation targets by 2030. In addition, the Group has defined short-term targets aimed at engagement with customers, mobilisation of sustainable financing, sustainable income and decarbonisation with annual net zero targets aligned with the 2030 target. The short-term objectives are set out in the Sustainability Plan 2025-2027, which forms part of the third strategic line of the 2025-2027 Strategic Plan.

The **implementation of the strategy in the short term**, defined in the Sustainability Plan 2025-2027 (*see section "Sustainability strategy and business model"*) rests mainly on **two lines of action** in pursuit of the Group's ambition: moving towards a more sustainable economy, leading to a long-term goal of net zero emissions by 2050.

Each action line has its **own objectives**, actions and levers of achievement, which are detailed below.

1. Investing in solutions for transition, now and in the future.

This line focuses on mobilising financing and developing specialised financial solutions related to renewable energies, clean mobility, efficient buildings, industrial decarbonisation and sustainable intermediation to support companies in the adoption of sustainable technologies and operating models, thus contributing to a fair and orderly transition. *See section "Sustainable Finance - Sustainable Business"*.

OBJECTIVES	
Mobilise €100,000 M in sustainable financing	Achieve 17 % of financial income generated by sustainable financing

2. Driving the decarbonisation in society and business.

In order to drive the transition to a low-carbon economy, CaixaBank is committed to progressively aligning its loan portfolio with a goal of net zero emissions by 2050. In doing so, the Group seeks to promote an orderly transition in the business sphere by encouraging the adoption of more efficient technologies. Furthermore, in addition to its financial commitment, CaixaBank aims to support companies by offering specialised advice and tools to facilitate decision-making in the area of decarbonisation.

OBJECTIVES	
Engagement with 90 % of emission-intensive companies	Meet net-zero annual targets aligned with decarbonisation pathways to 2030



ACTIVE CLIMATE RISK MANAGEMENT

Climate risks, considered within environmental risks, are the risks associated with climate change that may potentially affect society, natural ecosystems and economic sectors. Conceptually they are classified as:

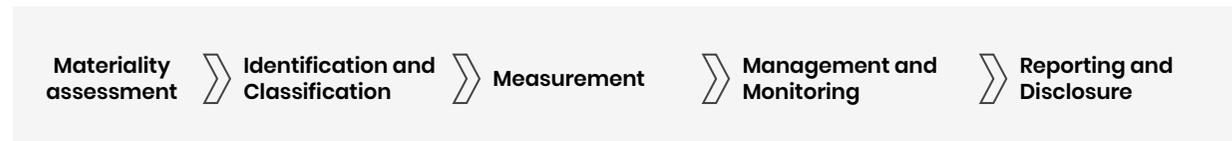
- | **Physical risks** are risks linked to climate events, which can be chronic or acute and may cause physical damage to assets (infrastructure, buildings, etc.), disruptions in production or supply chains, and/or changes in the productivity of economic activities (agriculture, energy production, etc.).
 - | Chronic: changes in climate patterns, average temperatures, rainfall, sea level rise, etc.
 - | Severe: Increased extreme events and increased intensity and severity of tornadoes, hurricanes, flooding, etc.
- | The **transition risks** are risks associated with the process of transitioning to a low-carbon economy.
 - | Policy and legal: changes in regulations and standards.
 - | Technological: Energy efficient alternatives, obsolescence, etc.
 - | Market: changes in consumer preferences and market participants.

The impact of these risks will depend on the likelihood and intensity of the events and the ability of companies to respond to or anticipate them.

ESG RISK MANAGEMENT FRAMEWORK

Climate risk management is a key lever to implement the Group's climate strategy, based on managing risks appropriately, helping the transition to a low-carbon economy and meeting the goal of achieving net zero carbon emissions by 2050.

CaixaBank has an **ESG risk management framework**, which allows the evaluation and management of the potential impacts of climate risks through the following steps:



01. ESG risk materiality assessment

The basis for appropriate ESG risk management and risk calibration in strategic processes depends on the assessment of materiality.

The assessment of the materiality of sustainability risks (ESG) focuses on the qualitative assessment of the main impacts that ESG factors may have on the risks in CaixaBank's Corporate Risk Catalogue. The results of this assessment form part of the Group's Risk Assessment process.

The materiality assessment of the ESG risks **is the basis for the determination of financial materiality (outside-in) of the Double Materiality Assessment (see section "Materiality Assessment")**.

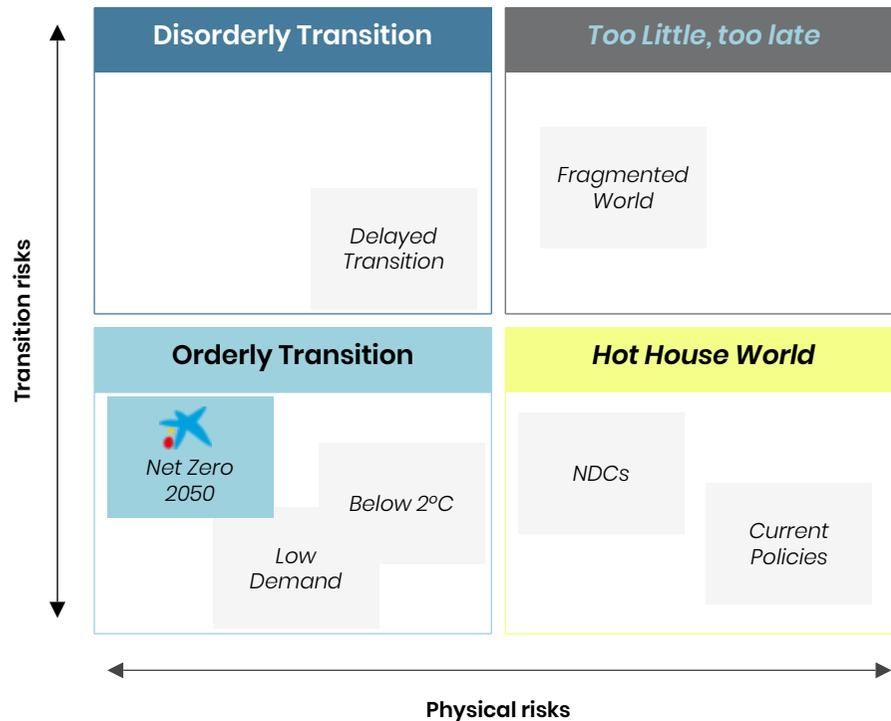
Assessment of the materiality of ESG risks is based on the following theoretical table, which **describes the various physical and transitional risks and their possible translation into the risks in the Corporate Catalogue**.



	Transition risk	Physical risk
Business profitability risk	Changes in (i) policies, legislation and regulation aimed at decarbonising the economy (for example, capital regulation or provisioning requirements for certain types of assets); (ii) market sentiment (loss of market share to the benefit of environmentally sustainable financial products); and (iii) reputational factors (association with the financing of certain sectors or industries, or misalignment with market standards) affect the business environment and the resilience of the long-term strategy. CaixaBank operates under a universal banking model, offering a broad range of financial services and products. Accordingly, the impact of transition costs may differ across business areas.	Impacts from extreme or chronic physical events may affect the value of owned or financed physical assets. Furthermore, a region's GDP may be affected by natural disasters.
Reputational risk	Reputational risk is mainly linked to the perception of stakeholders regarding the Bank's non-significant contribution to the decarbonisation of the economy or financing of sectors or companies with material ESG controversies.	Reputational risk is mainly linked to situations where stakeholders hold a dim view of the efforts made to monitor extreme weather events or mitigate their impacts.
Credit risk	<p>Transition risks may affect the probability of default (PD) and/or the value of collateral.</p> <ul style="list-style-type: none"> PD: the most carbon-intensive sectors and/or those affected by energy transition policies will be less profitable and/or will face higher investment needs due to technological obsolescence, carbon prices or taxes, and/or changes in market or consumer preferences. Companies that fail to adapt to the new environment will see their medium- to long-term viability compromised and may generate stranded assets that cannot be exploited or consumed, thus affecting their profitability. Value of collateral: depreciation of collateral as a result of being stranded and/or directly or indirectly affected by the transition, reducing the recovery rate in the event of default. 	<p>Transition risks may affect the probability of default (PD) and/or the value of collateral.</p> <ul style="list-style-type: none"> PD: the most carbon-intensive sectors and/or those affected by energy transition policies will be less profitable and/or will face higher investment needs due to technological obsolescence, carbon prices or taxes, and/or changes in market or consumer preferences. Companies that fail to adapt to the new environment will see their medium- to long-term viability compromised and may generate stranded assets that cannot be exploited or consumed, thus affecting their profitability. Value of collateral: depreciation of collateral as a result of being stranded and/or directly or indirectly affected by the transition, reducing the recovery rate in the event of default.
Compliance and conduct risk	Climate transition risk arises from the legal and compliance risk associated with carbon-intensive investments and business activities, as well as from the definition and marketing of sustainable products. It may therefore affect conduct and compliance risk through breaches of disclosure obligations, or of expected standards of conduct or ethical and good practice, related to transition risks, which could in turn give rise to legal proceedings and fines.	The materialisation of physical risks may exacerbate errors in the disclosure of climate change-related information.
Legal and regulatory risk	Transition risk affects the legal and regulatory risk associated with investments and activities with a high carbon footprint, as well as the definition and marketing of products considered sustainable. The transition may give rise to negative impacts resulting from changes to existing legislation or from new regulation aimed at mitigating climate change.	Physical risk may give rise to negative impacts on the Bank's profitability resulting from inadequate management of judicial or administrative requirements, or from claims received arising from physical risks.
Other operational risks	Climate transition risk could affect other operational risks, giving rise to losses due to a lack of operational continuity driven by regulatory changes or shifts in consumer demand in efforts to mitigate climate change.	Physical climate risk could affect other operational risks, giving rise to losses resulting from disruptive climate events that jeopardise the delivery or timely recovery of critical processes supporting the business, or that damage the entity's tangible assets.

Due to the special characteristics of climate risks, the climate risk assessment must be based on various climate change scenarios and consider different time horizons. **The Network for Greening the Financial System (NGFS) has defined 7 climate scenarios**, grouped into 4 broad categories: Orderly Transition, Messy Transition, Hot House World and Too Little Too Late. These scenarios provide a common starting point for the analysis of climate risks in the financial system and the economy and, in line with supervisory expectations. These are the scenarios selected and used by CaixaBank!

_CLIMATE SCENARIOS ACCORDING TO THE NGFS



CaixaBank's current baseline scenario

Orderly transition:

These scenarios imply early implementation of climate policies with increasing depth and scope. Both the physical and the transition risks are relatively moderate.

Disorderly transition:

A disorderly transition scenario implies a significant increase in transition risks due to delays in climate policies or divergences between countries and sectors. For example, implicit carbon prices tend to be higher for a given temperature level.

Hot House World (high level of global warming):

This implies the application of very limited climate policies and only in some countries, areas or sectors, so that global efforts are insufficient to avoid global warming with significant incremental physical climate effects. In this scenario, the risk of transition is limited, but the physical risk is very high and with irreversible impacts.

In recent years, CaixaBank has adopted the **Orderly Transition²** scenario. Of the four scenarios identified, this is considered the most consistent with the Group's commitments and the most likely within the EU regulatory and policy framework. During 2025, CaixaBank carried out a specific exercise to assess the suitability of **maintaining the Orderly Transition** scenario as the central scenario for risk management. The analysis has concluded that this scenario remains the most appropriate. Nevertheless, the Bank will continue to assess its validity and appropriateness in future periods.

Under the orderly transition scenario, the main climate risk impacts are concentrated in the credit portfolios of legal entities, as shown in the Climate Risk Analysis Matrix – Orderly Transition Scenario.

¹ In its latest scenario update, the NGFS added an additional scenario (Too Little Too Late) that assumes a late and uncoordinated response to climate change among major economies that fails to limit climate change while incurring high transition costs. In 2025, CaixaBank did not incorporate this scenario into its analysis, although its assumptions on physical and transition risks are respectively reflected in the Hot House World and Disorderly Transition scenarios.

² In terms of physical effects, this scenario is equivalent to the SSP1-2.6 scenario proposed by the Intergovernmental Panel on Climate Change (IPCC). IPCC low emissions scenario as defined in IPCC_AR6_WGI_SPM_Spanish.pdf: https://www.ipcc.ch/report/ar6/wgi/downloads/report/IPCC_AR6_WGI_SPM_Spanish.pdf

In this regard, it is concluded that climate risks are a cross-cutting factor for Credit, Operational¹ Business profitability and reputational risks. For the remaining risks in the Catalogue, the impact is not considered material within the corresponding level 1 risk. The **result of the climate risk assessment is set out below:**

Credit risk:

This is the financial risk that may be most impacted by climatic factors, mainly transition factors, in the short, medium and long term:

- | **Transition risk:** the macro-sectors with the greatest potential to be impacted in the medium and long term are the agriculture, electricity, oil and gas, transport, materials, and mining and metallurgy sectors. Among the sectors with the highest risk, CaixaBank has identified the electricity coal and oil and gas sectors as the priority sectors in terms of transition risk. Of the sectors with an average impact, real estate stands out for its high exposure in the Bank. In the short term, the impact of the transition risk is considered minor.

This top-down sector view is complemented by a bottom-up approach, based on:

- | The segments of activity within each macro-sector (value chain).
- | The time frames of financing operations.
- | The characteristics and positions of the main customers, the impact of which can be very heterogeneous, such as depending on how they incorporate these risks in their strategic vision. More individualised analyses are applied in the risk acceptance processes to take these aspects into account. Likewise, for the mortgage portfolio, the energy efficiency certificate is included in the process of formalising operations.
- | **Physical risk:** According to projections from the Intergovernmental Panel on Climate Change (IPCC), Spain is among the regions in Europe potentially most affected by physical risks arising from climate change. However, according to the Group's analysis, the impact on CaixaBank's portfolio is expected to be moderate:
 - | In the **mortgage portfolio**, based on the geographical location of the assets, the impact is not considered material in the short and medium term.

- | This assessment is complemented by a more granular analysis for the potentially most affected areas as well as for the portfolio of legal entities (location of infrastructure and sector-specific characteristics such as energy/services, agriculture, oil and gas or mining).

Market risk:

CaixaBank's market risk profile is low. The main objective of the trading book is to manage the market risk of customer transactions, mainly derivatives on market underlyings. The bond and stock portfolio is very small and has a high turnover. Given the immaterial amount, the Group considers that the impact of ESG risks on market risk is low. The risk is also mitigated by the inclusion of the fixed-income and equity portfolio in the Sustainability Risk Policy.

Operational risk:

The risk of damage affecting continuity of service is considered low.

Transition climate risk arising from legal and regulatory exposure linked to carbon-intensive investments and businesses, or to the definition and marketing of sustainable products, may be greater over the medium and long term due to heightened market expectations and sensitivity.

In management terms, progress has been made in identifying and measuring the impact through the creation of an operational-loss database that records losses linked to physical climate events that may have caused damage to the Group's own tangible assets, those linked to transition climate risk, and a cross-cutting tag to capture other climate-risk cases affecting other risk types. Extreme operational-risk scenarios have also been developed in connection with physical risks (assessing the potential damage that certain weather events could cause to tangible assets) and transition risks (potential penalties for failing to comply with sustainability-disclosure requirements), with both yielding a limited impact.

¹Includes several Level 1 risks: conduct and compliance, legal and regulatory, and other operational risks.

Reputational risk:

The impact of climate risk on reputational risk is medium-low and is linked to the perception of *stakeholders* that CaixaBank does not make a significant contribution to the decarbonisation of the economy or the financing of sectors or companies with relevant controversies, with the particularity that isolated events may have a certain impact. The risk is managed proactively through the reputational-risk assessment system for climate and environmental risks, embedded in the existing client-onboarding and financing-approval processes, as well as through the processes for assessing and managing controversies.

Liquidity risk:

The impact on short-term liquidity risk is not considered material, as it is considered in the habitual mechanisms for managing short-term liquidity risk. In the medium/long term it may have some additional impact on the Bank's liabilities (if companies or households are impacted by weather risks that may affect their cash flow generation and result in a decrease of deposits in financial institutions), but it is not currently considered material.

Business profitability risk:

CaixaBank's business environment and profitability may be affected mainly by transition risk. The risk is actively managed through the strategic positioning set out in the 2025–2027 Sustainability Plan and the pursuit of business opportunities linked to the transition, among other measures.

The following **presents the results of the materiality assessment of physical and transition risks** under the Orderly Transition scenario, considered as the central scenario. The analysis has concluded that climate risks, while they may have an effect on other risks included in the Corporate Catalogue, **have a material impact only on credit risk**.

CLIMATE RISK ANALYSIS MATRIX – ORDERLY TRANSITION SCENARIO

		Transition risks			Physical risks		
		ST	MT	LT	ST	MT	LT
Transversal risks	Business return	■	■	■	■	■	■
	Own funds and capital adequacy	■	■	■	■	■	■
	Model	■	■	■	■	■	■
	Reputational	■	■	■	■	■	■
Financial risks	CIB segment	■	■	■	■	■	■
	Business segment	■	■	■	■	■	■
	Mortgage segment	■	■	■	■	■	■
	Consumer segment	■	■	■	■	■	■
	Actuarial	—	—	—	—	—	—
	Rate risk in the banking book	■	■	■	■	■	■
	Liquidity and funding	■	■	■	■	■	■
	Market	■	■	■	■	■	■
Operational risk	Conduct and Compliance	■	■	■	■	■	■
	Legal and regulatory	■	■	■	■	■	■
	Technology	■	■	■	■	■	■
	Other operational risks	■	■	■	■	■	■

ST. Short term (up to 4 years)
MT. Medium term (4 to 10 years)
LT. Long term (over 10 years)

— Not applicable | ■ Low risk | ■ Low-medium risk | ■ Medium risk | ■ Medium-high risk | ■ High risk

The results of the risk analysis in the **disorderly transition** and **Hot House World** scenarios are shown below.

CLIMATE RISK ANALYSIS MATRIX – DISORDERED TRANSITION SCENARIO

		Transition risks			Physical risks		
		ST	MT	LT	ST	MT	LT
Transversal risks	Business return	Low-medium risk	Medium risk	Medium risk	Low risk	Low risk	Low risk
	Own funds and capital adequacy	Low risk	Low risk	Low risk	Low risk	Low risk	Low risk
	Model	Low risk	Low risk	Low risk	Low risk	Low risk	Low risk
	Reputational	Low risk	Medium risk	Medium risk	Low-medium risk	Low-medium risk	Low-medium risk
Financial risks	CIB segment	Low-medium risk	Medium-high risk	Medium-high risk	Low risk	Low-medium risk	Medium risk
	Business segment	Low-medium risk	Medium-high risk	Medium-high risk	Low-medium risk	Low-medium risk	Medium risk
	Mortgage segment	Low risk	Low-medium risk	Medium risk	Low risk	Low risk	Medium risk
	Consumer segment	Low risk	Low risk	Low risk	Low risk	Low risk	Low risk
	Actuarial	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
	Rate risk in the banking book	Low risk	Low-medium risk	Low-medium risk	Low risk	Low risk	Low risk
	Liquidity and funding	Low risk	Low risk	Low risk	Low risk	Low risk	Low risk
	Market	Low risk	Low risk	Low risk	Low risk	Low risk	Low risk
Operational risk	Conduct and Compliance	Low risk	Low-medium risk	Low-medium risk	Low risk	Low risk	Low risk
	Legal and regulatory	Low risk	Low-medium risk	Medium risk	Low risk	Low risk	Low risk
	Technology	Low risk	Low risk	Low risk	Low risk	Low risk	Low risk
	Other operational risks	Low risk	Low risk	Low-medium risk	Low risk	Low-medium risk	Low-medium risk

ST. Short term (up to 4 years)

MT. Medium term (4 to 10 years)

LT. Long term (over 10 years)

— Not applicable | ■ Low risk | ■ Low-medium risk | ■ Medium risk | ■ Medium-high risk | ■ High risk

CLIMATE RISK ANALYSIS MATRIX – SCENARIO FROM HOT HOUSE WORLD

		Transition risks			Physical risks		
		ST	MT	LT	ST	MT	LT
Transversal risks	Business return	Low risk	Low-medium risk	Low-medium risk	Low risk	Low risk	Low-medium risk
	Own funds and capital adequacy	Low risk	Low risk	Low risk	Low risk	Low-medium risk	Medium risk
	Model	Low risk	Low risk	Low risk	Low risk	Low risk	Low risk
	Reputational	Low risk	Low-medium risk	Low-medium risk	Low-medium risk	Medium risk	Medium risk
Financial risks	CIB segment	Low risk	Low-medium risk	Low-medium risk	Low risk	Medium risk	Medium-high risk
	Business segment	Low risk	Low-medium risk	Low-medium risk	Low-medium risk	Medium risk	Medium-high risk
	Mortgage segment	Low risk	Low-medium risk	Low-medium risk	Low risk	Low risk	Medium-high risk
	Consumer segment	Low risk	Low risk	Low risk	Low risk	Low risk	Low risk
	Actuarial	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
	Rate risk in the banking book	Low risk	Low risk	Low risk	Low risk	Low-medium risk	Low-medium risk
Operational risk	Conduct and Compliance	Low risk	Low-medium risk	Low-medium risk	Low risk	Low risk	Low risk
	Legal and regulatory	Low risk	Low-medium risk	Low-medium risk	Low risk	Low risk	Low risk
	Technology	Low risk	Low risk	Low risk	Low risk	Low-medium risk	Medium risk
	Other operational risks	Low risk	Low risk	Low risk	Low risk	Medium risk	Medium-high risk

ST. Short term (up to 4 years)

MT. Medium term (4 to 10 years)

LT. Long term (over 10 years)

— Not applicable | ■ Low risk | ■ Low-medium risk | ■ Medium risk | ■ Medium-high risk | ■ High risk

02. Identification and classification



Based on the assessment of the materiality of ESG risks, **CaixaBank has prioritised the management of climate risks at their intersection with credit risk.**

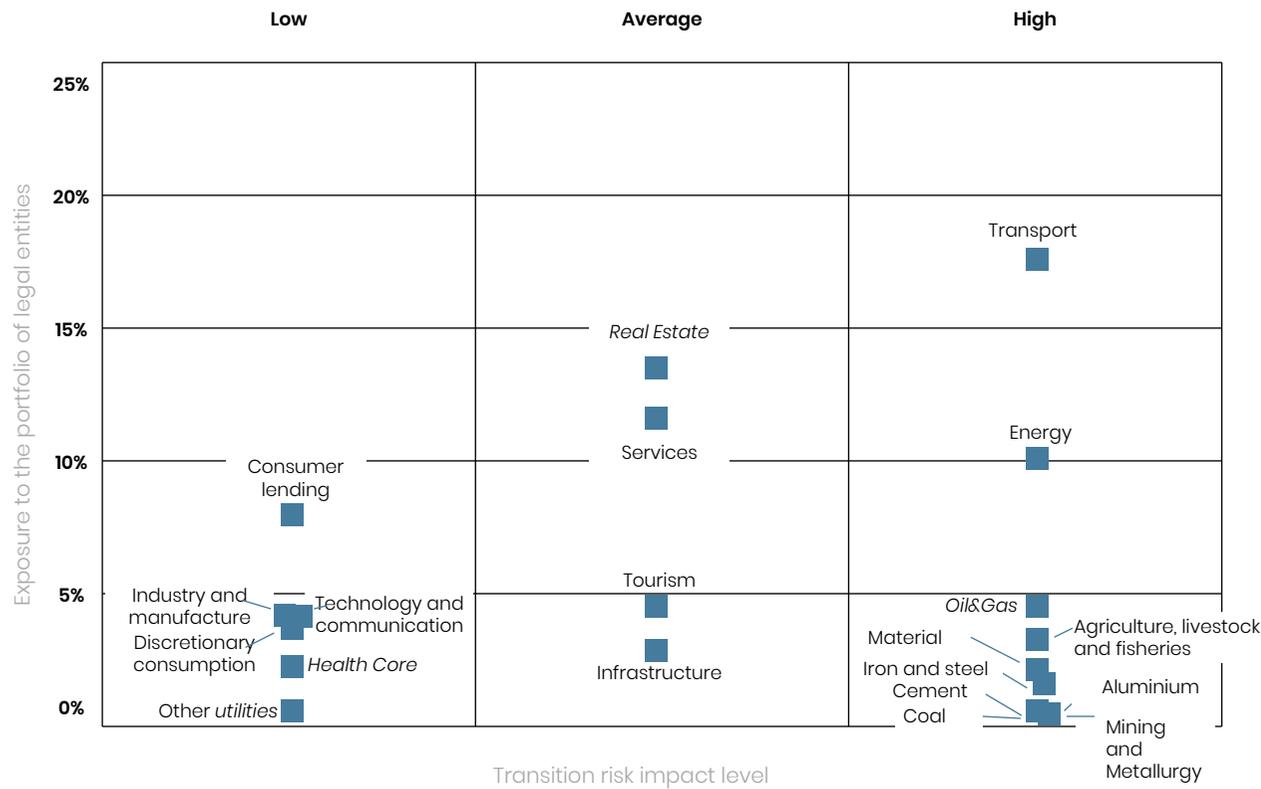
The management of ESG risks, according to their materiality, requires the profiling of credit and investment portfolios, taking non-financial characteristics into account. In doing so, standards such as the EU Environmental Taxonomy, the Sustainable Emissions Framework, and financed emissions and their intensity based on PCAF are taken into account.

CaixaBank carries out the process of identifying risks associated with climate change, distinguishing between **physical risks** and **transition risks**:

- | With regard to the **physical risk**, CaixaBank has employed the assets' corporate locations and the locations of the collateral property, identifying those areas where there is potentially a higher physical risk.
- | For **transition risks**: CaixaBank has identified the **sectors with the highest transition risk** of the investment and financed portfolio in terms of CO₂ emissions, as shown in the following chart. Namely: the electricity sector, oil and gas, automotive, iron and steel, residential and commercial real estate, agriculture and livestock, cement and aluminum, aviation and maritime. Moreover, the real estate portfolio is identified, due to its size, as a portfolio to be analysed.



_MAP OF THE DIFFERENT SECTORS IN THE PORTFOLIO BY VOLUME AND IMPACT



Sector	Risk
Fossil fuel combustion	High
Electricity sector	High
Transport	High
Real Estate	Average
Iron and steel	High
Aluminium	High
Cement	High
Agriculture, Livestock and Fishing	High
Coal	High
Infrastructure	Average
Mining and metallurgy	High
Material	High
Healthcare	Low
Technology and communication	Low
Tourism	Average
Industry and manufacture	Low
Services	Average
Other utilities	Low
Consumer lending	Low
Discretionary consumption	Low
Finance	N/A



The quantitative analyses carried out on the corporate portfolio confirm the conclusions of the qualitative analysis (see section "Quantitative framework for measuring and monitoring the financial effects of physical and transition risks").

03. Measuring climate risk

CaixaBank has developed a **measurement and scenario analysis framework to assess the impact of climate risk on credit risk**, based on the results obtained from the ESG materiality assessment.

This framework enhances the comprehensive climate risk assessment process in line with the aforementioned ESG materiality assessment, as well as allows measuring the impact that the climate risks can have on the financial results and operations.

The **measurement framework** consists of the **qualitative scenario analysis** and the **quantitative measurement and monitoring framework**.

Qualitative scenario analysis

CaixaBank carries out **periodic assessments of the main physical and transition risk drivers** and of how the corporate and mortgage portfolios behave under the key climate scenarios defined by the NGFS (disorderly transition, hot house world and the central orderly-transition scenario), across different time horizons, both medium and long term.

Corporate portfolio

In relation to the corporate portfolio, CaixaBank performs a scenario analysis for climate risks at a qualitative level in the form of heatmaps.

With regard to **physical risk**, as for the effect of the climate events on the companies' financial statements, the probability of which depends on the location of production centres and the nature of the activity, the most impacted sectors are agriculture (droughts), construction (heat waves) and transport (coastal floods).

Among the most exposed sectors in CaixaBank, construction is the one most subject to physical risks.

For **transition risk**, the qualitative analysis focuses on the identification of the segments potentially most affected by transition risk in the material risk sectors of the portfolio.

Specifically, the analysis was carried out for the most greenhouse gas (GHG) emissions-intensive sectors (oil and gas, power generation, automotive, aviation, shipping, residential real estate, commercial real estate, cement, iron and steel, aluminium and agriculture), identifying the most significant impacts through an assessment of the main risk variables and establishing heat maps for different time horizons (2030, 2040 and 2050) for transition scenarios compatible with the decarbonisation commitments undertaken by CaixaBank (orderly transition scenarios in geographies committed to net zero emissions by 2050). The heat maps for these sectors incorporate a granular analysis by activity at NACE level within each sector's valuechain.



Mortgage portfolio

In the mortgage portfolio, CaixaBank's exposure to the transition risks of these assets that it receives as collateral comes from:

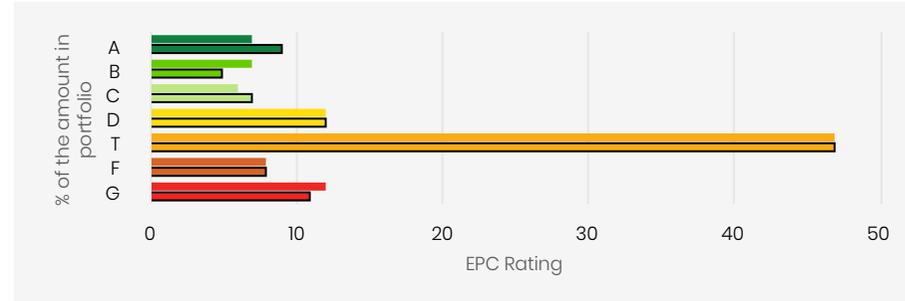
- | **Regulatory changes:** The Energy Performance of Buildings Directive (EPBD) has reinforced the energy efficiency requirements for the European building stock. In particular, it stipulates that all new buildings must be zero-emission buildings from 2030 (2028 for public buildings). It also introduces national pathways for reducing energy consumption in the residential building stock, requiring Member States to prioritise the renovation of buildings with the poorest energy performance, so that a significant reduction in average primary energy consumption is achieved, with milestones to be reached in 2030 and 2033.
- | **Market changes:** a relatively greater preference for energy efficient properties (as a result of their lower exposure to regulatory changes and their attractiveness due to their lower energy cost) can have a negative impact on the price of housing with lower energy rating.

To determine the degree of exposure to these risks, CaixaBank has been monitoring the energy efficiency of its mortgage portfolio using the actual EPCs of those contracts for which they are available or estimating the energy qualification using proxies.

With regard to the evolution of energy certificates in recent years, trends have been identified that are expected to continue gaining traction in the future.

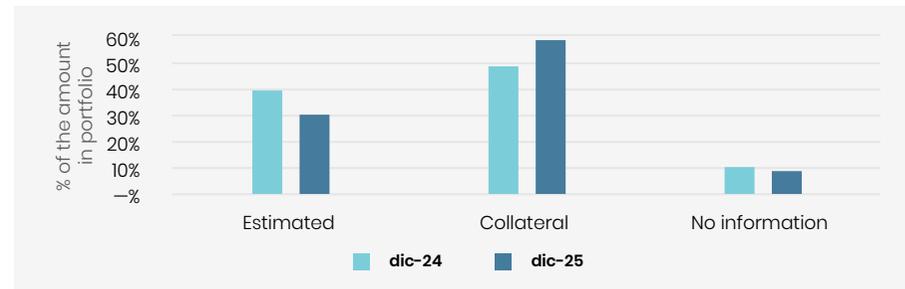
On the one hand, a progressive improvement of the energy efficiency of housing in CaixaBank's mortgage portfolio, resulting in more efficient EPCs, is expected. In this context, the energy efficiency of the portfolio will tend to improve as the older properties, usually with lower energy ratings, mature and the current housing stock is renewed and as the number of financed properties with a rating of A and B increases.

_COMPARISON BETWEEN STOCK (WITHOUT OUTLINE) AND NEW PRODUCTION IN 2025 (WITH OUTLINE) ACCORDING TO THE ENERGY RATING



On the other hand, the available data has been improved, by obtaining EPCs from contracts for which the information was not previously available. This has been made possible thanks to an agreement with an external supplier that has made it possible to increase the percentage of contracts for which real information on energy efficiency is available compared to those that had to be inferred using *proxies*.

_DISTRIBUTION BY TYPE OF CERTIFICATE



With regard to the assessment of **physical risks**, and given that Spain is one of the regions in Europe that will potentially be more affected by the physical risks of climate change, a qualitative analysis has been carried out on the mortgage portfolio. The impact on the mortgage portfolio is considered to be of low materiality, given that mortgage guarantees are mainly located in low risk areas (urban environment).

Quantitative framework for measuring and monitoring the financial effects of physical and transition risks

CaixaBank has **a quantitative framework for measuring the impact of climate risks on credit risk**, which enables the Group to quantify the effects of the main physical and transition risks on mortgage collateral and customers' economic activity, **by measuring their impact on the credit parameters** on which they affect: The probability of default (PD) and loss given default (LGD), **for the main climate scenarios** defined by the Network of Central Banks and Supervisors for Greening the Financial System (NGFS) (orderly, disorderly transition and hot house world) and the different **time horizons**, both short and long term.

Quantitative measurement of physical risk

The method designed to identify the exposures subject to physical risk is based on projecting climate events in the geographies where CaixaBank has exposure and the impact that these can have on the Group's financial results and operations. These climate events include forest fires, river and coastal flooding, droughts, heat waves and other phenomena related to climate change.

For this purpose, projected probability of occurrence maps are developed by physical hazard event (river or sea flooding, fire, drought or heat wave) showing exposure by postcode, for different climate scenarios (orderly transition, disorderly transition and *hot house world*) and covering different time periods. The data employed to build these maps are obtained from international and national official bodies. This guarantees that the data used are reliable and aligned with global standards in climate risk assessment.

Once the probability maps have been generated, the location of mortgage collateral and the corporate locations of the companies are assessed according to the geographical areas affected, in order to identify their specific exposure to physical risks. This crossing of data allows assigning to each property and non-financial company a probability of occurrence for each identified physical risk. This way, a detailed view of the assets' vulnerability to extreme climate events is obtained. These variables are projected in the long term (2050) and under the three climate scenarios selected by CaixaBank (**see section "ESG risk materiality assessment"**) from among the seven produced by the Network for Greening the Financial System (NGFS).

Lastly, based on the probabilities of occurrence of the climate events and their severity, an estimate of the physical risks' impact on each of the credit risk's parameters is carried out:

- | **Probability of default (PD):** the impact on the credit quality of customers at the sectoral and individual level is estimated. Starting from maps of probability and other reputed sources details, used to determine the severity of the physical hazards, is determined as the different climatic events as are the prolonged droughts or the extreme heat waves, can affect directly the skills of a company to operate or its property assets' stability.
- | **Loss given default (LGD):** the impact that the physical risks can have on the future value of the guarantees is estimated. The impact is quantified via haircuts estimated in these properties' appraisal values.

Quantitative measurement of transition risk

The transition risk's assessment allows quantifying its impact on the credit quality of companies, considering key factors such as the carbon emissions, price evolution, decarbonisation pathways and investments required for the transition. In addition, the effect of increases in production costs on the companies' business volumes and margins is also analysed.

The framework for analysis allows estimating the impact of the transition on mortgage guarantees, under the premise that least-energy efficient properties could be less attractive in the future.

- | **Probability of default (PD):** increased probability of default due to the need to adapt to a low-carbon economy. For customers in the productive-activities segment, this may stem from rising costs or reduced income.
- | **Loss given default (LGD):** negative impact on the value of mortgage collateral due to the gap between its level of energy efficiency and the level expected at different horizons under the standards defined at European level.

This assessment not only helps anticipate the negative effects of climate change, but also adjust the risk management policies to mitigate their impact on the lending portfolio.

The **scenario analyses** carried out within the CaixaBank measurement and monitoring framework **have shown limited impacts on both transition risk and physical risk within the credit portfolio**. However, there are methodological challenges associated with the availability of data and the design of scenarios, which continue to evolve to reflect the potential impacts with further precision.

In this context, CaixaBank continuously improves its analytical and methodological capabilities and adapts to the advances in knowledge and availability of data.

This constant evolution reinforces its climate risk management framework, ensuring an increasingly accurate and effective response to the challenges of the sustainable transition.

Main assumptions of the quantitative framework for measurement and monitoring

In order to measure and project the climate risk impacts in the credit risk, the assumptions have a conservative approach, with the aim of guaranteeing that the results show unfavourable but plausible scenarios. Among the main assumptions, the following are particularly noteworthy:

01. Scenarios

The scenarios used are those provided by the *Network for Greening the Financial System* (NGFS)¹. These scenarios have been created to provide a starting point in analysing the impact of climate risks on the economy and the financial system. These show different futures according to how the physical risks, transition policies, technological developments and changes in preferences of the economic agents evolve. Below are detailed the scenarios employed:

- | Net Zero 2050, corresponding to the Orderly Transition scenario. It is an ambitious scenario that limits global warming to 1.5°C through stringent climate policies and innovation, achieving net-zero CO₂

emissions around 2050. Some jurisdictions, such as the United States, the European Union and Japan, reach net-zero emissions for all greenhouse gases by that point. This scenario involves immediately introducing ambitious climate policies. The CDR (Carbon Disclosure Removal) is used to accelerate decarbonisation, but it is kept to the minimum possible and broadly in line with sustainable levels of bioenergy production. Net CO₂ emissions reach zero around 2050, giving at least a 50 % chance of limiting global warming to below 1.5°C by the end of the century, with no or low overshoot (<0.1°C) of 1.5°C in earlier years. The physical risks are relatively low, but the transition risks are high.

- | *Delayed Transition*, corresponding to the Disordered Transition scenario. This scenario assumes that annual global emissions will not decline until 2030. Strong policy measures would therefore be required to limit warming to below 2°C. The negative emissions are limited. This scenario assumes new climate policies are not introduced until 2030 and the level of action differs across countries and regions based on currently implemented policies, leading to a "fossil recovery" out of the economic crisis brought about by COVID-19. The availability of CDR technologies is assumed to be low, pushing carbon prices higher than in Net Zero 2050. As a result, emissions temporarily exceed the carbon budget and then decline more rapidly than in the Well Below 2°C scenario after 2030, ensuring a 67 % probability of limiting global warming to below 2°C. This leads to higher physical and transitions risks than the Net Zero 2050 and Below 2°C scenarios.
- | *Current Policies*, corresponding to the Hot house world scenario. This scenario assumes that only the currently implemented policies are maintained, which generates high physical risks. The emissions will increase until 2080, which will lead to a global warming of approximately 3°C and severe physical hazards. This includes irreversible changes and a rise in sea levels. This scenario may help central banks and supervisors to consider the long-term physical risks to the economy and the financial system if we continue on our current path towards a "hot house world".

¹In line with the climate scenarios used in the climate risk materiality assessment analysis (see section "Identification and assessment of climate change risks and opportunities"). They do not coincide with the time horizons set by CSRD, as indicated in the section "Basis of preparation".

02. Time horizons

The impact of both physical risks and transition risks is **assessed at different time horizons**, from business-as-usual to future climate scenarios covering the short, medium and long term, extending to 2050. For physical risks, following the approach used in the ECB's stress test in 2022, the physical impacts originally projected for 2080 are brought forward to the 2050 horizon.

This approach allows for better interpretation and comparison of climate scenarios, avoiding misleading conclusions that could arise due to a distribution of impacts that would not be intuitive or consistent across scenarios. This methodology is especially significant in a context of high climatic uncertainty, where bringing forward these impacts guarantees further accuracy in the planning and management of risks, due to allowing financial institutions to implement measures that are more effective and appropriate to respond to the challenges arising from climate change.

03. Other assumptions

- | **Static balance sheet:** in the long-term analysis, a prudent and simplified approach is adopted, assuming that CaixaBank's balance sheet will remain static, meaning that the composition of the credit portfolio will not change significantly in terms of its exposure to climate risks. This assumption means that the model does not capture proactive portfolio management measures, such as diversification or adjusting its mix of assets to reduce exposure to more vulnerable sectors or geographies. This assumption, while conservative, ensures that the analysis does not depend on uncertain future actions.
- | **Energy performance certificates (EPCs):** it is assumed that the Energy Performance Certificates (EPCs) of properties backing the mortgage guarantees will remain unchanged over time, implying that no future improvements in the energy efficiency of the properties are recognised. This assumption contributes to a more conservative estimation of risk.

04. Data source used in the measurement

In order to measure the impact of risks related to climate change, the quantitative framework for measuring and projecting climate risks employs different data sources:

Customer information:

- | **Internal by counterparty:** customer information is compiled in the admission process, by means of a questionnaire that mainly covers the carbon footprint, ESG information relating to sectoral and general exclusions, climate transition plans, impact assessments and associated mitigation plans.
- | **Internal, for physical assets,** mainly: 1) Project finance, asset finance and corporate projects where there is environmental due diligence to assess the environmental impact of the project and 2) the new mortgage business where energy performance certificates (EPC) are obtained.
- | **Public:** reports published by customers and information available on any environmental lawsuits are studied.

External suppliers data:

- | ESG rating agencies.
- | Provided by public bodies/research institutes, such as UNEP FI (United Nations Environment Programme Finance Initiative), IPCC (Intergovernmental Panel on Climate Change), IEA (International Energy Agency), PIK (Potsdam Institute for Climate Impact Research) and the INE (National Statistics Institute).
- | NGFS (Network for Greening the Financial System).
- | PCAF (Partnership for Carbon Accounting Financials).
- | EU's Earth Observation Programme, Copernicus.

05. Limitations of the measurement and assessment

Due to the nature of the risks linked to climate change, measuring and projecting their impacts on the credit risk has a series of limitations:

- | The lack of consistent historical data on climate events and their relationship with credit performance hinder the creation of accurate predictive models. In addition, its modelling cannot be based solely on historical experience and, therefore, prospective tools should be included.
- | The uncertainty regarding the time and form in which climate change will affect the various sectors and geographies.
- | The long-term time horizon, for which climate risks are noted.
- | The climate scenarios are based on assumptions, such as the implementation of future policies, which adds another layer of uncertainty.
- | The quality and current availability of data required to feed the aforementioned quantification models.

With regard to this, CaixaBank has identified data availability as one of the main working points to strengthen the analyses. As part of the Sustainability Plan, a comprehensive project involving a sustainability data model is being developed, which focuses on the needs for sustainability data.



Sensitivity to climate risk

CaixaBank identifies the exposures subject to physical risk and transition risk based on the aforementioned methodology and under the orderly transition scenario. This scenario is the base scenario for the materiality assessment, is consistent with the commitments assumed by CaixaBank and is currently still the most likely scenario in the European Union framework.

The following table shows the sensitivity of the CaixaBank Group's exposure¹ to climate risk events. The knowledge obtained from the climate risk heatmap and the assessments of exposure to climate risk events provide a comprehensive view of the lending portfolio's physical climate risk. Sensitive exposure to physical climate risk events is presented by sector and by geography:

PHYSICAL RISK

Geographical area subject to climate change physical risk – acute and chronic events (in €M)	Exposure				Total exposure of assets subject to physical risk (acute, chronic)
	Gross carrying amount	of which exposures sensitive to impact from chronic climate change events	of which exposures sensitive to impact from acute climate change events	of which exposures sensitive to impact both from chronic and acute climate change events	
A – Agriculture, forestry and fishing	3.256	27	1.925	76	2.028
B – Mining and quarrying	594	1	23		24
C – Manufacturing	32.359	664	705	30	1.399
D – Electricity, gas, steam and air conditioning supply	17.679	175	148		323
E – Water supply; sewage, waste management and remediation activities	1.916	57	18		75
F – Construction	11.517	334	560	70	964
G – Wholesale and retail trade; repair of motor vehicles and motorcycles	21.450	498	210	11	719
H – Transportation and storage	17.254	40	12		51
L – Real estate activities	15.518	693	175	3	871
Loans collateralised by residential immovable property	152.295	8.587	3.907	142	12.636
Loans collateralised by commercial immovable property	23.946	1.534	203	48	1.785
Repossessed colaterals	2.706	152	48	5	205
Rest of sectors (NACE I, J, K, M-U)	37.964	1.280	614	74	1.967

¹Corresponds to the CaixaBank Group's prudential perimeter.

Notes: This table includes breakdowns by type of guarantee and by company activity, which generates duplication of exposures. Alternatively, in the NUTS-based table, exposures are considered on a standalone basis according to the location of the property. For this reason it is not possible to reconcile the two tables.

Distribution by location (in €M)

NUTS 2 NAME (Autonomous Community)	INE Code (Province)	INE name (Province)	NUTS 3	NAME NUTS 3	Exposure			Exposure	% of total
					of which exposures sensitive to impact from chronic climate change events	of which exposures sensitive to impact from acute climate change events	of which exposures sensitive to impact both from chronic and acute climate change events		
Galicia	15	La Coruña	ES111	La Coruña	177	110	13	300	0.08%
	27	Lugo	EN112	Lugo	16	13		30	0.01%
	32	Ourense	EN113	Ourense		68		68	0.02%
	36	Pontevedra	EN114	Pontevedra	538	122		660	0.17%
Principality of Asturias	33	Asturias	EN120	Asturias	31	64		96	0.03%
Cantabria	39	Cantabria	EN130	Cantabria	467	39		506	0.13%
Basque Country	1	Araba/Álava	EN211	Araba/Álava		7		7	0.00%
	20	Gipuzkoa	EN212	Gipuzkoa	140	75		215	0.06%
	48	Biscay	EN213	Biscay	8	3		11	0.00%
Navarre	31	Navarre	EN220	Navarre		93		93	0.02%
Rioja	26	Rioja	EN230	Rioja		10		10	0.00%
Aragon	22	Huesca	EN241	Huesca		52		52	0.01%
	44	Teruel	EN242	Teruel		9		9	0.00%
	50	Zaragoza	EN243	Zaragoza		109		109	0.03%
Community of Madrid	28	Madrid	EN300	Madrid		166		166	0.04%
Castile and León	5	Ávila	EN411	Ávila		15		15	0.00%
	9	Burgos	EN412	Burgos		171		171	0.05%
	24	León	EN413	León		42		42	0.01%
	34	Palencia	EN414	Palencia		27		27	0.01%
	37	Salamanca	EN415	Salamanca		54		54	0.01%
	40	Segovia	EN416	Segovia		55		55	0.01%
	42	Soria	EN417	Soria		7		7	0.00%
	47	Valladolid	EN418	Valladolid		101		101	0.03%
	49	Zamora	EN419	Zamora		36		36	0.01%

Distribution by location (in €M)

NUTS 2 NAME (Autonomous Community)	INE Code (Province)	INE name (Province)	NUTS 3	NAME NUTS 3	Exposure			Exposure	% of total
					of which exposures sensitive to impact from chronic climate change events	of which exposures sensitive to impact from acute climate change events	of which exposures sensitive to impact both from chronic and acute climate change events		
Castilla-La Mancha	2	Albacete	EN421	Albacete		27		27	0.01%
	13	Ciudad Real	EN422	Ciudad Real		37		37	0.01%
	16	Cuenca	EN423	Cuenca		32		32	0.01%
	19	Guadalajara	EN424	Guadalajara		3		3	0.00%
	45	Toledo	EN425	Toledo		30		30	0.01%
Extremadura	6	Badajoz	EN431	Badajoz		158		158	0.04%
	10	Cáceres	EN432	Cáceres		25		25	0.01%
Catalonia	8	Barcelona	EN511	Barcelona	2,292	106		2,399	0.63%
	17	Gerona	EN512	Gerona	337	132		469	0.12%
	25	Lleida	EN513	Lleida		306		306	0.08%
	43	Tarragona	EN514	Tarragona	502	67	55	624	0.16%
Valencia	3	Alicante	EN521	Alicante	141	31		172	0.05%
	12	Castellón	EN522	Castellón	143	57	11	211	0.06%
	46	Valencia	EN523	Valencia	343	405	63	811	0.21%
Balearic Islands	7	Balearic Islands	EN531	Ibiza and Formentera	459	2		461	0.12%
	7	Balearic Islands	EN532	Majorca	348	41		390	0.10%
	7	Balearic Islands	EN533	Menorca		2		2	0.00%
Andalusia	4	Almería	EN611	Almería	166	51		217	0.06%
	11	Cádiz	EN612	Cádiz	698	113	2	812	0.21%
	14	Cordoba	EN613	Cordoba		195		195	0.05%
	18	Granada	EN614	Granada	10	55	2	67	0.02%
	21	Huelva	EN615	Huelva	374	116	3	492	0.13%
	23	Jaén	EN616	Jaén		25		25	0.01%
	29	Malaga	EN617	Malaga	1,251	29	1	1,281	0.34%
41	Seville	EN618	Seville	1,107	523	199	1,829	0.48%	
Murcia Region	30	Murcia	EN620	Murcia	290	584		875	0.23%

Distribution by location (in €M)

NUTS 2 NAME (Autonomous Community)	INE Code (Province)	INE name (Province)	NUTS 3	NAME NUTS 3	Exposure			Exposure	% of total
					of which exposures sensitive to impact from chronic climate change events	of which exposures sensitive to impact from acute climate change events	of which exposures sensitive to impact both from chronic and acute climate change events		
City of Ceuta	51	Ceuta	EN630	Ceuta	251			251	0.07%
City of Melilla	52	Melilla	ES640	Melilla	30			30	0.01%
Canary Islands	35	Las Palmas	ES704	Fuerteventura		2		2	0.00%
	35	Las Palmas	ES705	Gran Canaria	355	313	57	724	0.19%
	35	Las Palmas	ES708	Lanzarote	280	1		281	0.07%
	38	Santa Cruz de Tenerife	ES703	El Hierro					0.00%
	38	Santa Cruz de Tenerife	EN706	La Gomera					0.00%
	38	Santa Cruz de Tenerife	EN707	La Palma		17		17	0.00%
	38	Santa Cruz de Tenerife	EN709	Tenerife	631	105		735	0.19%

Name NUTS 2	Cod_NUTS II	NUTS 3	Cod_NUTS III	NAME NUT 3	Exposure			Exposure	% of total
					of which exposures sensitive to impact from chronic climate change events	of which exposures sensitive to impact from acute climate change events	of which exposures sensitive to impact both from chronic and acute climate change events		
Acores	PT20	Regiao Auton. Acores	PT200	Regiao Auton. Açores		282		282	0.07%
Alentejo	PT1C	Alentejo Central	PT1C4	Alentejo Central					0.00%
		Alentejo Litoral	PT1C1	Alentejo Litoral	15	4		19	0.01%
		Alto Alentejo	PT1C3	Alto Alentejo		10		10	0.00%
		Baixo Alentejo	PT1C2	Baixo Alentejo		5		5	0.00%
Algarve	PT15	Algarve	PT150	Algarve	137	102		238	0.06%

Centre	PTI9	Beira Baixa	PTI95	Beira Baixa		6		6	0.00%
		Beira E S. Estrela	PTI96	Beira E S. Estrela		89		89	0.02%
		Regiao de Aveiro	PTI91	Regiao de Aveiro	7	192		199	0.05%
		Regiao de Coimbra	PTI92	Regiao de Coimbra	8	211		220	0.06%
		Regiao de Leiria	PTI93	Regiao de Leiria		142		142	0.04%
		Viseu Dao Lafoes	PTI94	Viseu Dao Lafoes		193		193	0.05%
Grande Lisboa	PTIA	Grande Lisboa	PTIA0	Grande Lisboa	261	425		687	0.18%
Madeira	PT30	Regiao Auton. Madeira	PT300	Regiao Auton. Madeira					0.00%
North	PTII	Alto Minho	PTIII	Alto Minho	3	143	3	150	0.04%
		Alto Tamega Barroso	PTIIB	Alto Tamega Barroso		18		18	0.00%
		Area Metrop. do Porto	PTIIA	Area Metrop. do Porto	498	441		939	0.25%
		Ave	PTII9	Ave		155		155	0.04%
		Cavado	PTII2	Cavado	27	189		217	0.06%
		Douro	PTIID	Douro		46		46	0.01%
		Tamega e Sousa	PTIIC	Tamega e Sousa		255		255	0.07%
Oeste V.Tejo		Terras Tras-os-Montes	PTIIE	Terras Tras-os-Montes		2		2	0.00%
	PTID	Leziria Do Tejo	PTID3	Leziria Do Tejo		134		134	0.04%
		Medio Tejo	PTID2	Medio Tejo		138		138	0.04%
		Oeste	PTID1	Oeste	27	15		42	0.01%
Pen de Setubal	PTIB	Peninsula Setubal	PTIB0	Peninsula Setubal	47	35		83	0.02%

TRANSITION RISK

Exposure towards sectors that highly contribute to climate change (in €M)

	Total exposure of the analysed NACEs	Exposure subject to transition risk in accordance with functional criteria
A – Agriculture, forestry and fishing	3,256	3,225
B – Mining and quarrying	594	585
C – Manufacturing	32,359	15,080
D – Electricity, gas, steam and air conditioning supply	17,679	17,659
E – Water supply; sewage, waste management and remediation activities	1,916	
F – Construction	11,517	73
G – Wholesale and retail trade; repair of motor vehicles and motorcycles	21,450	5,931
H – Transportation and storage	17,254	14,963
I – Accommodation and food service activities	10,805	
L – Real estate activities	15,518	
Loans collateralised by commercial immovable property	23,946	16,085
Loans collateralised by residential immovable property	152,295	137,650
Repossessed colaterals	2,706	2,689

The amounts in this table do not match the information reported in the Information of Prudential Relevance. This table only shows the non-financial companies identified as of high risk in the heatmaps analysis of CaixaBank's Transition Risk Materiality Study.

Distribution by label and consumption (in €M)

		Level of energy efficiency (EP score in kWh/m ² of collateral)						Level of energy efficiency (EPC label of collateral)							Without EPC label of collateral	
		0; <= 100	> 100; <= 200	> 200; <= 300	> 300; <= 400	> 400; <= 500	> 500	A	B	C	D	T	F	G	From which level of energy efficiency (EP score in kWh/m ² of collateral) it is estimated	
Total Area EU + Non-EU	156,424	23,835	57,950	34,502	9,965	1,771	883	1,411	1,668	3,903	13,069	44,171	8,508	11,491	72,203	44,685
Of which Loans collateralised by commercial immovable property	16,085	1,135	2,812	1,677	909	342	485			2,396	1,310	1,342	355	418	10,265	1,541
Of which loans collateralised by residential immovable property	137,650	22,530	54,216	32,097	8,864	1,382	378	1,410	1,666	1,430	11,576	41,685	7,980	10,803	61,098	42,917
Of which collateral obtained by taking possession: residential and commercial immovable property	2,689	170	922	728	192	47	20	1	2	76	184	1,144	173	270	839	228

Scenario analysis and stress test

The quantitative measurement framework is the basis for integrating climate risk in both capital requirements and the severely adverse scenario for the Internal Capital Adequacy Assessment Process (ICAAP).

In this respect, the ICAAP for 2024 has been consistent with the previous year's, which included for the first time the estimate of economic capital requirements for climate risk. The most adverse scenarios available were employed to estimate it. For transition risk, a scenario of "orderly transition", which involves a gradual but unavoidable process of decarbonisation, was used. Meanwhile, in the case of physical risk, the "*Hot House World*" scenario was selected, which envisages a significant increase in global temperatures due to the lack of climate action, generating extreme events with greater frequency and intensity. This selection prioritises preparing the Bank against complex scenarios.

The time horizon for integrating climate risk into economic capital for credit risk is one year, but anchored to three-year projected climate risks. It thus aligns with the longer-term and more uncertain nature of climate risk and stress projections based on conservative assumptions.

The analysis concluded that the impact of climate risks on the economic capital is immaterial.

This methodology has also allowed quantifying the exposure potentially affected by climate risk with an impact on liquidity risk, where this impact has been included in the ILAAP.

In addition, between late 2023 and early 2024, CaixaBank participated in the *one-off analysis exercise* of the climate risk scenario *Fit-for-55* conducted by the EBA. The aim of the exercise was to assess the resilience of the EU's financial system (including banks, insurers, IORP and investment funds) against the potential impact of climate risks under three different stress scenarios (baseline, AD1 and AD21), as well as its capacity to support the ecological transition even under stress conditions. The results of this analysis were disclosed at the end of 2024, concluding that the losses associated with the transition risk alone are not a threat to financial stability, although it should be considered that combined with macroeconomic stress, these losses could rise considerably. In addition, the financial institutions, particularly the major ones, are well capitalised, their exposure is appropriately diversified and they have an adequate capacity for hedging and absorbing losses.

¹ Baseline: The Fit-for-55 plan is implemented (by 2030, 55 % reduction of emissions compared to 1990 levels and NZ in 2050). Immediate transition costs are assumed: energy-related investments amounting to 3.7 billion euros between 2022 and 2030 and a reduction of 14.5 pp in fossil fuel consumption. In addition to the baseline, AD1 (run-on-brown) considers a sudden correction in financial asset prices as a consequence of a greater awareness of transition risks. In addition to AD1, AD2 considers a macroeconomic similar to that considered in the EBA stress tests.



Impact of climate change on the Financial Statements

As previously mentioned, CaixaBank is exposed to risks associated with climate change mainly via the financing of sectors exposed to extreme weather or those more intensive in CO2 emissions.

These risks could have an impact on the financial sector, to the extent that they lead to changes in the financial situation of households and companies and they also affect their capacity to meet their payment commitments or their savings and investment capacity.

Therefore, it has been identified that the risks associated with climate change could have an impact on the Group's financial statements in the future. Specifically, financial effects that would have an impact on the following items of the income statement have been identified:

- | **Net interest income.** The impact that the physical and transition climate risks could have on the investment capacity of households and companies could result in CaixaBank generating less net income.
- | **Impairment losses on financial assets.** The materialisation of risk climates can have a direct impact on the financial situation of households and companies, which affect their capacity to meet their payment commitments. These events can generate economic losses, for example, via the value of the guarantees. This leads to an increase in allowances for insolvency risk.

Consequently, the mentioned impacts could involve a slight reduction in the capital adequacy ratios derived from the increase of allowances for insolvency risk and the lower generation of net income and business returns. However, despite the identification of the aforementioned potential financial effects on the Group, **the results obtained in the scenario analysis within CaixaBank's measurement and monitoring framework show limited impacts on the loan portfolio in terms of both transition risk and physical risk.** CaixaBank monitors these risks in detail, with the aim of minimising their effect, and has management tools in place to manage the impact thereof:

- | Implementation of action plans to help these companies transition. [See section "Engagement and dialogue service".](#)
- | Modification of the *mix* of the portfolio, to readjust the exposure to these risks.

- | Financing of new business opportunity linked to the adaptation of these sectors to climate change.

Impact on the net interest income

A negative impact on the net interest income caused by the climate risk is not expected in the medium/short term. CaixaBank has the capacity to adjust its portfolio mix to fit the circumstances. In this case, the commitment to meeting the decarbonisation targets set may result in a change to the portfolio *mix*, opting for less greenhouse gas-intensive customers and operations. In addition, the Group is committed to supporting its customers in the transition to a carbon-neutral economy. On the other hand, the Group has the opportunity to take advantage of the growing demands for sustainable financing, which will allow it to diversify its investments in projects that promote energy transition and sustainable development, generating new sources of income. This flexibility and approach in sustainability contribute to mitigating the possible negative impacts of climate risks on its profitability.

Impact on the calculation of allowances for insolvency risk

CaixaBank includes forward-looking information in its expected loss models ([see Note 3.4.1 "Credit risk" to the financial statements](#)).

In this sense, the range *downside* of the variables used in the calculation of provisions incorporates deficiencies in structural reforms that lead, together with other macroeconomic dynamics, to falls in productivity and, therefore, in GDP. Thus, the estimated drop reflects the potential impact of an exacerbated climate risk which, through various mechanisms (e.g., increased production costs, increased commodity prices, etc.), would eventually affect long-term economic growth. The weighting of the scenarios considered in each of the financial years for each sector is as follows:

WEIGHTING OF THE OCCURRENCE OF THE FORESEEN SCENARIOS

	31/12/2025			31/12/2024			31/12/2023		
	Baseline scenario	Upside scenario	Downside scenario	Baseline scenario	Upside scenario	Downside scenario	Baseline scenario	Upside scenario	Downside scenario
Spain	60	20	20	60	20	20	60	20	20
Portugal	60	20	20	60	20	20	60	20	20

04. Climate risk management and monitoring

The physical and transition risks associated with climate change are considered additional factors that have an impact on the previously defined risk categories, and their identification, measurement, management and monitoring are completely **integrated into the Group's risk management framework**. Therefore, the risks related to climate change are incorporated into the implemented governance processes and models, in accordance with regulations and supervisory trends.

The Group's **management of risks associated with climate change** is part of the risk planning, corporate strategic processes, risk catalogue, risk appetite framework and risk assessment, and it is established in the risk management policies, frameworks and risks processes.

In this context, CaixaBank has a **solid framework for climate risk management**, supported by specific risk management policies, monitoring metrics that allow it to continuously assess the evolution of risks and decarbonisation targets in line with its commitments, integrated into the Group's risk management frameworks. This holistic approach facilitates informed decision-making consistent with the Group's climate strategy, strengthening the Group's ability to anticipate and respond to the challenges posed by climate change.

Climate change policies

As a next step in the identification and measurement of ESG risks, CaixaBank has developed a series of policies that include these ESG risks in its management model. These policies seek to ensure that strategic and operational decisions are aligned with the Group's sustainability commitments and regulatory expectations. The main internal policies that structure ESG risk management at CaixaBank are as follows:

- | **Corporate Global Risk Management Policy:** Aims to establish an effective risk management framework that is consistent with the CaixaBank Group's strategic objectives. Sets out the general principles governing the risk management framework at Group companies, including ESG risks as a cross-cutting factor.
- | **Corporate sustainability/ESG risk management policy:** Aims to integrate ESG criteria into the Group's business decisions in order to identify, measure, manage and control sustainability risks. The Policy sets out general and sectoral criteria for exclusion or limitation on

clients/projects for activities with negative impacts, as well as mitigation requirements. The ESG/Sustainability Risk Management Policy Procedure sets out the governance, implementation, management and control mechanisms derived from the policy. *See "Sustainable Finance - ESG Risk Management" section.*

This global risk management framework of a set of policies, principles and procedures is complemented by statements reflecting the Group's commitment to climate change and setting out guidelines for contributing to climate change mitigation and adaptation. These include:

- | **Statement on climate change:** Expresses CaixaBank's commitment to addressing climate change as regards compliance with the Paris Agreement. It stems from the desire to take a proactive role in its sustainable and socially inclusive development, establishing lines of action for climate change management, both directly and indirectly (customers, suppliers, etc.).

This framework of policies, principles and statements is described in the *section "Framework of sustainability policies, principles and statements"*.



Climate risk monitoring metrics

Risk management metrics are included in the monitoring and reporting circuits, where key indicators have been included in the various levels of the risk appetite framework (RAF).

The exposure in carbon intensive sectors of the corporate segment is monitored, as well the financed emissions (*see section “Calculation of CO2 emissions financed”*), decarbonisation metrics (*see section “Decarbonisation targets”*) and the mobilisation of sustainable finance (*see section “Mobilisation of sustainable finance”*). Other aspects linked to climate change are regularly monitored, such as the following:

- | Exposures subject to transition risk by intensive sector.
- | Energy efficiency of the mortgage portfolio.
- | Exposures in the banking book to the top 20 carbon-intensive firms in the world
- | Exposures subject to physical risk was corrected on october 31, 2024.
- | Other climate change mitigation actions that are not covered in the EU taxonomy.

Risk management processes in the admission of customers and operations, dispute management and Equator Principles

CaixaBank has various procedures in place to manage and monitor ESG risk and specifically climate risk, in the main activities it carries out: Financing and investment.

Worth particular note as regards financing activity is the analysis and monitoring of ESG risks as part of customer admission (*Onboarding ESG*) and operation admission processes, as well as the management of ESG disputes and the Equator Principles.

In the investment business, it also has specific processes to incorporate ESG criteria in its own investment processes and in the provision of investment services to clients.

These processes are reflected in the *“Sustainable Finance – ESG Risk Management”* section.

Setting decarbonisation targets

In order to effectively manage climate risk, CaixaBank has established decarbonisation targets that guide its activity towards the progressive reduction of emissions associated with its portfolio. These objectives help to mitigate the transition risks arising from climate change to which the Group may be exposed through its financing activity, especially in those sectors with a higher intensity of CO₂ emissions. This approach reinforces the Group's ability to anticipate impacts, adapt its strategy and contribute to an orderly transition to a low-carbon economy (*see section “Alignment of the loan book and investments with the Paris Agreement”*).

05. Reporting and disclosure

Reporting and transparent disclosure to the market constitute one of the central pillars of the ESG risk management framework. Its proper implementation ensures that the organisation maintains open, rigorous and consistent communication with all stakeholder groups.

These processes are firmly embedded within the established governance structure, enabling consistency between the information reported and the company's strategic objectives to be ensured. They also strengthen accountability and the traceability of sustainability-related actions.

This approach fosters a robust control environment that supports informed decision-making. In this way, ESG risk management becomes a key tool for anticipating impacts, enhancing resilience and strengthening market confidence in the Group.

ALIGNMENT OF THE INVESTMENT AND CREDIT PORTFOLIO WITH THE PARIS AGREEMENT

CaixaBank has set itself the goal of achieving carbon neutrality by 2050.

To move towards this goal, the Group is focusing its efforts on decarbonising its credit and investment portfolio by targeting the most carbon intensive sectors¹, in line with the UNEP FI and NZAOA Guidance for Climate Target Setting For Banks.

CaixaBank's commitment involves aligning its credit and investment portfolio with the objectives of the Paris Agreement² to contribute to limiting the temperature increase.

This commitment was initially framed as part of the membership of the NZBA alliance, which was dissolved in 2025. Despite the dissolution of this alliance, CaixaBank maintains its public commitment to achieving net zero emissions by 2050. The continuity of this commitment is essential both for the ESG risk management strategy, a fundamental pillar of the Prudential Transition Plan, and for the role that, given its importance in the economy, is expected of a financial institution such as CaixaBank in driving and leading the transition towards a decarbonised economy.

As part of this commitment, CaixaBank has published **a set of interim decarbonisation targets for the most hard-to-abate sectors, as indicated in the UNEP FI Guidance for Climate Target Setting**, prioritising those considered the most relevant in CaixaBank's loan book and investment portfolio. In addition, **decarbonisation targets were established for the Group's insurance business corporate investment portfolio** as part of its adherence to the NZAOA.

DECARBONISATION TARGETS

The decarbonisation targets linked to the **banking and insurance business** are outlined below.

Decarbonisation targets for the banking business

Since 2022, CaixaBank has published its 2030 **decarbonisation targets³ for the material sectors⁴ that are most CO₂ intensive₂**; oil and gas, power generation, thermal coal, real estate (commercial and residential), shipping, iron and steel, aviation and agriculture and livestock. These goals have been established for the exposure of the loan and investment portfolio of CaixaBank, S.A. and Banco BPI, and they account for more than **36.0% of total corporate finance and project finance**.

The decarbonisation targets have been defined following best available practices and in line with international guidelines for climate target setting. The financed emissions data used to determine the baseline as well as annual monitoring (*see section "Climate strategy and transition plan"*), follow the methodology developed by PCAF and described in *"The global GHG accounting and reporting standard for the financial industry"* and are audited by an independent third party (*see section "Calculation of financed emissions"*). The perimeter of the decarbonisation targets is established considering the types of emissions (scope 1, 2 or 3), the stages of the sector's value chain (*upstream, midstream or downstream*) and the most relevant metrics (absolute emissions or physical intensity) for the decarbonisation of CaixaBank's portfolio. In short, the process of selecting perimeters and targets by sector was based on identifying the economic and emissions materiality of each segment, in order to concentrate efforts on those stages of the value chain where CaixaBank can generate a greater impact on the decarbonisation of its portfolio.

¹ Given the nature of CaixaBank's business, no assets or business activities have been identified that are incompatible with a transition to a climate-neutral economy.

² CaixaBank is not excluded from the EU Paris-aligned benchmark indices due to non-application of the screening criteria, given the nature of its business. However, CaixaBank publishes in its Pillar 3 Disclosures in section 8.4.1 using template 1: "Banking book - Climate change transition risk: credit quality of exposures by sector, emissions and residual maturity," the exposures to companies excluded from those benchmark indices in accordance with Article 12(1)(d) to (g) and Article 12(2) of Regulation (EU) 2020/1818.

³ The objectives have not been reviewed by an independent third party. These targets have been set considering the best market practices and the opinions of the main stakeholders, as they are targets based on science and aligned with that recommended in the guide for setting targets by UNEP FI.

⁴ Additionally, the non-materiality of the aluminium and cement portfolio was determined for the purposes of the decarbonisation targets. For these sectors, a portfolio monitoring strategy has been set up.

The idiosyncrasies of counterparts has been considered in some sectors in order to exclude them from the scope of the decarbonisation targets. Thus, although the perimeters and sectors of the data reported in the emissions financed and the decarbonisation targets used are different, they comply with the best practices promoted by UNEP FI and the process is subject to the CaixaBank Group's internal control model. The perimeter of the decarbonisation targets takes into consideration, in addition to materiality, which stage of the value chain can drive the decarbonisation of the entire sector and how a financial institution can influence the reduction of emissions (absolute or relative) in that link of the value chain through the levers available to it.

All decarbonisation pathways have taken into account scenarios that limit the global temperature increase to that in the Paris Agreement¹.

The base year selected for the decarbonisation targets has been determined on the basis of data availability and representativeness, considering both the scope of the activities included and the influence of external factors.

In addition, setting 2030 as the year for achieving the target considers the climate alignment objectives of key customers, as well as expectations about changes in consumer preferences, technological developments and future regulatory adjustments that will serve as levers for the Group to achieve its climate goals.

¹ As indicated in the section "*Climate strategy and transition plan*", the target set for the residential real estate sector is not aligned with the Paris Agreement.



The following table shows the sectors for which the alignment goals have been defined:

Sector	Metrics	Scope of emissions	Value chain	Scenario	Base year	2020	2021	2022	2023	2024 ³	2025	% Reduction vs base year	Reduction target 2030	2030 target
Electric	kgCO ₂ e/MWh	1	Generation	IEA Net Zero 2050	2020	136	111	118	105	93.4	78.5	-42%	-30%	95
Oil and Gas	MtCO ₂ e	1+2+3	Exploration and production and distribution and refining, consolidated companies	IEA Net Zero 2050	2020	9.1	7.5	7.4	5.6	5.9	4.9	-46%	-23%	7.0
Automotive	gCO ₂ e/vkm	3 ¹	Production	IEA Net Zero 2050	2022			154	146	146	163.9	6%	-33%	103
Iron and steel	kgCO ₂ e/t steel	1+2	Manufacturing	IEA Net Zero 2050	2022			1,230	1,141	1,073	991	-19%	-[10-20]%	1,107 - 984
Coal – total ⁴								2,845	3,154	2,731	2,358	-17%		
Coal (without mitigating factors)	€ M	-	-	-	2022			213	295	187.5	135.3	-36%	-100%	0
Commercial real estate	kgCO ₂ e/m ²	1+2	Non-residential owner	CRREM 1.5°C CRE Iberian Peninsula	2022			20.5	20.1	19.9	21	3%	-41%	12.1
Residential Real Estate	kgCO ₂ e/m ²	1+2	Residential owner	CRREM 1.5°C RRE Spain + Portugal	2022			23.6	23.7	19.8	19.5	-17%	-19%	19
Aviation	gCO ₂ e/RPK	1	Owner	MPPU 1.5°	2022			101.8	115	98.9	95.3	-6%	-30%	71
Maritime	%AD	1	Owner	IMO 2018	2022			11,90 %	2,40 %	-4,3%	-	n/a	-11.9 p.p.	0%
Agriculture & livestock ²	-	Direct emissions (*on farm*) + feed	Production (livestock, pigs, cattle)	SBTi FLAG Commodity Pathways 1.5°C	2022			-	-	-	-	-	-	-

Notes: CO₂e=CO₂ equivalent. Includes the following greenhouse gases: CO₂, CH₄, N₂O, HFCs, PFCs, SF₆ and NF₂.

The decarbonisation targets set by CaixaBank are based on existing best practices and data available at the time of setting. The baseline of these metrics is subject to change, as the sources of information used and the methodology are constantly evolving.

CaixaBank's commitment is to maintain the level of reduction ambition even though the *baselines* may be modified.

(1) Scope 3, category 11, tank-to-wheel.

(2) Qualitative objective focused on improving knowledge and the profiling of individual customers and the sector in general.

(3) Metrics as of December 2024 have been adjusted from those previously published, due to improved data quality.

(4) The undrawn, unmitigated exposure metric is reported: drawn exposure without mitigating factors (transition financing or a phase-out plan before 2030).

Decarbonisation targets of the insurance business

The commitment to decarbonisation has also been reinforced through the definition of intermediate targets, within the framework of the NZAOA, for both the investment portfolio linked to the insurance business and the asset management activities.

In this regard, VidaCaixa defined intermediate decarbonisation targets (to 2030), focusing on the following areas:

Emissions reduction targets for the portfolio

VidaCaixa has set a target to reduce the carbon footprint (scopes 1 and 2) of corporate investments by at least 50 % by 2030, compared to 2019. The base year value is 177 tCO₂/million euros invested. As of 2030, targets will be set every five years until reaching net zero emissions, which must be by 2050 the latest.

The emission reduction targets are set according to the alliance's protocol, which establishes thresholds aligned with the science. For example, the threshold set for reduction in the period 2020 to 2030 must be set between 40 and 60 %, so VidaCaixa set the reduction target in the middle of the threshold, at 50 %.

The scenario selected to define the decarbonisation targets in the partnership protocol is the IPCC's 1.5°C (*'no or limited overshoot'*). As regards scope 3.15 within the framework of the NZAOA targets, offsetting mechanisms are currently not permitted as a way to calculate the decarbonisation targets, although the role of offsetting may be considered in the long term, once the carbon footprint has been reduced to minimum levels.

Climate dialogues

VidaCaixa will engage in dialogues with at least 20 carbon-intensive companies (or those responsible for 65 % of emissions in the portfolio) in order to improve their climate targets and maintain other channels of dialogue on climate issues (through leadership in partnership dialogues in the framework of the Climate Action 100+ initiative). Additionally, VidaCaixa is involved in preparing reports relevant to decarbonisation promoted by the alliance or similar.

Fund the transition

VidaCaixa will take an active role in financing the energy transition through financing instruments for climate-positive solutions, such as projects to enhance energy efficiency through green bonds or investment in thematic climate funds.

GOVERNANCE OF DECARBONISATION TARGETS

Banking business objectives

The decarbonisation targets were approved by the CaixaBank Board of Directors. In this regard, in order to follow up on the alignment objectives and monitor compliance:

- | Groups have been created in the different business areas, which meet on a weekly basis to assess the convenience of carrying out operations with an impact on decarbonisation metrics based on annual management objectives. The groups include members from the areas of Environmental Risk Assessment, Risk Management Function, Business Operations and Climate Risk.
- | A monthly report on the trend in the main decarbonisation metrics is submitted to the Sustainability Committee and the Global Risks Committee.
- | Annually, the Management Committee, the Appointments and Sustainability Committee and the Risks Committee are apprised of the trend in the decarbonisation metrics.

Targets of the insurance business

VidaCaixa has different mechanisms that enable it to regularly monitor exposure to carbon-intensive sectors of activity and the carbon footprint of its investments. By analysing these climate metrics and assessing the ESG quality of the companies invested in (through ratings or specific material factors for each sector) and integrating them into investment decision-making, VidaCaixa has made great strides in reducing the carbon footprint of the insurance investment portfolio.

TRANSITION PLANS AND ALIGNMENT

Since the establishment of the first decarbonisation targets, CaixaBank has been actively managing its sector portfolios to ensure that the transition to the targets set for each sector is adequately met.

However, it is worth noting that CaixaBank's vocation to accompany its customers in their transition process as a mechanism to attain the decarbonisation of the economy means that the decarbonisation trajectory of the portfolio point by point may not be linear.

In this context, the main actions carried out to manage the portfolio's alignment metrics include the following:

Measurement and monitoring

- | Determination of annual management targets for sectoral decarbonisation metrics.
- | Assessment of CO₂ emissions or physical intensities and climate impact of all new transactions on sector-specific metrics.
- | Calculation of monthly estimates of metrics, together with year-end and 2030 projections.
- | Identification of the main reasons for changes in metrics.
- | Compilation, assessment and monitoring of publicly disclosed climate transition plans of the most relevant clients.

Control policy and admission policy

- | Involving red lines in risk admission through the Sustainability Risk Policy.
- | Review and penalise new operations.

Engagement and dialogue service

- | Assessment and classification of the level of alignment with sustainability indicators of the key customers for each sector.
- | Setting of strategies to improve the indicators.
- | Provision of products and services supporting the transition.

In spite of all the actions carried out by CaixaBank to support customers in defining and executing strategies to transition towards a more sustainable model, the success of decarbonisation is also dependant on changes derived from government policies and environmental and climatic regulations, as well as on changes in consumer behaviour, scientific developments and new technologies.



EVOLUTION OF THE DECARBONISATION OF THE LOAN PORTFOLIO

The degree of progress of the decarbonisation strategy for all sectors for which CaixaBank has established an intermediate decarbonisation target for 2030 is detailed below.

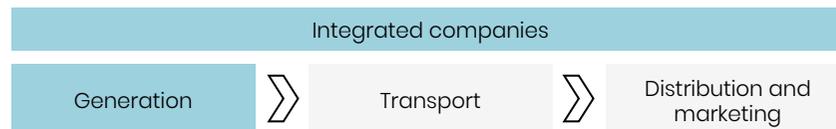
Electricity sector

Main design features of the alignment metric

The starting point for the electricity sector (136 kg CO₂e/MWh) is much lower than most of the entities that have disclosed targets to date for this sector and is even below the IEA's 2030 target metric. This is because CaixaBank has been financing renewable energies for years (as reflected, for example, in green bond Issuances since 2020). This low starting point implies a challenge when setting additional decarbonisation targets, which highlights CaixaBank's ambition to continue supporting the transition and leading the financing of renewable energy.

KEY DESIGN DECISIONS

01 Value chain



02 Scope of emissions



03 Metric of the emissions

Physical emissions intensity (kg CO₂e/MWh)

04 Selección de la senda

IEA Net Zero 2050

05 Risk considered

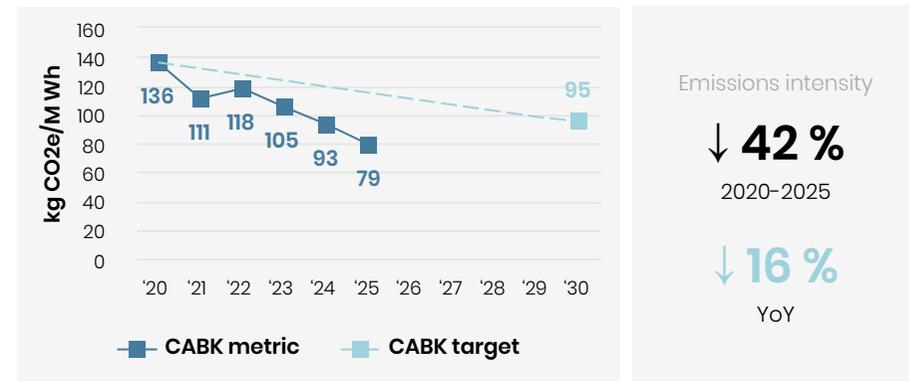
Exposure (Limit granted)

CaixaBank's target by 2030

A target is set to reduce the intensity metric by 30 % by 2030, with the following characteristics:



Trend in the electricity sector metric



The 2025 figure confirms the favourable trend in the metric since the base year. Following a slight initial uptick due to the energy crisis triggered by the outbreak of the war in Ukraine, the electricity sector portfolio has continued to trend downward in terms of carbon intensity. In addition, for the second year running, the metric stands slightly below the 2030 target (reduction of more than 30 % since 2020). This positive trend is driven by the increase in clean energy financed, in line with the Bank's sustainable finance objectives. In addition, emissions intensity per MWh for our clients has also shown a very positive trend.



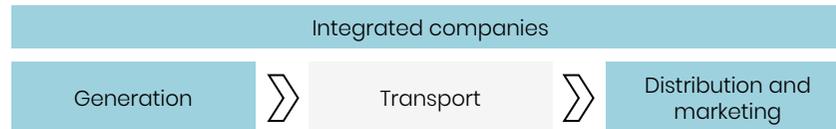
Oil and Gas Sector

Main design features of the alignment metric

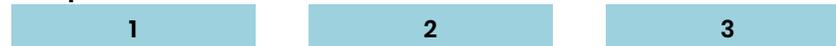
The decarbonisation target is based on an absolute emissions metric, in line with industry expectations. Decarbonisation of the oil and gas sector is expected to be driven both by improvements in energy efficiency and by direct substitution of these fuels as input in other processes (demand effect). The last few years are being atypical in the energy sector due to the impact of the energy security issues arising from the global geopolitical situation. From a lending perspective, this was reflected in an increase in exposure to the oil and gas sectors in 2022, with a focus on the securing the short/medium-term energy supply. Nevertheless, this increase in financing to the sector did not alter CaixaBank's commitment to medium- and long-term decarbonisation.

KEY DESIGN DECISIONS

01 Value chain



02 Scope of emissions



03 Metric of the emissions

Absolute emissions (based on exposure at risk)

04 Selección de la senda

IEA Net Zero 2050

05 Risk considered

Risk drawn down

CaixaBank's target by 2030

A target is set to reduce the intensity metric by 23 % by 2030, with the following characteristics:

9.1

Baseline 2020
(Mt CO₂e)

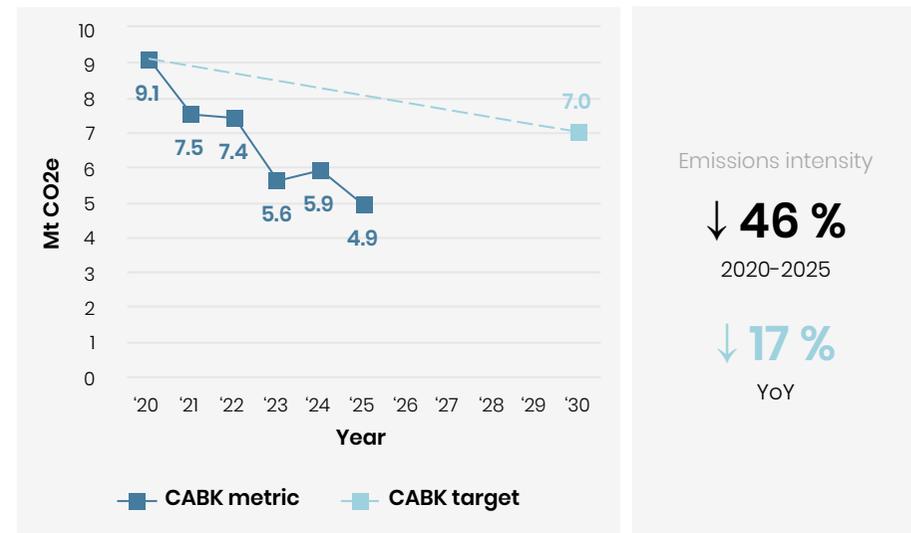
7.0

Target level in 2030 (Mt
Co₂e)

-23%

Ambition to 2030

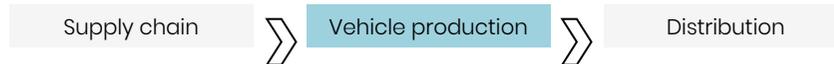
Trend in the metric for the Oil & Gas sector



The trend in the metric relative to the starting point is favourable, showing for the third year running a reduction that even exceeds the 2030 target. Nevertheless, it is important to note that the metric is fairly volatile, as it is built on the basis of drawn exposure. In addition, the current geopolitical uncertainty may give rise to additional financing needs in the sector; therefore, a necessarily non-linear trajectory towards 2030 is expected.

Automotive Sector
Main design features of the alignment metric

One of the sectors prioritised as CO₂ intensive is the transport sector. In view of the heterogeneity of activities that comprise the sector and following best practice in target setting, it was decided to split this sector into 3 sub-sectors: automotive, aviation and naval. The automotive sector accounts for a substantial percentage of CaixaBank's loan book and a concentration of emissions financed. Methodologies and scenarios also exist for calculating decarbonisation targets. The target has been established at the consolidated level, including the exposure of the loan and investment portfolio of CaixaBank and BPI. This metric supports the sector's transition in line with CaixaBank's Strategic Plan.

KEY DESIGN DECISIONS
01 Value chain

02 Scope of emissions

03 Metric of the emissions

Physical intensity of emissions (gCO₂/vkm)

04 Selección de la senda

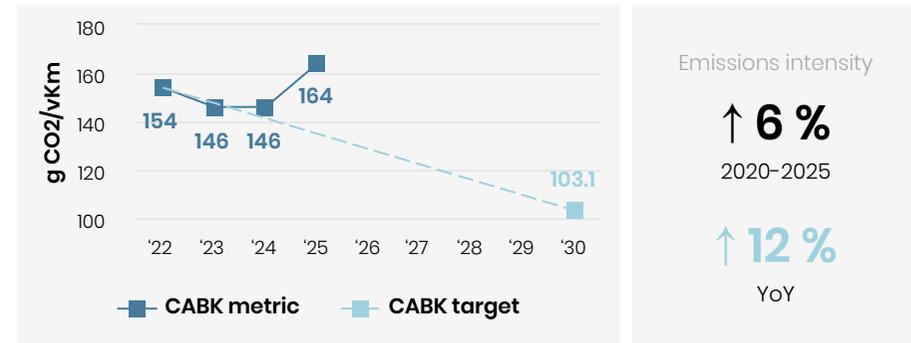
IEA Net Zero 2050

05 Risk considered

Exposure (Limit granted)

CaixaBank's target by 2030

A target is set to reduce the intensity metric by 33 % by 2030, with the following characteristics:


Trend in the metric for the automotive sector


The decarbonisation of the automotive sector is intrinsically linked to the expansion of electric vehicles. Even after the setting of emissions reduction targets that de facto implied the end of sales of new internal combustion vehicles in the EU, Europe is experiencing difficulties in achieving its targets for the rollout of this type of vehicle. Due to these difficulties, within the framework of the Strategic Dialogue on the future of the automotive industry launched in January, the targets imposed on automobile manufacturers in Europe were relaxed during 2025¹.

The trend in the emissions intensity metric for the sector at CaixaBank clearly reflects the current situation and challenges faced by the European automotive industry. Following a slight initial dip, the figure for 2025 confirms the broadly upward trend in the metric, which is even above the base-year level. Following the measures adopted by the European Commission, the decarbonisation targets and strategies of the clients making up CaixaBank's portfolio in this sector are expected to evolve to reflect the new situation. In line with its mission, CaixaBank will continue to support its clients in their transition towards the decarbonisation of the automotive sector.

¹ This flexibility is reflected in Regulation (EU) 2025/1214 and in the package of measures for the automotive sector presented on 16 December 2025.

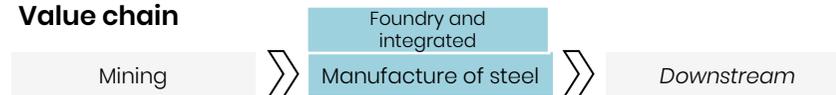
Iron and Steel Sector

Main design features of the alignment metric

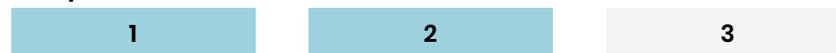
Given the relatively low exposure to the iron and steel sector, its high concentration in a few counterparties, the current technological limitations of a sector that is "hard to abate" and the uncertainty of changing methodologies and scenarios, it has been decided to set a target range for this sector. The methodology, consistent with market best practices and the Sustainable Steel Principles, considers a Scope 1 and 2 emissions intensity metric per tonne of steel produced. In this sector, the production process is particularly intensive, meaning that emissions from the use of the final product and its upstream supply chain are less relevant in comparison.

KEY DESIGN DECISIONS

01 Value chain



02 Scope of emissions



03 Metric of the emissions

Physical intensity of emissions (kgCO₂e/t steel)

04 Selección de la senda

IEA Net Zero 2050

05 Risk considered

Exposure (Limit granted)

CaixaBank's target by 2030

A reduction target of between 10 % and 20 % has been set for the 2030 intensity metric, with the following characteristics:

1,230

Baseline 2022
(kg CO₂/t steel)

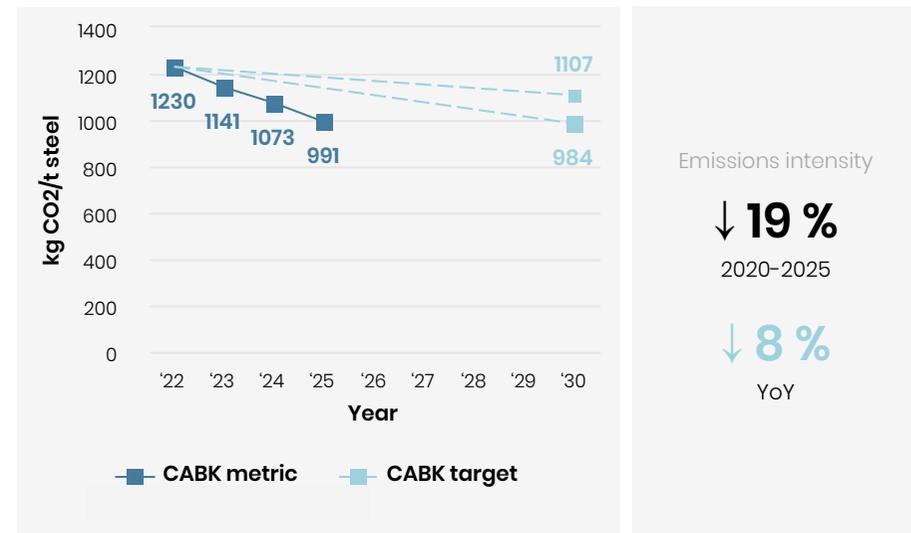
1.107 – 984

Target level for 2030 (kg
CO₂e/t of steel)

-10% – 20%

Ambition to 2030

Trend in the metric for the iron and steel sector



The 2025 figure confirms the positive trend in the metric in the iron and steel sector for the entity. The reduction in the intensities of CaixaBank's clients, together with increased financing of lower-emission options, has enabled the metric to remain in line with the established target, with this year's figure standing below the "conservative" target and oriented towards achieving the "ambitious" target.



Thermal Coal Sector

Main design features of the alignment metric

Due to thermal coal being one of the highest emitting technologies that can be replaced by clean technologies, the decarbonisation focuses on reducing the entity's entire exposure to thermal coal (phase-out) by 2030: CaixaBank will stop providing finance to companies related to thermal coal, reducing its exposure to zero¹. This kind of commitment is consistent with the anticipated disappearance of the sector. CaixaBank's exposure in the sector mainly corresponds to counterparts with mitigating factors: counterparties to whom we only finance the energy transition or counterparties with their own thermal coal phase-out commitments before 2030.



CaixaBank's target by 2030

A target of phase-out is set for 2030, with the following characteristics:

213*

Baseline 2022 (€M) (€2,845 M Total)

0

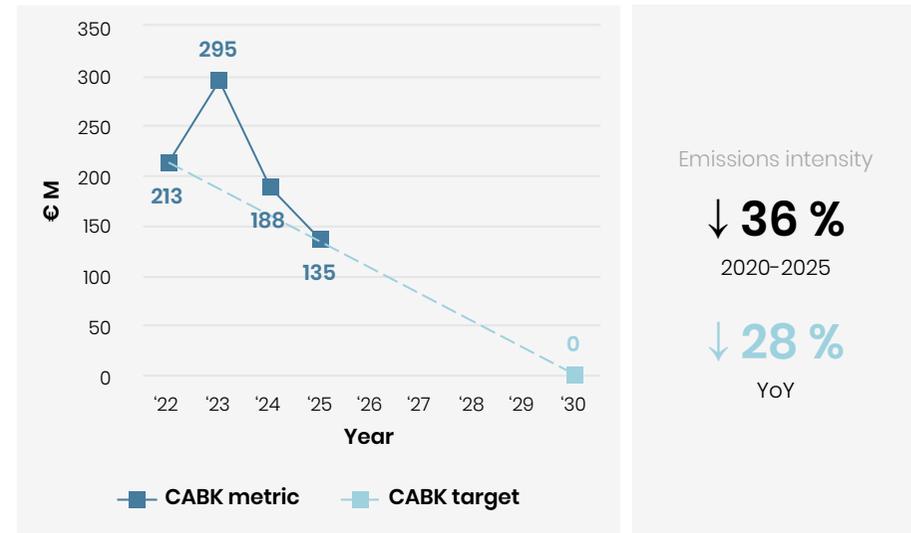
Arrival level for 2030 (€ M)

-100%

Ambition to 2030

* No mitigating factors.

Trend in the metric for the thermal coal sector without mitigating factors



After the slight uptick in 2023 due to data quality-related issues, the metric value in 2025 follows the trend initiated thereafter and confirms the downward trajectory. CaixaBank continues to work towards meeting its objective of phase-out of thermal coal by 2030.

¹ Exposure is defined as the presence in the portfolio (including credit and investment of both CaixaBank, S.A. and BPI) of companies whose economic group is more than 5 % dependent on thermal coal revenues.



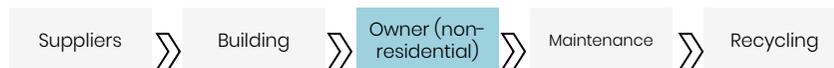
Commercial Real Estate Sector

Main design features of the alignment metric

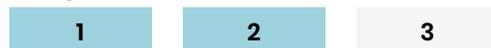
Commercial real estate is a complex sector and the availability of actual emissions data is still limited, so the use of *proxies* in alignment calculations is still important. In addition, it is a sector with relevant geographical variations, where the reference pathways can lead to substantial variations in the targets. In light of these circumstances, CaixaBank has set an ambitious target for the sector. Given the limited availability of actual information relating to the assets in portfolio in this sector, priority will be provided to improving the availability of EPCs and of information on emissions of assets in portfolio. It is important to note that meeting the target set will be subject to compliance with the projections for energy efficiency and mix included in the current National Energy and Climate Plan (NECP) and other related plans (draft future NECP¹, Fit for 55, etc.).

KEY DESIGN DECISIONS

01 Value chain



02 Scope of emissions



03 Metric of the emissions

Physical intensity of emissions (kgCO₂e/m²)

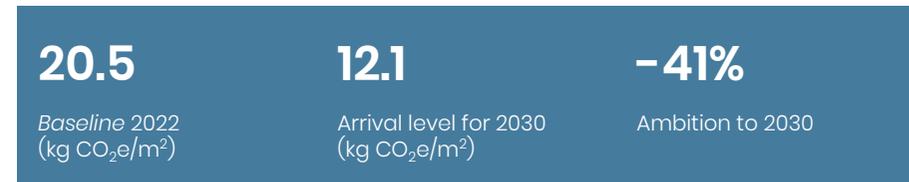
04 Selección de la senda

CRREM 1.5°C CRE Iberian Peninsula

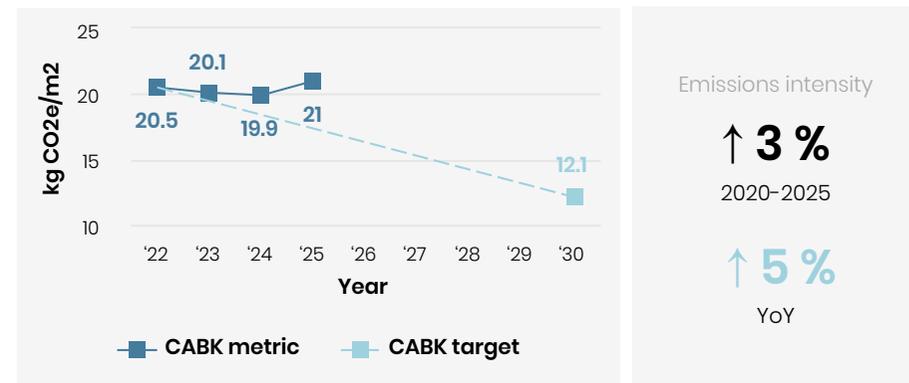
¹ National Energy and Climate Plan

CaixaBank's target by 2030

A target is set to reduce the intensity metric by 41 % by 2030, with the following characteristics:



Trend in the metric for the commercial real estate sector



The metric for the commercial real estate sector remained relatively stable between 2022 and 2024, showing a slight downward trend. This inertia in the metric is mainly explained by the high proportion of proxies. Although efforts to expand the volume of real data available were stepped up during the last financial year, these remain limited; as a result, any variation in the proxies used – beyond the entity's control – continues to have the capacity to affect the metric outcome.

During 2025, the update of the proxy data used – aimed at more accurately reflecting the emissions of the underlying assets – resulted in an increase in CaixaBank's emissions intensity metric. Within the framework of the Engagement Plan, efforts will be stepped up to collect actual data in order to reduce reliance on proxies and improve the data quality of the sectoral metric.

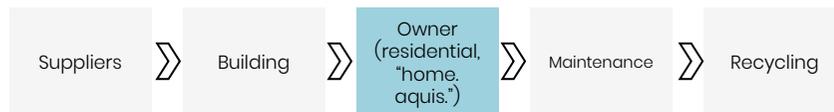

/ Residential real estate sector

Main design features of the alignment metric

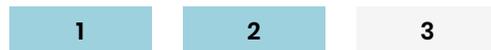
Due to the specific characteristics of the residential real estate segment (its social implications, long maturity periods and dependence on exogenous levers for its transformation: Regulatory requirements and public support for energy efficiency improvements), the target set for the Residential Real Estate Sector is cautious in relation to the CRREM reference path¹. In any case, and in order to achieve the stated reduction, CaixaBank will have to leverage the changes arising from government policies and environmental and climate regulations, as well as changes in consumer behaviour, forming part of and contributing to the collective effort required for the transition to a zero-emission net economy. Furthermore, specific products are being launched to finance energy-efficient retrofits.

KEY DESIGN DECISIONS

01 Value chain



02 Scope of emissions



03 Metric of the emissions

Physical intensity of emissions (kgCO₂e/m²)

04 Selección de la senda

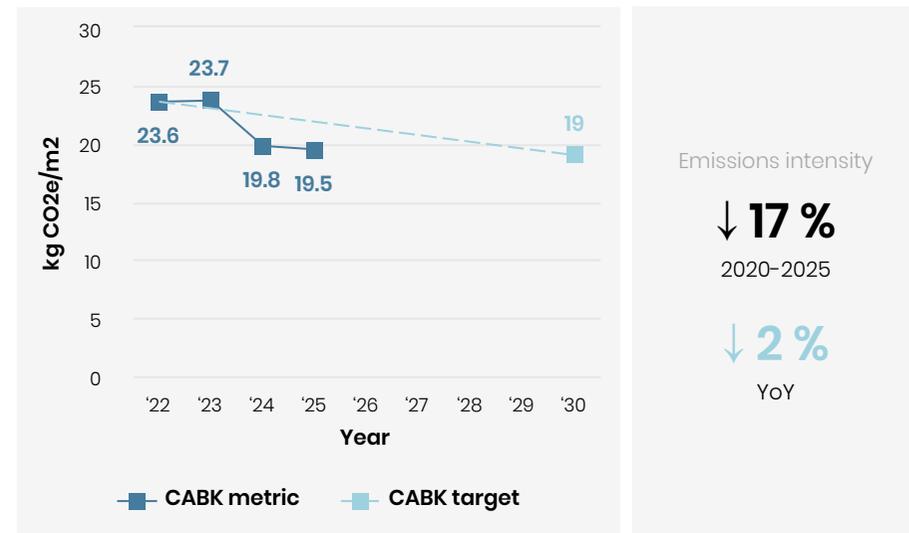
CRREM 1.5°C RRE Spain + Portugal

CaixaBank's target by 2030

A target is set to reduce the intensity metric by 19 % by 2030, with the following characteristics:



Trend in the metric for the residential real estate sector



Following the significant decline recorded in 2024, mainly due to the Bank's efforts to reduce the proportion of estimated energy efficiency certificates by collecting actual certificates across its portfolio, the real estate sector metric remains at a similar level in 2025. The Bank will continue working to improve its data management and offer new products that help improve the carbon intensity of this portfolio.

¹ Carbon Risk Real Estate Monitor, an EU benchmarking initiative funded by the European Commission.



/ Aviation sector

Main design features of the alignment metric

The calculation of the target for this sector has been carried out in line with the Pegasus methodology, the standard to which CaixaBank adhered in 2024. Nevertheless, given the limited availability of technical data at individual asset level (aircraft type, type of load, flight hours, fuel type, etc.), the scope of the target has been focused on corporate financing to airlines, excluding Asset Finance and lessors.

KEY DESIGN DECISIONS

01 Value chain



02 Scope of emissions



03 Metric of the emissions

Physical intensity of emissions (g CO₂e/RPK)

04 Selección de la senda

MPPU 1.5°C

CaixaBank's target by 2030

A target is set to reduce the intensity metric by 30 % by 2030, with the following characteristics:

101.8

Baseline 2022
(g CO₂e/RPK)

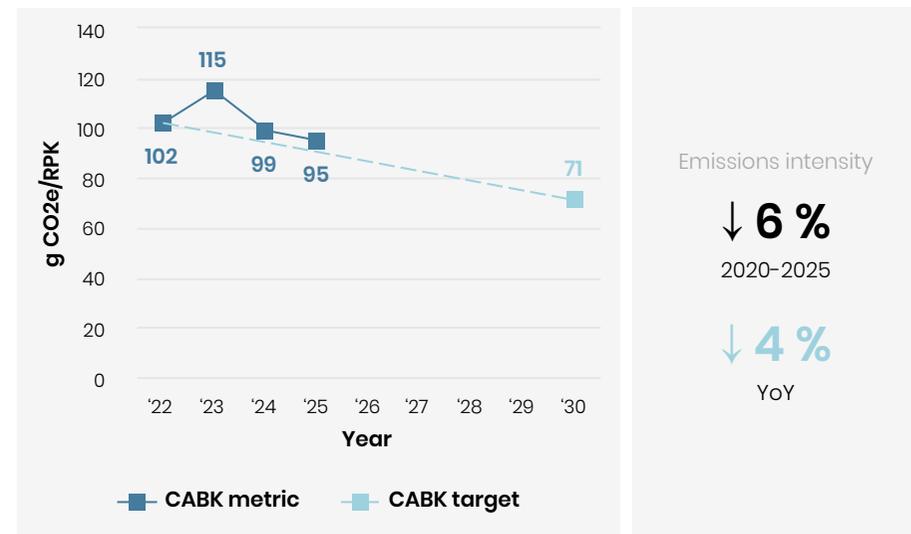
71

Arrival level for 2030
(g CO₂e/RPK)

-30%

Ambition to 2030

Trend in the metric for the aviation sector



In 2025, the downward trend in the aviation sector metric was confirmed, representing progress towards lower intensity levels. In view of this recent trend, the 2025 figure can be seen as a further step in the process of stabilising the metric following the variability observed in the initial years, placing the portfolio on a trajectory more closely aligned with the sector's emissions reduction efforts.

The observed trend underscores the importance of continuing to strengthen the availability and quality of information, as well as stepping up support for clients in the sector, to ensure that the metric accurately reflects genuine progress towards meeting the climate target set for the 2030 horizon.



Maritime Sector

Main design features of the alignment metric

The target for the shipping sector has been calculated using the Poseidon Principles methodology, adopted by CaixaBank in 2022. The Poseidon Principles define climate alignment as the degree to which the carbon intensity of a ship, product or portfolio is in line with a decarbonisation trajectory that meets the International Maritime Organisation (IMO) target. This metric is known as Alignment Delta (AD%). The target perimeter initially excludes passenger vessels (fast ferries and cruise ships) due to methodological inconsistencies and errors in the alignment paths affecting this asset typology, which are being assessed globally in the framework of the Poseidon Principles. The design of the target for this sector will be further adjusted in the framework of the Poseidon Principles.

KEY DESIGN DECISIONS

01 Value chain



02 Scope of emissions



03 Metric of the emissions

Alignment Delta (AD%)

04 Selección de la senda

IMO 2018

CaixaBank's target by 2030

A reduction target of 11.9 % has been set for the AD% by 2030 metric, with the following characteristics:

11.9%

Baseline 2022 (AD%)

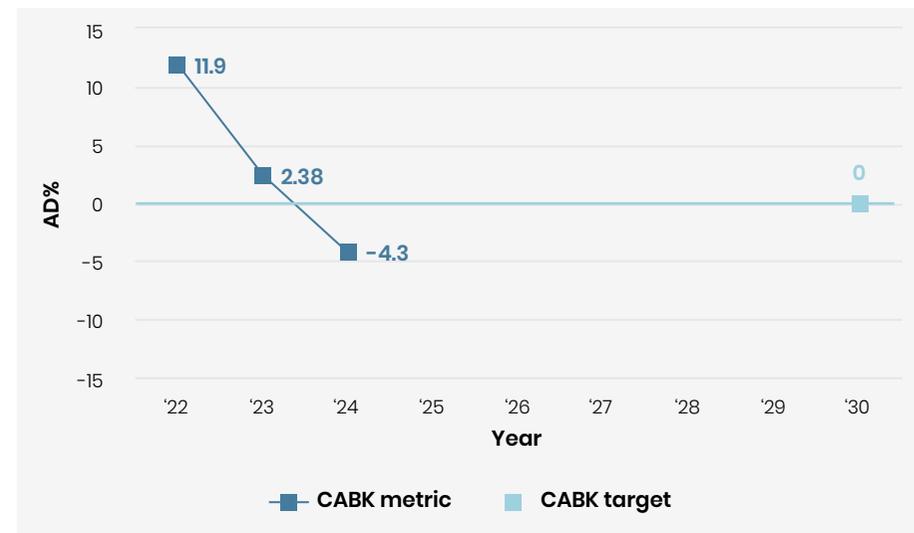
0%

Arrival level for 2030 (AD%)

-11.9 p.p.

Ambition to 2030

Trend in the metric for the shipping sector



Within the framework of the Poseidon Principles, calculation of the metric for the shipping sector follows the publication timeline of the alliance's annual report. Therefore, at this stage the most recent metric available corresponds to 2024.

In the shipping sector, CaixaBank's portfolio shows emissions efficiency above the sector average in 2024 (negative Alignment Delta). To maintain this trend and achieve the 2030 target, we continue to work on improving the mix of our portfolio in the sector.



Agricultural sector

Main design features of the alignment metric

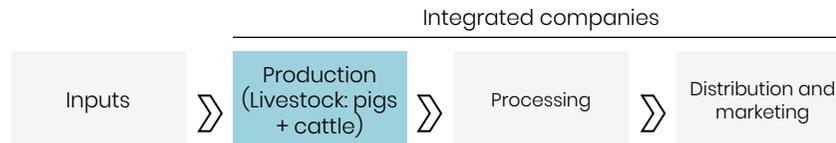
In order to set a decarbonisation target for this sector, CaixaBank has conducted an exhaustive analysis of its agricultural and livestock portfolio, which has made it possible to:

- | Understand and segment the structure of the portfolio in terms of materiality and carbon intensity.
- | Identify the main information gaps.
- | Understand the heterogeneity of the paths for the products in the portfolio.

In view of the low maturity of global methodologies and the low availability of homogeneous and comparable data, it is currently not prudent to set a quantitative target.

KEY DESIGN DECISIONS

01 Value chain



02 Scope of emissions

Direct emissions (*on farm*) + feeding

03 Metric of the emissions

Kg CO₂e/kg meat produced

04 Selección de la senda

SBTi FLAG *Commodity Pathways* 1.5°C

CaixaBank's target by 2030

A qualitative objective is set that focuses on improving the knowledge and profiling of individual customers and the sector in general. A specific work plan was launched, including a process of engagement with the main customers in the pork and beef livestock industry with different milestones in order to have more detailed information on these customers.



Cement Sector and Aluminium Sector

The Group's aggregate exposure to the cement and aluminium sectors, both in terms of credit exposure and absolute financed issues, does not exceed 1% of the Group's total portfolio of companies with a credit profile.

Due to the non-materiality in terms of decarbonisation of these sectors, it has been determined:

- | Not to set decarbonisation targets for the cement and aluminium sectors.
- | Establish a monitoring and contingency plan:
 - | Monitoring of a metric on relative exposure and, should the individual exposure of any of the sectors represent more than 1% of the total portfolio of non-financial companies for three consecutive months, consideration will be given to addressing the setting of the decarbonisation target.



CLIMATE ENGAGEMENT

CaixaBank has various levers at its disposal to advance towards the goal of achieving emissions neutrality by 2050. One of these is to support companies in their decarbonisation process.

In this respect, within the framework of the Sustainability Plan 2025–2027, **CaixaBank has set itself the objective of carrying out dialogue processes with 90% of carbon-intensive companies** (Net Zero scope)¹ to support and finance their sustainable transition.

In line with this commitment, CaixaBank has designed an Engagement Plan which will be developed throughout this Sustainability Plan.

This plan builds on UNEP FI best practices and the EBA guidelines, which consider engagement as a key tool to manage ESG risks and promote robust transition plans.

During **2025**, the priority was to initiate dialogue **with customers within the Net Zero scope** to assess their decarbonisation maturity. This process included:

- | Prior analysis of available information.
- | Structured interviews.
- | Gathering evidence and reports to assess the level of ambition and progress of their climate strategies.

The objective was to classify customers according to their situation: no plan, incipient plan, or plan in progress, and lay the foundations for future roadmaps.

Based on the initial diagnosis, engagement evolves towards support tailored to the maturity level of each customer.

This progressive approach will enable CaixaBank to propose personalised action plans, encourage investment aligned with the energy transition and ensure continuous monitoring of performance, helping to improve the ESG profile of the companies financed and the bank's adherence to Net Zero pathways.



¹Customers with credit exposure to sectors under the Net Zero perimeter until 31 October 2024, excluding individual customers, subsidiaries when the interaction is with their parent company and customers where the link is only project finance. The sectors include Power, Oil&Gas, Automotive, Iron&Steel, and Commercial Real Estate.

ENVIRONMENTAL MANAGEMENT PLAN

The CaixaBank Group, as part of its climate ambition, **has a strategy to reduce the environmental impact of its own operations**. This commitment is reflected in the **Environmental Management Plan**, which promotes actions aimed at reducing greenhouse gas (GHG) emissions. This Plan, as an example of CaixaBank's commitment to reducing its operational carbon footprint, is reflected in the identification of the positive impact in the double materiality study (*see section "Materiality Assessment"*):

- | Promotion of the operational carbon footprint's reduction thanks to the implementation of the action plans including areas for improvement and recommendations to reduce it.

ENVIRONMENTAL MANAGEMENT PLAN 2025–2027

Following the successful completion of the Environmental Management Plan 2022–2024, CaixaBank continues to drive forward its commitment through the **Environmental Management Plan 2025–2027**¹, which was approved by the Sustainability Committee in 2024. This Plan focuses on **mitigating the environmental impact of the Group's activities**, setting ambitious targets, measuring and monitoring the impact by calculating the carbon footprint and encouraging its reduction through **six lines of action**, which group together all the initiatives and projects that should enable the Group to reduce its operational footprint.

6

17 initiatives

Lines of action

More than 170 projects

1. Climate change
2. Environmentalisation of procurement and contracting.
3. Commitment to the circular economy.
4. Sustainable Mobility Plan.
5. Promoting efficiency.
6. Renewal of voluntary certifications and extension of scope.

Objectives of the Environmental Management Plan 2025–2027

The **2025–2027 Environmental Management Plan defines specific targets**, which actively aim to reduce Greenhouse Gas (GHG) emissions generated by CaixaBank's own activities, setting out specific actions to achieve them.



*The **Environmental Management Plan sets targets for all years of the Plan, as well as medium-term target to 2030. These objectives are aligned with the climate strategy and focus on reducing direct impacts.***

These targets were approved by **the Sustainability Committee, which monitors compliance with them on an annual basis**. The Sustainability Committee also monitors their performance on a quarterly basis, with a view to anticipating possible deviations in compliance.

CaixaBank has defined the emissions reduction targets for Scope 1 and 2 using the same perimeter as that used to report the Group's Operational Footprint. Thus, 100% of the emissions included in these scopes are covered by these decarbonisation targets.

The objectives established for the Environmental Management Plan 2025–2027, as well as the medium-term objective (2030), are detailed below.

¹ The Environmental Management Plan is implemented comprehensively in the Group's most important companies (20 companies), which account for 99.9% of total CaixaBank Group employees and 99.3% of the Group's assets. The companies OpenWealth and CPC Portugal were included in 2025. CaixaBank Business Analytics, which was part of the perimeter, has been integrated into CaixaBank, S.A.

CAIXABANK GROUP ENVIRONMENTAL MANAGEMENT PLAN OBJECTIVES 2025-2027

Action plans	Targets (All reduction targets are based on 2024 data)	2025	2026	2027	2030
Carbon footprint mitigation strategy	Reduction of Scope 1 Emissions (Tn CO2)	-4%	-6%	-7%	-10%
	Scope 2 Emissions (Market Method) (tonnes of CO2)	0	0	0	0
	Reduction of Scope 1+2 emissions (Location Method) (tonnes of CO2)	-4%	-6%	-7.5%	-11%
	Reduction of Scope 1+2 emissions (Market Method) (tonnes of CO2)	-4%	-6%	-7%	-10%
	Reduction of Scope 1+2 Emissions (Location Method) (Tn CO2)	-4%	-6%	-7.5%	-11%
	Carbon footprint offsetting – Scopes 1, 2 and 3.6 (corporate travel)	100%	100%	100%	100%
	Renewable energy consumption (kWh)	100%	100%	100%	100%
Fostering efficiency	Savings in electricity consumption (kWh)	-4%	-6%	-7.5%	-11%

Notes: To calculate the Scope 1 target, cooling gas emissions data uses the 2022-2024 average as the baseline year.

CaixaBank has defined the emissions reduction targets for Scope 1 and 2 using the same perimeter as that used to report the Group's Operational Footprint. As a result, 100 % of the emissions included in Scopes 1 and 2 are fully covered by the decarbonisation targets set.

Methodology for determining the objectives

CaixaBank established its GHG emissions reduction targets (excluding financed emissions) **based on internal criteria and studies**, based on an analysis of its environmental impact and the specific characteristics of its activity. For its definition, the internal policy of renewable energy consumption has been taken into account, as well as the lines of action focused on the reduction and decarbonisation of the corporate fleet and the progressive renewal of air conditioning equipment.

Unlike other targets that are aligned with international climate scenarios or reference frameworks such as those set by the Paris Agreement, the Group has opted for its own strategy, tailored to its operational needs. Thus, the objectives have been set while considering the policy to reduce energy consumption and consume more energy from renewable sources, as well as the internal guidelines to reduce and decarbonise the corporate vehicle fleet and upgrade the air conditioning equipment.

To calculate the degree of compliance with the energy and Scope 2 emissions reduction target (location method), the Group looked at normalised consumption figures for CaixaBank, S.A., which takes into account outside temperature values and which have been calculated according to the methodology established by the IPMVP international protocol.



Degree of achievement of objectives

The objectives set by the Group for the first year of implementation of the Environmental Management Plan were achieved. Achievement of these results was possible thanks to the contribution of the measures implemented throughout 2025 and the actions developed in recent years.

In order to assess the degree of achievement of the Scope 1 reduction targets, the emissions associated with the consumption of fuels for electricity generation during the power cut in Spain and Portugal at the end of April 2025 (108.44 TnCO₂) were excluded. This consumption was essential to guarantee the continuity of CaixaBank's activity, as an essential service.

However, these emissions have been excluded only for the monitoring of the Scope 1 reduction target, forming part of the Group's 2025 operational carbon footprint calculation.

Despite meeting the targets related to the reduction in electricity consumption, the desired levels for Scope 2 emissions calculated using the Location Method were not achieved. This was due solely to an increase in the emission factor of the Spanish electricity mix used to calculate these emissions, a factor over which CaixaBank has no direct influence.

Target	Metrics	2025	
		Collateral	Target
Carbon footprint mitigation strategy	Reduction in Scope 1 emissions (t CO ₂)	-5%	-4%
	Scope 2 emissions (market-based method) (t CO ₂)	0%	0
	Reduction of Scope 2 emissions (Location Method) (t CO ₂)	2.3%	-4%
	Reduction of Scope 1+2 emissions (market method) (t CO ₂)	-5%	-4%
	Reduction of Scope 1+2 emissions (Location Method) (t CO ₂)	0.2%	-4%
	Carbon footprint offsetting – Scopes 1, 2 and 3.6 (corporate travel)	100%	100%
	Renewable energy consumption (kWh)	100%	100%
Fostering efficiency	Savings in electricity consumption (kWh)	-4.2%	-4%



¹ To calculate compliance with the Scope 2 (Location Method) energy and emissions reduction target, standardised consumption data for CaixaBank, S.A. have been taken into account, considering outdoor temperatures.

Main actions carried out in 2025 in the framework of the Environmental Management Plan

The 6 lines of action set out in the Environmental Management Plan are the main levers driving the reduction of consumption and emissions as part of the Group's operational footprint. Below, details are provided of the main projects and initiatives pursued during 2025 by line of action:

Climate change

The climate change line mainly reflects the Group's **strategy to achieve operational emissions neutrality**, through measurement, reduction and offsetting.

 <p>01. Calculation of the operational carbon footprint</p>	 <p>02. Reduction of CO₂ emissions</p>	 <p>03. Offsetting of non-avoided emissions</p>
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01. Calculation of the operational carbon footprint

CaixaBank annually calculates its operational carbon footprint to rigorously assess its environmental impact, identify opportunities for improvement and establish actions aimed at progressively reducing it. The calculation of the operational carbon footprint is included in the [section "Calculation of the Operational Carbon Footprint"](#).

02. Reduction of CO₂ emissions

With a view to contributing to the reduction of emissions from the operational carbon footprint, various initiatives are undertaken; these are included in the remaining lines of action. This includes both the monitoring of these initiatives and the promotion of the purchase of energy from renewable sources.

Purchase of renewable energy

CaixaBank's strategy regarding electricity consumption focuses on the use of renewable energy. For years, 100 % of the electricity consumed has been from certified renewable sources.

To achieve this, the strategy involves reaching electricity purchase agreements through two types of contractual instruments:

- | PPAs (Power Purchase Agreements) with an associated annual purchase of 113.88 GWh/year, which represents 53.8 % of the total electricity purchase; and
- | GdO (Guarantee of Origin Certificates) with an associated annual purchase of 211.74 GWh/year, which represents 100 % of the total electricity purchase.



100 % in 2025

Of electrical energy consumed comes from renewable sources.
100 % in 2024

03. Offsetting of unavoidable emissions

As part of the Environmental Management Plan, the Group has undertaken to neutralise the carbon footprint of its own activity for **Scope 1, 2 and for category 3.6 corporate travel in Scope 3**.

The CaixaBank Group's strategy to reduce the environmental impact of its emissions consists of promoting actions to reduce GHG emissions and offsetting those it cannot reduce, through GHG emission absorption projects¹.

In 2024, a qualitative leap was made regarding the offsetting of these emissions, since 100% **of the offset projects focused on GHG emissions removal**, compared to previous years when both emission reduction and removal projects were considered. The projects chosen to offset 2025 emissions have followed the same premise and have been:

- | 50 % of the tons compensated in **Reforestation projects** in **Esteban de Gormaz** and **Beratón** in Soria and in **Agavanzal** in Zamora, verified applying the MITECO Verification Standard. *Vintage 2024* and 2025.

¹ The carbon credits are not considered when reporting the carbon footprint, nor are they taken into account for achieving emission reduction targets.

- | 50 % of the tonnes offset in the **Forest Project in Montes del Este, located in** Uruguay, verified under the VCS (Verified Carbon Standard). *Vintage 2020+*.

The total emissions CaixaBank has offset through these reforestation projects¹ in 2025 amounted to 22,065 tCO₂eq. As mentioned, 50 % of these emissions have been offset through projects in Spain, the country where CaixaBank primarily operates. These projects have entailed a cost of €459 thousand.

Carbon credits cancelled in reporting year ²	2025	2024
Total (tCO ₂ eq)	22,065	19,736
Proportion of removal projects (%)	100%	100%
Proportion of reduction projects (%)	0%	0%
Carbon credits recognised by MITECO (%)	50%	50%
Carbon credits recognised by VCS (%)	50%	40%
Carbon credits recognised by CAR (%)	0%	10%
Proportion of projects within the EU (%)	50%	50%
Carbon credits that can be considered a corresponding adjustment under Article 6 of the Paris Agreement (%)	-	-

In addition to the projects financed through carbon credits, **CaixaBank has two of its own CO₂** absorption projects involving the reforestation of burnt areas in the mountain of Montserrat, in Barcelona and in the town of Ejulve, in Teruel, which it has promoted, financed and managed³.

Both projects are included in the carbon footprint register, carbon offsetting, and CO₂ absorption projects validated by MITECO. To manage the permanence risk, the Ministry reserves a portion of the absorptions allocated to the guarantee fund. The emissions absorbed by these forests were calculated following the methodology established by the Climate Change Office of MITECO.

¹ Reforestation projects are considered as GHG emission removal projects, which also come from biogenic sinks.

² CaixaBank does not have any carbon credits expected to be cancelled in the future, nor any contractual agreements for future purchases of credits beyond those of the current year.

³ Both reforestation projects are considered as greenhouse gas (GHG) emissions removal projects, which also come from biogenic sinks resulting from land use changes.

Forests act as natural carbon sinks, reducing the amount of CO₂ from the air and thus mitigating climate change. By carrying out this type of project, it also contributes to protecting the soil from erosion, landslides, and it promotes biodiversity development. For this reason, forests are one of the best examples of nature-based solutions.

In this regard, these two projects are part of CaixaBank's direct carbon offset initiatives. Although the impact of these forests on carbon absorption is modest, their role is primarily symbolic, reflecting the company's commitment to sustainability and the preservation of the local environment.

Currently, CaixaBank is not actively involved in GHG removal and storage projects with agents in its value chain. However, in order to identify the efforts made by suppliers, the carbon footprint questionnaire sent to them includes questions associated with offsetting their carbon footprint.

Environmental procurement

This line aims to integrate environmental criteria in all purchasing and contracting processes for products and services, extending the Group's environmental commitment to its supply chain and encouraging them to adopt measures to minimise the environmental impact of their activities.

In 2025, the Carbon Footprint questionnaire sent to suppliers with a turnover of more than 500,000 euros was updated. This questionnaire provides more data on the real impact of purchasing and will serve as a basis for setting emissions reductions targets through purchasing.

In addition, engagement actions have been undertaken with suppliers to calculate the footprint and set reduction targets.

See section "Supplier relationship management".

Commitment to circular economy

The main aims of this line of action are to reduce both the consumption of materials and the generation of waste, as well as advocating for the reuse and recycling of materials.

CaixaBank considers good waste management to be essential, as well as the transition from linear consumption practices to circular consumption, with the aim of minimising its Scope 3 emissions.

Waste management

The main activities carried out in relation to waste management are detailed below:

- | Selective waste collection allows us to recover and recycle waste.
- | At the corporate buildings, waste is recorded and managed by authorised waste management companies. These buildings' cafeterias are free of single-use plastic.
- | Throughout the branch network, municipal selective collection containers are used for non-hazardous waste (paper, plastic, organic and other waste), while hazardous waste is managed by authorised waste managers through our maintenance companies (light bulbs, refrigerant gases, electronic waste, toner, etc.).
- | CaixaBank launches regular awareness campaigns for staff to reduce waste generation.
- | Collection of obsolete cards in the branch network for subsequent recycling.
- | 100 % of the cards sold are made from recycled PVC and biodegradable material.
- | From the materials obtained from the recycling of obsolete cards, two pilot benches have been manufactured and distributed in one of our unique buildings, serving as a starting point to continue manufacturing new elements of urban furniture from this material in the future.

- | CaixaBank has *ReUtilizame*, a programme that promotes the donation of surplus materials in good condition by companies to non-profit social organisations ([see section "Social activities"](#)).
- | The waste data taken into consideration for the calculation of CaixaBank S.A.'s carbon footprint are shown in the table below:

_WASTE (TONNES)

	2025	2024
Toner cartridges	26	28
IT support	276	414



Paper management

Several initiatives have been implemented at Group level which have led to a reduction in paper consumption in recent years¹:

- | The digitisation project allows digital signatures for 100 % of processes.
- | ATMs allow for deposits without an envelope and offer the option to view information on-screen and not print a receipt.
- | Invoicing is a fully electronic process.
- | CaixaBank S.A. has reduced paper consumption associated with sending communications to customers by 26 % compared to 2024, thanks to the increase in online correspondence.
- | Reduction of 7.2 % in A4 paper consumption in corporate buildings and branches of CaixaBank, S.A. compared to 2024.
- | Reduction and centralisation of printers in multifunctional equipment with a user ID system.
- | Commitment to the preferential use of recycled paper, which at CaixaBank S.A. accounts for 96.8 % of consumption.
- | Publications are released on FSC and PEFC-certified paper.

_A4 PAPER CONSUMPTION (TONNES)*

	2025	2024
Paper consumption	778	838
Paper consumption per employee	0.02	0.02

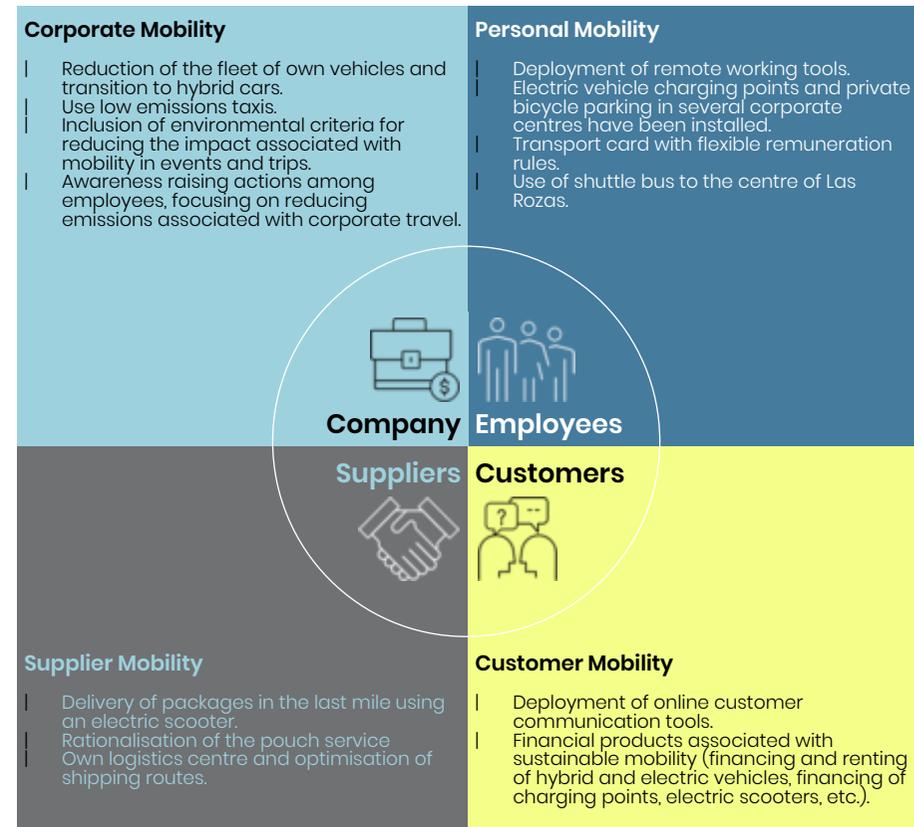
*Data from CaixaBank, S.A.

¹Paper reduction initiatives have been implemented across the Group, although quantitative data are only available for CaixaBank, S.A.

Sustainable Mobility Plan

The 2025-2027 Mobility Plan takes the baton from the previous Plan. This Plan includes both internal (corporate travel) and external (personal travel by employees, customers and suppliers) dimensions, incorporating a 360-degree vision on the inclusion of measures to curb the impact of travel needs. The Plan is structured in these 4 dimensions, on which different initiatives have been carried out.

DIMENSIONS OF THE SUSTAINABLE MOBILITY PLAN



Implementation of internal carbon pricing associated with corporate travel

In 2025, the **CaixaBank Sustainability Committee approved the implementation of an internal carbon price** linked to the management of emissions from corporate travel (category 3.6, which accounts for 4.1% of CaixaBank, S.A.'s Operational Footprint emissions).

In this regard, a shadow price will be implemented in 2026 and a real rate is expected to be introduced in 2027. Initially, the price will be implemented for CaixaBank, S.A. (100 % of corporate travel emissions, both from Central Services and the branch network) and the aim is to include other Group companies in the future.

The most important challenges to be addressed in the coming years within this line will be the implementation of the **internal carbon price for corporate travel** and the implementation of the **Sustainable Mobility to Work Plans in buildings with more than 200 employees**, as required by the new Sustainable Mobility Law.

Fostering efficiency

The initiatives included in this line of action promote the reduction and optimisation of resource consumption, especially in terms of energy consumption.

Energy efficiency

In this regard, in recent years CaixaBank has promoted the implementation of various initiatives to improve the energy efficiency of its buildings, with the aim of contributing to the reduction of Scope 2 carbon footprint emissions.

These measures have contributed, together with the synergies derived from the integration of branches, to the CaixaBank Group's energy consumption being reduced by 4.2% in 2025 compared to 2024, using standardised energy consumption, which considers the outside temperature, and 2.9% in terms of overall consumption.

Some of the **main measures implemented** during 2025 are described below:

- | In recent years CaixaBank has implemented several **initiatives to reduce consumption in the branch network** based on potential savings: replacement of fluorescent lighting with LED lighting, replacement of air conditioning equipment with more efficient units, motion sensors and light turn-off systems, single-pole switches

linked to time regulation, replacement of computer equipment, etc. Actions in 2025 included the air conditioning equipment in 400 branches being replaced and the lighting in 175 branches being changed, along with other initiatives such as adjusting the hours of consumption or closing floors in some corporate buildings at times of low occupancy.

- | The **two Data Processing Centres (DPC)** are silver and gold LEED-certified respectively.
- | In 2025, **a total of twelve diesel tanks were removed** from the branch network, replacing the existing air conditioning equipment with heat pumps.
- | The main effort made in recent years to promote energy savings has been the **Monitoring project**. Thanks to the energy analytics platform, it is possible to group and analyse all the consumption data from offices and buildings, both those obtained thanks to the control and monitoring software and the incorporation of consumption data from meters. The analysis of this data has been key to prioritising the necessary investments, as well as the implementation of good practices such as optimising lighting and air conditioning schedules, regulating the setpoint temperatures of the climate, optimising the operation of equipment, etc.

2,966	1,231	43
Branches monitored	Remote managed branches	Monitored and/or remotely managed buildings

Energy consumption and energy mix

The data on the energy consumption and mix for the CaixaBank Group in 2025 and 2024 are as follows:

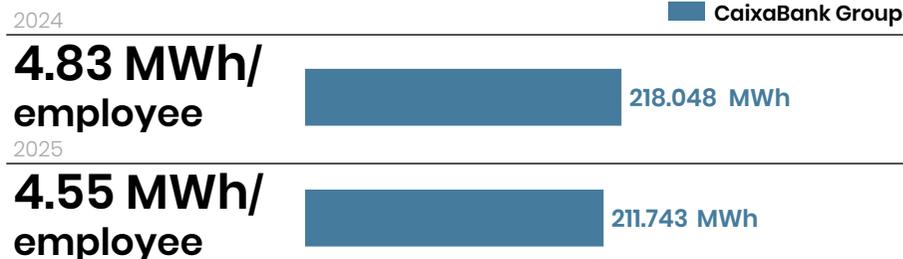
Energy consumption and mix	2025	2024
Fuel consumption from coal and derivatives (MWh)	0	0
Fuel consumption from crude oil and oil products (MWh)	15,094	16,096
Fuel consumption from natural gas (MWh)	3,470	3,353
Fuel consumption from other fossils sources (MWh)	40	11
Consumption of purchased or acquired electricity, heat, steam and cooling from fossil fuel sources (MWh)	0	0
Total consumption of fossil fuel (MWh)	18,605	19,460
Proportion of fossil fuels in the total consumption of energy (%)	8.08%	8.19%
Fuel consumption from nuclear sources (MWh)	0	0
Proportion of nuclear sources in the total consumption of energy (%)	—%	—%
Consumption of fuel from renewable sources, such as biomass (including industrial and municipal waste of biological origin, biogas, renewable hydrogen, etc.) (MWh)	0	0
Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources (MWh)	211,744	218,049
Consumption of self-generated renewable energy not used as fuel (MWh)	0	0
Total consumption of renewable energy (MWh)	211,744	218,049
Proportion of renewable sources in the total consumption of energy (%)	91.92%	91.81%
Total consumption of energy (MWh)	230,349	237,509

4,2 %

Reduction in electricity consumption compared to 2024 (standardised data)

¹ Incorporates the amounts of CaixaBank, S.A., VidaCaixa and BPI.

_GROUP ELECTRICITY CONSUMPTION



During 2025, implementation of the energy efficiency measures mentioned above led to the following expenditure¹:

€29 M

CapEx for energy upgrades

€1.8 M

OpEx for energy upgrades

These amounts are included under the headings described in notes 15 "Tangible Assets" and 33 "Other Administrative Expenses" of the CaixaBank Group's Financial Statements:

Installation of solar panels

CaixaBank has a solar panel installation in Valencia with a capacity of 20 kW, which in 2025 generated a total of 21 MWh of electricity. However, this energy is not self-consumed and is fed directly into the grid.



Water use efficiency

- | The water we use comes from the supply network, and its use is mainly for sanitary purposes, which does not allow its reuse and which is why its significance as an environmental vector is relative. However, measures to reduce water consumption have been implemented, e.g. traditional taps have been replaced by taps with interrupted flow and toilet cisterns have been replaced by others with smaller capacity and a double flush button.
- | In unique buildings, the best technologies have been introduced to optimise water consumption associated with the refrigeration processes: The Data Processing Centres use *free cooling* technology without water and, in the corporate centre in Barcelona, the evaporative cooling towers were replaced by adiabatic towers, with much lower water consumption.
- | In 2025, a total of 347,514 m³ of water were consumed, marking a reduction of 3 % in consumption when compared with 2021.

WATER CONSUMPTION (M³)*

	2025	2024 ¹
Water consumption	347,514	358,334
Water consumption per employee	9.3	9.8

* Figures for CaixaBank data, S.A. However, water reduction initiatives have been implemented across the Group.

¹The figure for 2024 has been restated due to an improvement in the consumption estimation procedure.

Renewal of voluntary certifications and extension of the scope

The reduction of emissions is achieved by implementing environmental efficiency measures, monitoring the indicators and implementing an Energy and Environmental Management System in accordance with the requirements established in standards ISO 14001 and ISO 50001 and in the European EMAS regulation, which enabled CaixaBank to perform its activity considering the environment's protection.

CaixaBank S.A. currently has **6 ISO 14001 certified buildings**, as well as **2 ISO 50001 certified buildings**, focussed on efficient energy management. In addition, **one of its buildings is registered under EMAS**, the EU environmental management and audit system promoted by the European Union.

In addition, all branches in the CaixaBank network in Catalonia have the **Distintivo de Garantía de Calidad Ambiental**, a benchmark ecolabel awarded by the Generalitat de Catalunya and renewed at the end of 2025.

As a result of this set of certifications, **approximately 30% of the workforce operates in certified buildings or offices with certified environmental or energy management systems**.

Finally, other Group companies, such as CaixaBank Facilities Management, CaixaBank Tech and BPI (with four certified buildings) also have ISO 14001 certified Environmental Management Systems.



Other environmental information

Given the activities in which the CaixaBank Group is engaged, it has no environmental liabilities, expenses, assets or provisions and contingencies that may have a material impact on its equity, financial position or results. For this reason, as of 31 December 2025, the consolidated financial statements did not include any item that should be included in the environmental information document required by Order JUS/616/2022 of 30 June, which approves the new model for submitting the consolidated annual accounts of entities required to present them to the Commercial Registry.

CaixaBank has not been subject to any significant fines or sanctions related to compliance with environmental regulations in 2025.

CAIXABANK GROUP'S CARBON FOOTPRINT

CALCULATION OF FINANCED EMISSIONS

CaixaBank quantifies the emissions associated with its financing and investment portfolio (Scope 3, category 15 of the carbon footprint), with the aim of understanding, assessing and managing the impact, in terms of the carbon footprint of its financial activity (banking and insurance business) and the transition risks linked to climate change.

Calculation of financed emissions of the banking business

CaixaBank quantifies the emissions associated with its financing and investment portfolio (category 15 of Scope 3 of the carbon footprint) linked to the banking business.

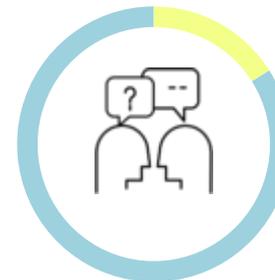
This information provides CaixaBank with the **definition of decarbonisation pathways** to achieve net zero emissions by 2050, in line with the decarbonisation commitment. CaixaBank takes as a reference the guidelines defined by PCAF¹ (Partnership for Carbon Accounting Financials) in its accounting and reporting standard "*The global GHG accounting & reporting standard for the financial industry*" for the **quantification of the emissions financed by its lending and investment portfolio**.

The calculation of financed emissions for CaixaBank Group's banking business includes the main entities that carry out the Group's financing activities: CaixaBank, CaixaBank Payments&Consumer (CPC), Banco BPI and MicroBank.

The calculation for the loan book as at 31 December 2025 covers the following asset typologies²:

- | Mortgages
- | Commercial real estate (CRE³)
- | Corporate loans
- | Project Finance
- | Loans for financing vehicles

_PERIMETER LOAN BOOK. HEDGE



■ **84%**

Exposure in perimeter calculated

■ **16%**

Exposure in perimeter not calculated (insufficient data)

In addition, financed emissions associated with the investment portfolio⁴ (including corporate fixed income and equities) have been calculated with coverage of almost 99 %, as well as emissions linked to sovereign debt exposures which, in accordance with the PCAF standard, include both bonds and loans to countries on the Group's balance sheet, excluding the insurance business (covering supranational bonds and loans and excluding sub-sovereign bonds and loans)⁵.

¹ CaixaBank joined PCAF in 2021.

² In the case of CPC, given the nature of its business, the assets in the calculation perimeter are only corporate loans, vehicle financing loans and sovereign debt. In the case of MicroBank, owing to the nature of its activity, only corporate loans and loans for vehicle financing are included as assets in the calculation perimeter.

³ Commercial Real Estate.

⁴ Does not include investments or trading book.

⁵ The results of financed emissions linked to sovereign debt are shown in the table "GHG emissions from the financing and investment portfolio – 2025" and include information relating to CaixaBank, BPI and CPC.

Calculation method

The calculation has been carried out under a bottom-up approach, following the methodology developed by PCAF and described in the standard “*The Global GHG Accounting and Reporting Standard for the Financial Industry (Part A) Second Edition (December 2022)*”:

> Emissions associated with the **mortgage book** have been calculated using information from the energy performance certificate (actual or estimated) of the properties financed. During 2025, work continued on collecting actual certificates for the financed properties, which has had a positive impact, reflected in the progressive improvement in data quality for mortgage and CRE assets.

> Emissions associated with the rest of the **financing and investment portfolio** (except for sovereign debt) have been calculated from carbon footprint information (Scopes 1, 2 and 3) reported by the financed companies/projects or on the basis of the emission factors published by PCAF when companies do not publish their carbon footprint.

> Emissions linked to **vehicle financing** have been estimated taking into account the type of vehicle and proxies for average mileage. The calculation for this asset has been improved by adding information related to the fuel used by the vehicle when it is available.

> With regard to sovereign debt, Scope 1 financed emissions have been calculated focusing on production and considering and not considering the effect on climate change mitigation of the countries’ Land Use, land-use change and forestry (LULUCF), that is, calculations with and without LULUCF.

In all cases, the allocation of emissions financed by CaixaBank has been made using the attribution factor specified by PCAF for each type of asset and the best available data in each case.

CaixaBank has a specific internal tool integrated into the Group’s systems that guarantees the quality and completeness of the results obtained from the calculation of financed emissions. This tool incorporates all the necessary information, from internal and external databases, for calculating financed emissions. It also facilitates the management of this key indicator for the Group on its path towards climate neutrality, as it enables its calculation, monitoring and quarterly follow-up.

In 2025, absolute financed emissions amounted to **82,051 ktCO₂e on an exposure of €290,275 M** (78,243 ktCO₂e and €277,546 M in 2024). The increase is mainly attributable to two factors. First, the increase in financing

(calculated exposure) of 4.6 %, and second, the 12.4 % rise in financed Scope 3 emissions. This increase in financed Scope 3 emissions is mainly driven by improvements in the quality and completeness of companies’ emissions reporting, with the greater level of detail resulting in more comprehensive estimates and, therefore, a higher volume of emissions disclosed in their public reports.

Nevertheless, in parallel with this trend, a reduction of 11.7 % in financed Scope 1 and 2 emissions was recorded in 2025, driven by a broad decline in the operational emissions of the companies financed by CaixaBank Group, as well as by the continued improvement in the quality of the data used in the calculations. In particular, notable progress was made in corporate financing – showing an improvement in overall data quality to 3.1 in 2025 (3.2 in 2024) – and in corporate CRE, to 3.6 in 2025 (3.8 in 2024). In addition, a sustained downward trend in Scope 1 and 2 emissions has been consolidated since 2021, reflecting the Group’s clients’ continued efforts to progress in their decarbonisation.

*It is worth mentioning that, over time, **financed emissions can be expected to fluctuate because of issues not linked to financial exposure but to other factors that impact the calculation**, such as fluctuations in the value of companies, the availability of actual published carbon footprint data, improvements in the calculation process or changes in the PCAF emission factors.*

GHG emissions from the financing and investment portfolio – 2025

Outlook by type of asset	Exposure		Absolute emissions		Economic intensity
	Total exposure in perimeter (€M)	% of calculated exposure	S1+2 (ktCO ₂ e)	S3 (ktCO ₂ e)	S1+2 emissions intensity (tCO ₂ e/€M)
CRE	5,439	89.4%	60	–	12
Mortgages	133,113	99.9%	2,654	–	20
Business funding	175,462	71.0%	16,584	60,282	133
Auto loans	12,455	94.8%	2,271	–	192
Equity securities ¹	8	95.9%	0.06	0.23	7
Corporate fixed income	16,138	99.2%	27	173	2
TOTAL	342,616	84.7%	21,596	60,455	74

Vision by sector (corporate finance) ²	Exposure		Absolute emissions		Economic intensity
	Total exposure in perimeter (€M)	% Calculated exposure	S1+2 (ktCO ₂ e)	S3 (ktCO ₂ e)	S1+2 emissions intensity (tCO ₂ e/€M)
Fossil fuel combustion	5,826	82.9%	1,346	11,316	279
Power generation	16,257	92.7%	1,262	5,519	84
Transport	27,658	70.3%	4,589	17,087	236
Property	21,280	74.6%	756	2,225	48
Cement	346	85.8%	211	196	710
Iron and Steel	2,185	84.0%	429	910	234
Agriculture (includes)	5,018	82.8%	1,927	1,898	464
Aluminium	857	92.9%	185	330	233
Coal ³	0.41	12.6%	22	0.03	432,060
Other sectors	96,035	64.9%	5,858	20,800	94
TOTAL	175,462		16,584	60,282	

Geographical area vision	Exposure		Absolute emissions		Economic intensity
	Total exposure in perimeter (€M)	% Calculated exposure	S1+2 (ktCO ₂ e)	S3 (ktCO ₂ e)	S1+2 emissions intensity (tCO ₂ e/€M)
Spain and Portugal	280,124	92.8%	18,649	42,308	72
Europe	39,668	60.5%	1,730	13,927	72
Rest of the world	22,824	28.2%	1,218	4,220	189
TOTAL	342,616		21,596	60,455	

Sovereign debt	Exposure		Absolute emissions		Economic intensity	
	Total exposure in perimeter (€M)	% Calculated exposure	S1 emissions (with LULUCF) (ktCO ₂ e)	S1 emissions (without LULUCF) (ktCO ₂ e)	S1 emissions intensity (with LULUCF) (tCO ₂ e/€M)	S1 emissions intensity (without LULUCF) (tCO ₂ e/€M)
Sovereign debt	62,208	100.0%	10,096	11,391	162	183

Notes: Due to rounding total sums may vary slightly.

CO₂e = CO₂ equivalent. Includes the following GHG: CO₂, CH₄, N₂O, HFCs, PFCs, SF₆ and NF₃

¹ Excludes equity-accounted investees and the trading portfolio.

² Includes both general-purpose loans and specialised financing (project finance).

³ CNAE/NACE 510, 520, 1910. In the coal sector, no public information is available for clients; therefore, PCAF emission factors corresponding to this economic activity are used to estimate financed emissions.

GHG emissions from the financing and investment portfolio – 2024.

Outlook by type of asset	Exposure		Absolute emissions		Economic intensity
	Total exposure in perimeter (€M)	% of calculated exposure	S1+2 (ktCO ₂ e)	S3 (ktCO ₂ e)	S1+2 emissions intensity (tCO ₂ e/€M)
CRE	6,054	88.0%	72	—	13
Mortgages	125,668	99.9%	2,825	—	23
Business funding	163,123	74.2%	19,553	53,528	162
Auto loans	9,417	95.2%	1,891	—	211
Equity securities ¹	8	76.7%	0.04	0.19	6
Corporate fixed income	16,854	99.0%	108	266	6
TOTAL	321,123	86.4%	24,448	53,795	88

Vision by sector (corporate finance) ²	Exposure		Absolute emissions		Economic intensity
	Total exposure in perimeter (€M)	% Calculated exposure	S1+2 (ktCO ₂ e)	S3 (ktCO ₂ e)	S1+2 emissions intensity (tCO ₂ e/€M)
Oil and gas ³	5,241	75.2%	3,539	11,378	898
Electric	15,481	93.7%	1,598	6,103	110
Transport	26,690	73.8%	3,083	10,905	156
Property	19,737	74.5%	727	2,126	49
Cement	315	82.9%	376	87	1,443
Iron and Steel	1,985	88.4%	492	881	281
Agriculture (includes stockbreeding)	5,372	81.9%	2,421	2,260	550
Aluminium	673	84.4%	111	261	195
Coal ⁴	2	98.7%	56	2	27,266
Other sectors	87,627	69.9%	7,151	19,524	117
TOTAL	163,123		19,553	53,528	

Geographical area vision	Exposure		Absolute emissions		Economic intensity
	Total exposure in perimeter (€M)	% Calculated exposure	S1+2 (ktCO ₂ e)	S3 (ktCO ₂ e)	S1+2 emissions intensity (tCO ₂ e/€M)
Spain and Portugal	263,581	94.2%	20,168	36,595	81
Europe	36,648	62.6%	2,028	10,730	88
Rest of the world	20,895	30.2%	2,252	6,470	355
TOTAL	321,123		24,448	53,795	

Sovereign debt ⁵	Exposure		Absolute emissions		Economic intensity	
	Total exposure in perimeter (€M)	% Calculated exposure	S1 emissions (with LULUCF) (ktCO ₂ e)	S1 emissions (without LULUCF) (ktCO ₂ e)	S1 emissions intensity (with LULUCF) (tCO ₂ e/€M)	S1 emissions intensity (without LULUCF) (tCO ₂ e/€M)
Sovereign debt	50,082	100.0%	7,174	8,195	143	164

Notes: Due to rounding total sums may vary slightly.

CO₂e = CO₂ equivalent. Includes the following GHG: CO₂, CH₄, N₂O, HFCs, PFCs, SF₆ and NF₃

¹ Excludes equity-accounted investees and the trading portfolio.

² Includes both general-purpose loans and specialised financing (project finance).

³ During 2024, actual emissions information was obtained for three significant financed projects in this sector, which led to a reduction in the estimated financed Scope 1 and 2 emissions of around 9,000 ktCO₂e compared with the estimate calculated using PCAF factors in 2023.

⁴ CNAE/NACE 510, 520, 1910.

⁵ The calculation does not include BPI's sovereign debt assets.

Calculation considerations¹

- | **The calculation has used the most recent financial and emissions²** information available for the companies that are part of the portfolios of CaixaBank, CPC, BPI2 and MicroBank. For those companies for which no actual data are available, the latest emission intensity factors (tCO₂e/€M of revenue) published by PCAF^{3,4} as at March 2025 have been used.
- | The calculation has been made from an operational control approach **following the methodology developed by PCAF.**
- | **Corporate finance** (non-financial corporations): Provides loans for general corporate purposes (including SMEs) and *project finance*.
- | The **calculation of company value** for the Corporate Finance and Fixed Income categories is the sum of equity and debt (book value) for both listed and unlisted companies.
- | **Mortgages and CRE:** The emissions have been calculated taking into account:
 - | EPC of the property
 - | Emissions intensity information (by property type and geographical location) published by the Spanish Institute for Energy Diversification and Saving and CRREM (factors published by PCAF in March 2025).
- | **Sovereigndebt:** The production approach defined by PCAF has been used. Under this approach, the emissions attributable to the domestic production activity are considered, including domestic consumption and exports, as defined by the UNFCCC's national inventory submissions.

- | **Scope 3** was calculated for all the sectors comprising CaixaBank's portfolio. In view of the high risk of double counting of emissions for calculating Scope 3, only the intensity of emissions per million euros is reported for Scope 1+2.
- | **Exclusions:** No financed emissions have been calculated for assets with insufficient data, and exposure to credit institutions and sovereign risk is not part of the perimeter.

¹Appendix 1 – Methodology for calculating financed emissions

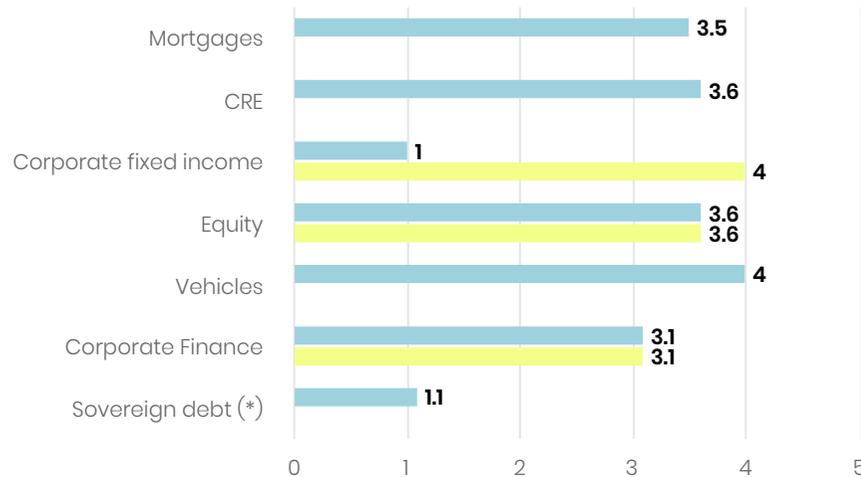
² For the calculation of CaixaBank's carbon footprint, data from other companies in the value chain is used, whose reporting periods may differ from that of the CaixaBank Group. In that case, the most recently available annual data are always used.

³ The PCAF intensity factor is an indicator that measures the impact of greenhouse gas emissions associated with the economic activity of a sector. An abnormally high value of the GHG intensity factor has been detected for NACE code 35.20 "Distribution of electricity, gas, steam and air conditioning". In order to correct this outlier, a conservative approach has been applied which consists of applying the highest emission factor within the "Electricity, gas & water" sector for the different geographies.

⁴ In December 2025, PCAF announced the incorporation of the CEDA (Comprehensive Environmental Data Archive) database into its official emissions factor database. This integration aims to improve the accuracy of estimating emissions generated by the activities financed by banking institutions. Compared with the previous database, based on EXIOBASE, the new tool offers broader geographical coverage, reaching 148 countries, and wider sectoral coverage, including 400 sectors, enabling financial institutions to use more homogeneous and reliable regional proxies, with annual updates. In this context, CaixaBank is considering using the CEDA database for future reports, with the aim of aligning with industry best practices and improving the quality of the data reported. However, for the calculation of financed emissions for 2025, the emission factors used in previous reports were retained, thereby avoiding potential variations in the results arising solely from updates to emission factors and ensuring year-on-year comparability of the data.

CALCULATION SCORE

PCAF establishes a ranking of the quality of the data used in the calculations of financed emissions¹, with a score of 1 for the highest quality data (data published by companies and verified) and a score of 5 for the lowest quality data (sectoral estimates using emission factors provided by PCAF). The score for data quality by asset type for the 2025 calculation is as follows:



*Corresponds only to Scope 1

■ Scopes 1+2 ■ Scope 3

The percentage of Scope 1, 2 and 3 absolute emissions financed in 2025, which have been obtained with the best possible data quality (score 1), is of 45.3 %.

¹For more details see *The global GHG accounting & reporting standard for the financial industry*: <https://carbonaccountingfinancials.com/standard>

Locked-in emissions

In relation to the locked-in emissions from its financing or investment activity, CaixaBank has carried out a qualitative assessment where no locked-in emissions subsequent to 2050 and related to financial products and assets from carbon intensive sectors have been detected. However, this analysis will be reviewed as soon as the counterparts start reporting this information under ESRS criteria, and if considered material, a specific plan will be drawn up to quantify and manage them. CaixaBank currently has two mechanisms in place that limit the possibility of producing locked-in emissions subsequent to 2050 arising from its financing or investment activity:

- I. Existing principles and policies on sustainability risks, including the *phase-out* of coal and limitations on new risks in the oil and gas sector.
- II. The levers for action in the framework of the decarbonisation objectives, which, in addition to the gradual reduction of exposure to the most carbon-intensive activities, include the potential *derisking* of partners not committed to the transition to a low-carbon economy.



Calculation of financed emissions in the insurance business

The calculation of the carbon footprint of the Group's corporate investment portfolio in its insurance activity makes it possible to specifically track exposure to carbon-intensive sectors and how this evolves.

The calculation is carried out following the PCAF methodology for financed emissions, which is a benchmark in the climate field, as an aggregate calculation of the companies in which it invests. The companies' information is obtained from external suppliers of ESG data, which obtain this information from the companies' public reports. A specific monitoring of the exposure to carbon intensive companies is carried out, with the aim of understating the investments' contribution to the carbon footprint and being aware of its evolution, as well as analysing how the specific climate commitments are met.

FINANCED CARBON FOOTPRINT – SCOPE 3.15 INSURANCE SCOPE

32.5 t CO₂eq

€M invested Scopes 1+2¹

- 28 % vs 2024

¹Scope of NZAOA: corporate assets in the insurance portfolio.

²The perimeter of companies considered is the same as that applied in the Environmental Management Plan, with the exception of OpenWealth, which at the time of the analysis did not form part of the scope defined in the Plan.

OPERATIONAL CARBON FOOTPRINT CALCULATION

The CaixaBank Group calculates its operational carbon footprint in order to identify areas where it can take action and establish an action plan with initiatives aimed at reducing it. The emissions considered within each of the CaixaBank Group's scopes are as follows:

- | **Scope 1:** direct emissions from the combustion facilities of the Group's own buildings, fuel for the vehicle fleet and refrigerant gases.
- | **Scope 2:** indirect emissions relating to the production of electricity, purchased and consumed by the Group's buildings.
- | **Scope 3:** includes other indirect emissions. The CaixaBank Group includes categories 3.1 Purchases of goods and services, 3.2 Purchases of capital goods, 3.3 Fuel and energy-related activities, 3.6 Corporate travel, and 3.7 Employee commuting to work centres; these categories were identified as material in the **materiality assessment of Scope 3 categories of the carbon footprint.**

Materiality assessment of the Scope 3 categories

For all purposes **the only material category of Scope 3 is category 15 "Investments"**, which represents 99.5 % of the total emissions of this scope. **See section "Calculation of financed CO₂ emissions"**.

However, in its commitment to decarbonisation, **CaixaBank carries out a materiality assessment in order to identify the most relevant Scope 3 categories after excluding category 15 "Investments"** and establish action plans for their reduction in those categories with the greatest impact.

A new materiality assessment of Scope 3 categories has been carried out in 2025. The analysis covered 19 Group companies² representing 98 % of the Group's assets.

The **findings of this analysis** confirmed as material the same categories identified in the 2022 analysis and category 3.7, relating to commuting *in itinere*. This classification of this category was upgraded to material due to an increase in emissions compared to 2021, when there was still a low level of mobility in the post-Covid pandemic context. The material categories are:

- | 3.1 Purchased goods and services.
- | 3.2 Purchase of capital goods.
- | 3.3 Fuel and energy-related activities.
- | 3.6 Business travel.
- | 3.7 Employee commuting to their work centres.

Operational Carbon Footprint of the CaixaBank Group

	Retrospective				Milestones and target years			
	Base year (2024) ¹	2024 ²	2025 ²	% (2025 / 2024) ³	2025	2030	2050	Annual target % (2030 / 2025)
Scope 1 GHG emissions								
Scope 1 Gross GHG emissions (tCO ₂ e)	7,933.58	7,092.97	7,646.23	-4.99%	7,616.24	7,140.22		-1.67%
Combustion from stationary sources - HEATING OIL	346.63	346.63	367.89					
Combustion from stationary sources - NATURAL GAS	612.89	612.89	634.03					
Combustion from stationary sources - PROPANE	2.54	2.54	9.39					
Combustion from mobile sources - VEHICLE FLEET	3,619.06	3,619.06	3,363.1					
Refrigerant gas leakage	3,352.46	2,511.85	3,271.82					
Percentage of Scope 1 GHG emissions from regulated emissions trading schemes (%)	0%	0%	0%					
Scope 2 GHG emissions								
Scope 2 Gross GHG emissions, location based, (tCO ₂ e)	19,429.16	23,046.75	23,101.00	2.32%	18,652.00	17,291.96		-1.83%
Gross market-based scope 2 GHG emissions (t CO ₂ e)	0	0	0	0%	0	0		0.00%
Scope 3 Significant GHG emissions²								
Scope 3 Total Gross Indirect GHG emissions (tCO ₂ e)	383,815.07	383,815.07	428,002.46	11.51%				
1 Purchase of goods and services	236,247.88	236,247.88	278,800.91					
Optional subcategory: Cloud computing services and data centres								
2 Capital goods	72,699.59	72,699.59	73,286.95					
3 Fuel and energy-related activities	5,117.53	5,117.53	4,135.99					
6 Business travel	15,055.20	15,055.20	14,418.43					
7 Employee commuting	54,694.88	54,694.88	57,360.18					
Total GHG emissions								
Total GHG emissions (location-based) (tCO ₂ e)	411,177.82	413,954.80	458,749.69	10.76%	-	-	-	-
Total GHG emissions (market-based) (tCO ₂ e)	391,748.65	390,908.05	435,648.69	11.18%	-	-	-	-

¹ The base year on that which objectives of reduction are established of the Extents 1 and 2, included in the Environmental Management planning 2025-2027, correspond to the emissions of the year 2024 with the exception of the emissions of gases refrigerants, that they take as a reference the average of the last 3 years, and contemplates the emissions derived from the consumer spending of electricity of the standardised details obtained international protocol IPMVP

² The columns 2024 and 2025 show the actual emissions data without discounting the emissions resulting from the combustion of fuel necessary to maintain activity during the power supply cut in the month of April and the overall data of energy without normalising.

³ The % variation between 2024 and 2025 takes into account the base year 2024 (including the average of the last 3 years for refrigerant gases and the normalised consumption of electricity) and the year 2025 without including the resulting emissions of the power cut in April and incorporating the normalised energy consumption data.

Notes:

The securities of the emissions of 2024 differ of the ones published last year because of the update of the Emission Factors (FE) of the finance of vehicles of renting of the Portuguese subsidiaries, the change of perimeter in the calculation of category 3.6 with the inclusion of emissions associated with taxis and the elimination of hotels, as well as the inclusion of category 3.7 emissions. In addition, in the 2024 emissions of CaixaBank, S.A., CaixaBank Business Analytics issues have also been incorporated.

The emissions for 2025 include the companies OpenWealth and CPC Portugal.

Type of greenhouse gases in operating emissions¹

In relation to the types of GHG, 56% of Scope 1 emissions generated by the CaixaBank Group are CO₂, while the sum of emissions from CH₄, N₂O and HFCs account for the remaining 44%. The types of GHGs are shown below:

GHG	2025	2024
	CaixaBank Group	CaixaBank Group
CO ₂	4,254	4,458
CH ₄	31	31
N ₂ O	89	93
HFC	3,272	2,512

Locked-in/biogenic emissions

CaixaBank does not consider **locked-in GHG emissions** from key assets to be material, given the nature of its business, mainly financing and investment.

In relation to **biogenic GHG emissions** associated with Scopes 1 and 2, CaixaBank considers that they are not material given the nature of its activity and as it does not use biomass as fuel. However, CaixaBank is continuing to work to obtain this information from its suppliers. During 2025, a new extended carbon footprint questionnaire was launched for suppliers to assess biogenic emissions in their upstream value chain included in the operational Scope 3. The suppliers that have responded during this exercise have not reported material values.

¹Scope 1 gas breakdowns

Methodology for calculating the Operational Carbon Footprint

Both Scope 1 and 2 emissions and Scope 3 emissions are calculated taking into consideration the GHG standard Protocol established by the WRI (World Resources Institute) and the WBCSD (World Business Council for Sustainable Development). For Scope 3 emissions, the classification set out in the GHG Protocol publication titled "Corporate Value Chain (Scope 3) Accounting and Reporting Standard" is used. The specific methodology used to calculate each of the carbon footprint scopes is presented below.

Scopes 1 and 2

The emission factors used to calculate the footprint of scopes 1 and 2 have been obtained from the Carbon footprint, offsetting and absorption projects registry of May 2025 for Spain. For Portugal and Luxembourg, the Global Warming Potential Values specified in the IPCC's Fifth Assessment Report have been used.

For **Scope 1**, data from the consumption of Gas Oil C, propane and natural gas by the facilities, the consumption of fuel by the fleet of vehicles and the consumption of cooling gases are compiled. All the data are actual, except for the consumption of Gas Oil C from the territorial network of branches, which is estimated from the fuel's purchased amount and the average price thereof published by IDEA, and the consumption by the fleet of vehicles, which is estimated using the odometer readings of the vehicles when they enter the workshop and the theoretical consumption of each of the vehicle models.

In the case of **Scope 2**, supported by a 100 % renewable origin guarantee certificate or when the trading company has a 100 % renewable energy mix, it is considered that they have zero emissions.

The energy consumed is reported in kWh, with most of the data obtained from actual bills. The remaining consumption is estimated by means of a specific software of the maintainer using as a reference the prorated monthly consumption averages of each supply point for the last three years.

Scope 3

The Scope 3 categories reported and for which the methodology used is described, are those that have been determined to be material in the materiality assessment of Scope 3 categories described in this section, as well as category 3.15, the methodology of which is described in the [section "Calculation of financed emissions"](#).

In relation to the calculation of the emissions in categories **3.1 "Purchased goods and services"** and **3.2 "Purchased capital goods"**, the totality of the Group's operating expenses and investments of has been used as the basis. The emissions calculated in other scopes and the expenses that do not involve the generation of emissions (taxes, fees, etc) have been excluded from the list.

The amounts invoiced by each supplier are multiplied by an **emission factor**, resulting from the carbon footprint emissions of each supplier divided by their turnover. The data employed are obtained from the Carbon Footprint surveys sent to all suppliers with a turnover above €0.5 million and from these companies' public data. If this information is not available, the emissions factors used will be those provided by the PCAF, relating the same with the type of activity carried out by each supplier.

In 2025, 20 % and 35 % of emissions from categories 3.1 and 3.2 have been calculated using the specific emission factors of each supplier. One of the objectives of the Environmental Management Plan 2025-2027 is to increase these percentages through initiatives of *engagement* with suppliers to calculate and reduce their carbon footprint.

In the case of **category 3.3 "Fuel and energy-related activities"**, well-to-tank (WTT) emissions associated with the extraction and refining of primary fuels and transmission and distribution (T&D) emissions associated with network losses have been considered. In this regard, Scope 1 fuel consumption is multiplied by the DEFRA GHG WTT emission factors, and to these emissions is added the result of multiplying Scope 2 electricity consumption by the International Energy Agency (IEA) emission factors for WTT, T&D and WTT T&D.

For **category 3.6 "Business travel"**, the DEFRA GHG emission factors have mainly been considered. The calculation perimeter of this category has been slightly modified in order to bring it closer to the criteria defined by the most recognised initiatives, such as SBTi. Thus, the emissions associated with taxi journeys and the *well-to-tank* of fuels have been incorporated into the calculation of corporate travel and those associated with hotels have been eliminated.

Actual mileage data according to the means of transport used has been included in the calculation. airplane, train, hire cars or staff's own cars, except for taxi journeys, for which an estimate has been made.

Finally, to estimate the emissions associated with **category 3.7 "Employee commuting"**, employee surveys were undertaken to calculate the distance travelled and the means of transport used to travel between home and work. Work-from-home days and public holidays have also been taken into account to refine this calculation. Emission factors from DEFRA GHG and the "Practical Guide for the calculation of greenhouse gas emissions" published by the Catalan Office for Climate Change of the Government of Catalonia (OCCC) have been used.

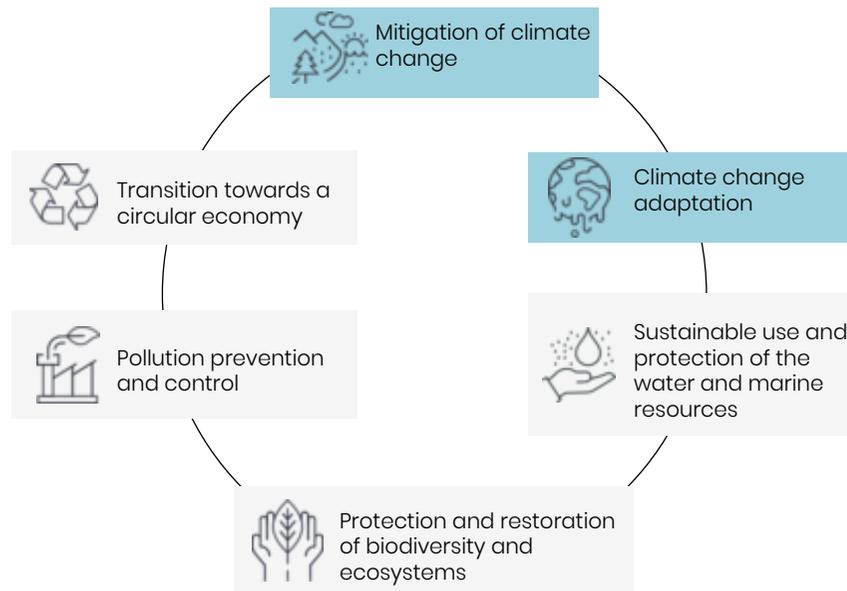


GREEN TAXONOMY

APPLICABLE REGULATORY FRAMEWORK

In 2020, the European Parliament and the Council of the European Union adopted Regulation (EU) 2020/852, hereafter the **Taxonomy Regulation**, which sets common harmonised criteria in the European Union for determining whether an economic activity can be considered environmentally sustainable.

In order to establish the environmental sustainability of a particular economic activity, the EU has defined a list of **environmental objectives**:



- Climate objectives
- Remaining environmental objectives

Along with defining these targets, the EU has established a series of criteria that an economic activity must meet to be considered environmentally sustainable (consistent with the Taxonomy).



In addition, alongside these harmonised criteria, the Taxonomy promotes transparency by requiring financial market participants to provide their stakeholders with information on the proportion of their activities that are considered environmentally sustainable.

DISCLOSURE OBLIGATIONS FOR FINANCIAL INSTITUTIONS

Article 8 of the EU Taxonomy Regulation establishes that companies subject to the Corporate Sustainability Reporting Directive (CSRD), including financial institutions, must disclose the extent to which their activities are eligible for and aligned with the Taxonomy criteria.

The Regulation provides for a one-year deferral for financial institutions compared with non-financial companies for the disclosure of alignment. Accordingly, in 2025 **CaixaBank publishes, for the first time, alignment indicators for the six environmental objectives**, based on the information published by its counterparties in the previous financial year, in accordance with the EU Taxonomy Regulation.

Year of reference		2021	2022	2023	2024	2025
Climate change (Mitigation and Adaptation)	Eligibility					
	Alignment					
Remaining environmental objectives	Eligibility					
	Alignment					



						Eligibility and alignment across all objectives Green Asset Ratio (GAR) Green Investment Ratio (GIR)
Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution and prevention control	Biodiversity and ecosystems	
						Nuclear and gas Further information on financing
				Nuclear power	Natural gas	

REGULATORY DEVELOPMENTS FOR 2025

Despite the implementation of the Taxonomy, feedback from both preparers and users, together with the experience gained, has highlighted the need to simplify and improve both the content and the presentation of the information subject to disclosure.

In response, Commission Delegated Regulation (EU) 2026/73 of 4 July 2025, amending Delegated Regulations (EU) 2021/2139, 2021/2178 and 2023/2486, was published in the Official Journal of the European Union in 2026.

The new Delegated Regulation (EU) 2026/73 establishes a transitional regime allowing application of the regulatory framework in force on 31 December 2025 for the financial year 2025.

In line with this transitional approach, the Group presents the Taxonomy information following the rules and templates in force until 31 December 2025, as set out in the Delegated Regulation published in the Official Journal

of the European Union. Within this structure, templates 6 (Fees and Commissions KPI) and 7 (Trading Book KPI) are not included in this report, availing of and in accordance with the deferral envisaged for these indicators and with the clarifications issued by the European Commission in the FAQs of December 2025. As a result, the set of templates used is consistent with that used in the previous year.

In addition, it should be noted that the European Commission is carrying out a more substantive longer-term review aimed at reducing the administrative burden, strengthening consistency with CSRD/ESRS and improving the usability of the framework, in line with the technical recommendations issued by the Platform on Sustainable Finance. The results of this review are due to be published in the coming years.

Eligibility analysis

An economic activity that is eligible under the Taxonomy is one that is described in the Regulation, regardless of whether that economic activity meets the criteria required to be considered environmentally sustainable.

Therefore, the **eligibility ratio** reflects the relationship between all of CaixaBank's activities included in the Taxonomy, and the assets covered.

In accordance with Commission Delegated Regulation (EU) 2023/2486 of 27 June 2023, which supplements the EU Taxonomy, where an activity contributes to more than one objective, double counting must be avoided by allocating it solely to the most **significant** objective, typically climate change mitigation.

Alignment analysis

As for the Banking Group¹ and the insurance business of the VidaCaixa Group, the main indicator for measuring this alignment is the Green Asset Ratio (GAR), which establishes the percentage of assets covered by the banking group that are used for activities that meet the criteria of the Taxonomy. The GAR is the ratio of the volume of assets intended for activities that meet the requirements of the Taxonomy and the assets covered.

In addition, the equivalent for asset management activities or the management of pension plans and EPSVs of the insurance group, called *Green Investment Ratio* (GIR), is also reported.

¹ Prepared on the basis of the prudential consolidation perimeter set out in the applicable prudential legislation, namely Regulation 575/2013 (CRR) and Directive 2013/36 (CRD IV).

Exposure to economic activities involving fossil gas and nuclear energy

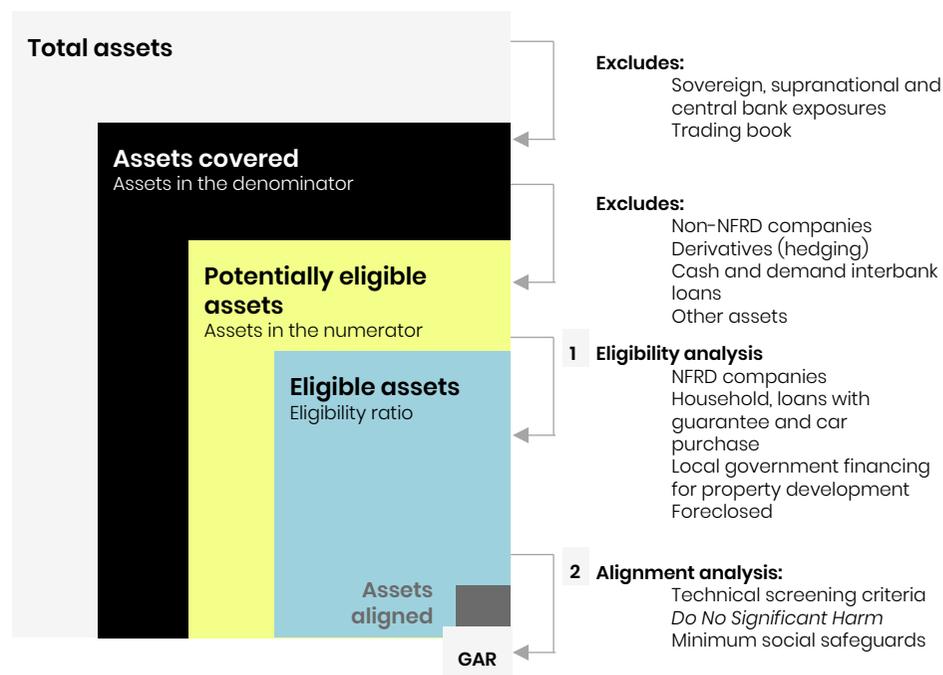
Activities related to fossil natural gas and nuclear energy are considered transitional, as there are currently no low-carbon alternatives that are technologically and economically viable, which allows them to contribute to the transition towards climate neutrality.

The Group uses the templates set out in Annex XII to report its exposure to economic activities related to fossil gas and nuclear energy, in accordance with Commission Delegated Regulation (EU) 2022/1214 of 9 March 2022, which amends Commission Delegated Regulations (EU) 2021/2139, with regard to

the technical screening criteria and the “do no significant harm” requirements applicable to those energy-related economic activities, and (EU) 2021/2178, with regard to the indicators to be disclosed.

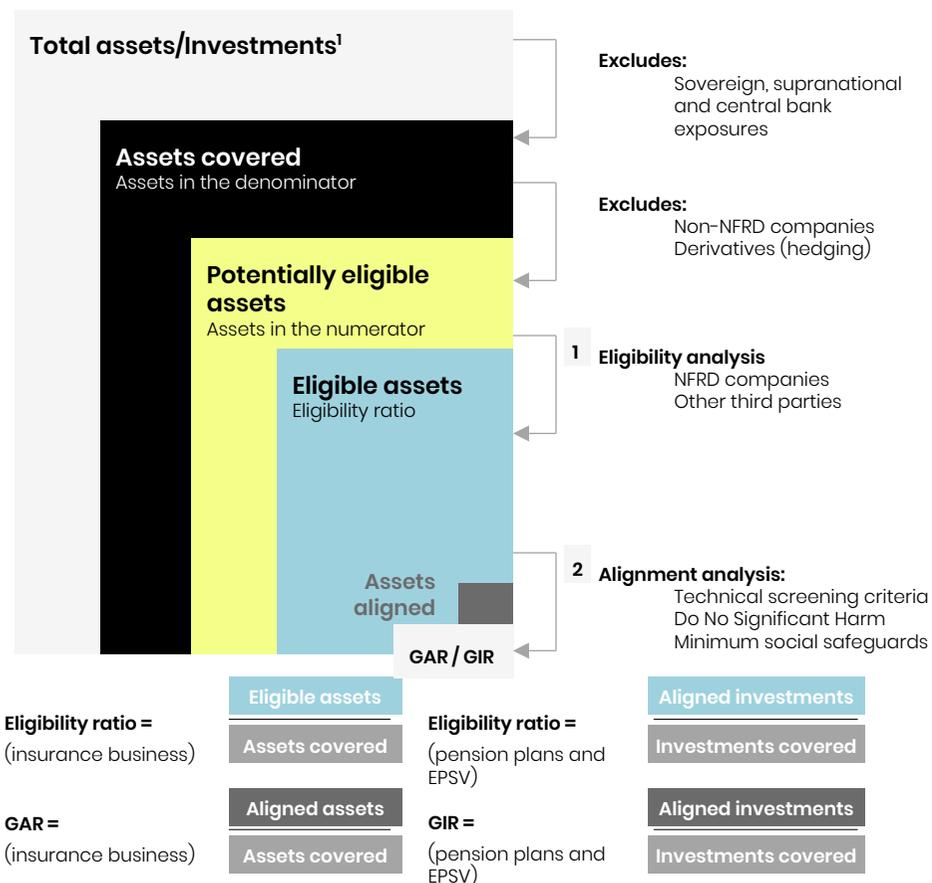
_CALCULATION METHODOLOGY

Below is the calculation method used for the Banking Group (excluding the Insurance Group)



$$\text{Eligibility ratio} = \frac{\text{Eligible assets}}{\text{Assets covered}} \quad \text{GAR} = \frac{\text{Aligned assets}}{\text{Assets covered}}$$

The calculation method for the Insurance Group (VidaCaixa Group), including the insurance business and the pension plan and EPSV business, is as follows:



¹ Applies to the insurance business (assets) and Pension plans and EPSV (investments).

²Clarity AI (LEI: 9598006WJNT4MAHD9F12) is a global provider of sustainability (ESG) data and analytics. It uses advanced artificial intelligence and big data technologies to deliver environmental, social and governance information to financial institutions, corporations and public administrations. Its solutions provide broad and granular coverage of thousands of companies and funds. Further information can be found on its website: <https://clarity.ai>.

Considerations on Taxonomy information

Under the mandatory reporting approach, this information must be based on information obtained bilaterally from the counterparties.

To correctly interpret the published results, it is important to take the following into account:

- | **Limited availability of information from the counterparties.** The Taxonomy is still in the implementation phase, so the figures reported by the counterparties are also limited. For financial corporations and non-financial corporations subject to the NFRD, only the eligibility and alignment key performance indicators (KPI) reported by the counterparties were considered, differentiating between the KPI related to turnover and that related to the CapEx. This information was collected in cooperation with an external provider. In the case of investments linked to insurance, pension plans and EPSV (managed by the VidaCaixa Group), as well as the Assets under management of CaixaBank Asset Management included in the banking Group, the degrees of eligibility and alignment of the components of the portfolios have also been analysed on the basis of the data reported by the companies themselves, having been provided by a provider specialising in ESG data, Clarity². A conservative assumption has been made if no data is available for a specific component, where the exposure is neither eligible or taxonomy-aligned.
- | **Limited clarity of the disclosure legislation** and the complexity of the (i) technical screening criteria, (ii) compliance with the DNSH (Do No Significant Harm) principle, and (iii) the minimum social safeguards. This has generated debate on how to interpret the Taxonomy requirements, and has led to a high use of professional judgement.

It should be noted that, being aware of the limitations of the still limited availability of data provided by the counterparties, the sector is working to establish reasonable criteria that allow the scope for assessing the alignment to be expanded based on homogeneous and comparable criteria.

- | **The representativeness of the GAR depends directly on the balance sheet structure of financial institutions**, since the very definition and calculation of the ratio, as applied by CaixaBank in accordance with the transitional regime set out in Commission Delegated Regulation (EU) 2026/73, exclude certain items from the numerator but not from the denominator. This penalises financial institutions that maintain exposures to counterparties not subject to the NFRD, mainly SMEs and entities from third countries outside the EU, as these exposures are excluded from the numerator. Therefore, even if the financing is for sustainable activities, their alignment is considered null and void.

Therefore, and understanding that the alignment of the financed activities is an evolutionary process that will vary over time, CaixaBank expects that in coming years, the alignment of its exposures will increase, supported by the following factors:

- | Greater certainty as to the information needed to robustly demonstrate compliance with the alignment criteria.

Application of the new calculation criteria set out in Commission Delegated Regulation (EU) 2026/73.

Scope of the Taxonomy information

As regards scope, it should be noted that, in accordance with the applicable legislation, the preparation of Taxonomy-related information is carried out following the prudential approach defined by Regulation (EU) No 575/2013 (CRR). The main differences in relation to the accounting perimeter, the consolidation methods and the valuation criteria applied are summarised below:

- | To prepare the financial statements of the CaixaBank Group, all the subsidiary undertakings (companies controlled by the parent undertaking) were consolidated, with no exceptions for reasons of their activity, using the full consolidation method. However,

associates (over which the parent exercises significant influence and which are not subsidiaries or joint ventures) and joint ventures (joint management by the parent and other shareholders) were accounted for using the equity method. Similarly, the financial assets valued at amortised cost are valued at their carrying amount net of any impairment losses.

- | For prudential purposes, subsidiary undertakings with a different activity to that of a credit, investment or financial institution, as defined in prudential regulatory framework, are accounted for using the equity method. Jointly-owned business that are financial institutions are consolidated using the proportionate consolidation method, regardless of the method applied in the financial statements. With regard to the templates for the Insurance Group, the scope and structure of the VidaCaixa Group has been considered for prudential purposes.

The requirements for breaking down the Taxonomy information establish that financial assets at amortised cost be valued at their gross carrying amount, before any adjustment to correct the value due to losses. Therefore, the total assets reflected in this section are higher than those contained in the group's prudential reserved balance sheet, where they are presented net of impairment value corrections.

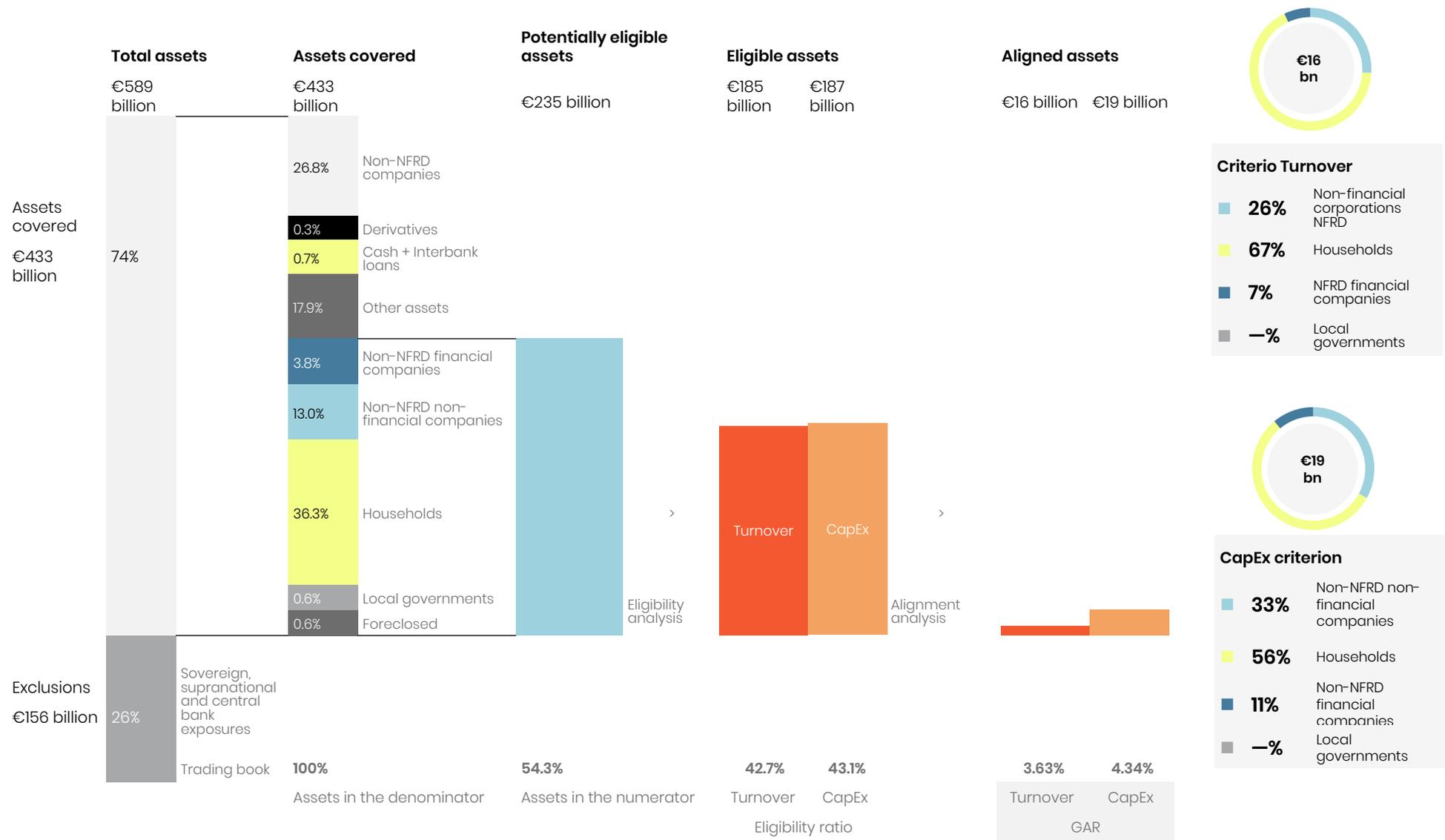
Results of the ratios

The data as at 31 December 2025 have been prepared based on the best effort to adhere to the applicable regulations and will evolve in the future as further information becomes available from counterparties and new regulatory developments.

Eligibility and alignment ratios

The ratios calculated at 31 December 2025 for the Banking Group and the insurance business, as required by the Taxonomy Regulation and the FAQs, are presented below.

_BANKING GROUP



Performance of the GAR ratio for the Banking Group

In line with the regulatory amendments recently approved in Delegated Regulation (EU) 2026/73, which simplify the templates and introduce new flexibilities, it was decided to take advantage of the **moratorium on the publication** of the information corresponding to the templates in the old format for financial year 2025. Consequently, neither template 6 on fees and commissions nor template 7 on the trading book will be included.

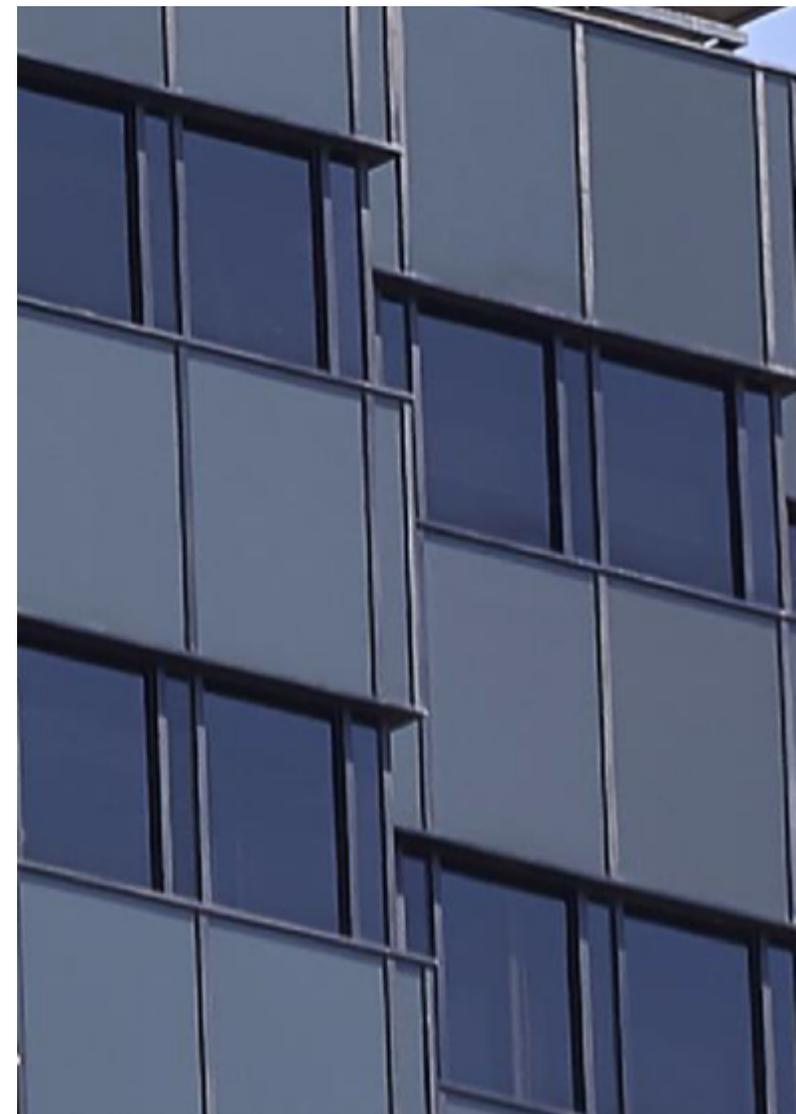
This year, **the scope was broadened** to include vehicle financing, as demonstrated by compliance with the (DNSH) principle.

The **substantial contribution to the Climate Change Mitigation objective** can be seen from the environmental label and approval documentation of the financed vehicle, which provides evidence of compliance with the emission thresholds set out in the applicable European regulations. In relation to DNSH, it is considered that, for vehicles marketed within the European Union, the aspects relating to **Adaptation to climate change, Circular economy and Pollution prevention and control** are covered by harmonised approval legislation and mandatory EU market requirements. The requirements linked to **sustainable use of water and marine resources and protection of biodiversity and ecosystems** are not considered applicable to this activity. Therefore, for the purposes of the Taxonomy, it is understood that the DNSH requirements are met for vehicles marketed in Europe.

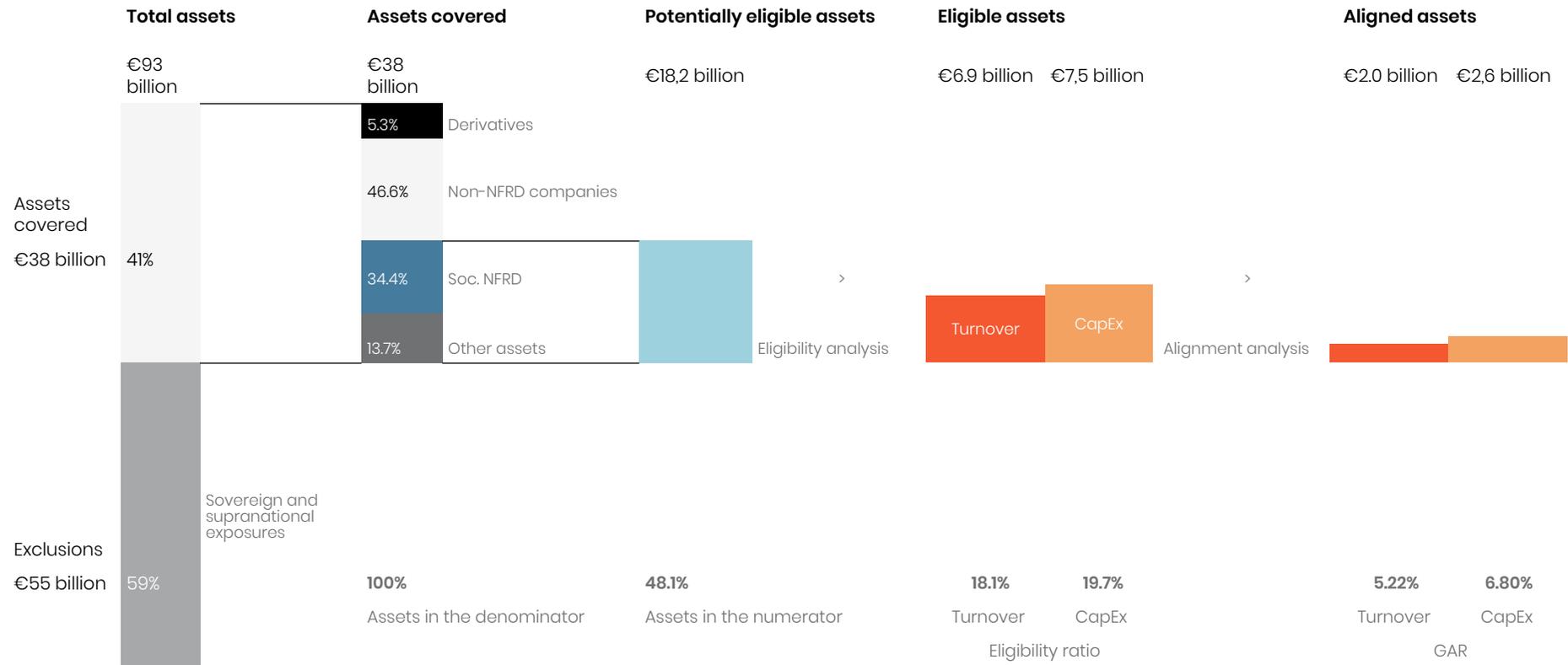
In terms of metrics, the **2025 GAR shows no significant variations** compared to the one published in 2024.

- | **Stock:**
 - | *Turnover:* 3.63 % (+0.58 p.p. vs. 2024)
 - | *CapEx:* 4.34 % (+0.41 p.p. vs. 2024)
- | **Flow:**
 - | *Turnover:* 3.01 % (-0.57 p.p. vs. 2024)
 - | *CapEx:* 3.76 % (-1.11 p.p. vs. 2024)

The relative decrease in the Flow is mainly explained by a higher weight in relative terms of **non-eligible assets in the numerator of the GAR** (Other assets excluded from the numerator for GAR calculation), which have a proportionally higher presence in new production than in the stock.

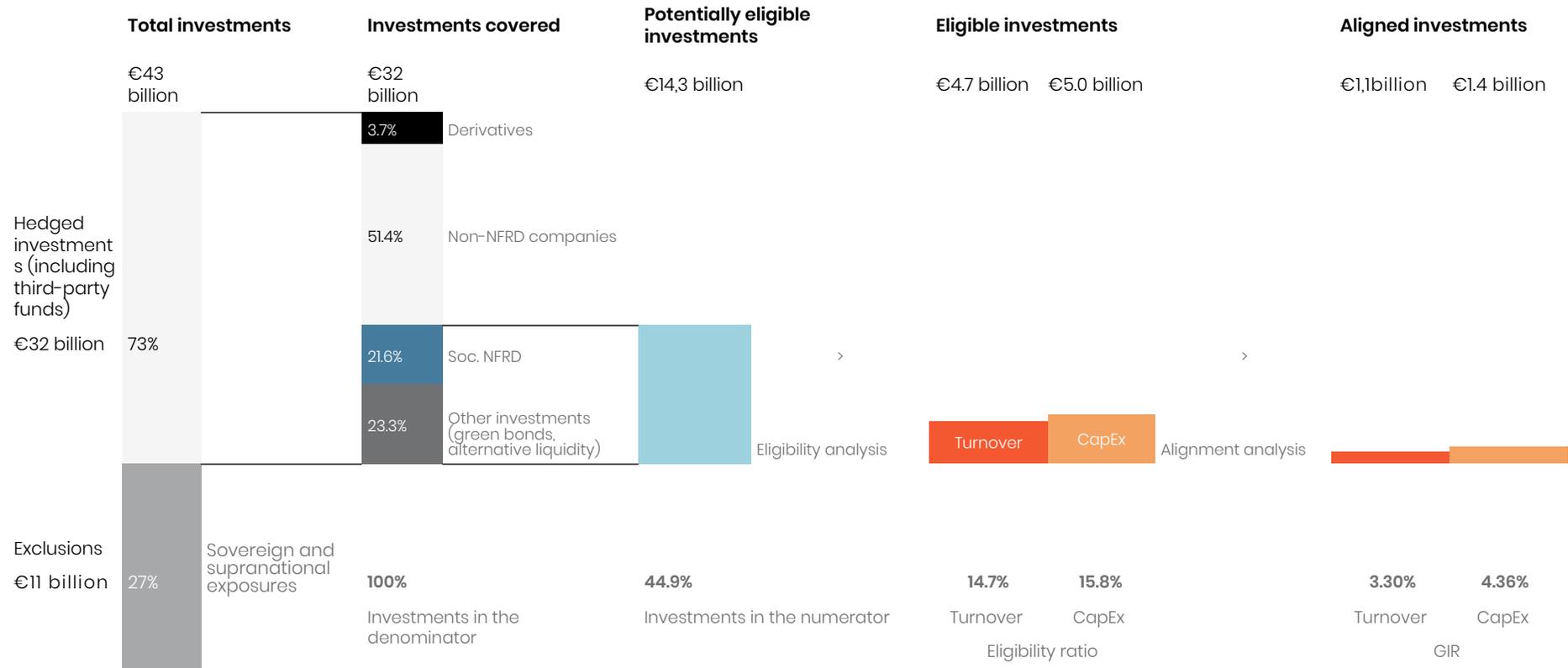


_INSURANCE BUSINESS



See the Taxonomy templates in the [section “NFIS – Taxonomy Regulation \(EU\) 2020/852 and Delegated Acts”](#).

_PENSION PLANS AND EPSV BUSINESS



See Taxonomy templates in the [section “NFIS - Taxonomy Regulation \(EU\) 2020/852 and Delegated Acts”](#).

Performance of the alignment ratios of the Insurance Group

The main increase in the GAR ratio for the insurance business and in the GIR ratio for the pension plans and EPSV business in the 2025 financial year, compared with 2024, is attributable to the increase in the portfolio eligibility ratio. This increase is driven by improved identification and classification of assets, enabling the inclusion of new counterparties or assets not previously considered aligned, as well as by updates to companies' information and to the eligibility and alignment criteria in accordance with SFDR and the Taxonomy.

It should also be noted that there are variations in the distribution of the denominator of the ratios, attributable to the integration into the analysis of data from third-party managed funds and new types of assets. Technical clarifications and the publication of new RTS may allow more activities to be classified as aligned.



GAR FOR THE FINANCIAL CONGLOMERATE

The following are the required weighted average KPIs according to the criteria of Turnover and CapEx for the activities aligned according to Taxonomy:

Data to 2025	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)					
	Ordinary income (€M) ¹	Proportion of income out of Group total (%) [A]	KPI based on Turnover ² [B]	KPI based on CapEx ³ [C]	KPI based on weighted turnover [A/100*B]	KPI based on weighted CapEx [A/100*C]
Banking segment	21,008	78.00	3.63	4.34	2.83	3.39
Insurance segment	5,924	22,00	5.22	6.80	1.15	1.50
TOTAL	26,932	100.00	—	—	—	—
Weighted average KPI	—	—	—	—	3.98	4.88
					3,10 en 2024	4,12 en 2024

¹ Ordinary income of the CaixaBank Group. See Note 8 to the 2025 consolidated financial statements.

² Refers to the Green Asset Ratio (GAR) in stock terms, based on the key performance indicator of the counterparty's turnover.

³ Refers to the Green Asset Ratio (GAR) in terms of stock, based on the key performance indicator of the counterparty's CapEx.

Notes: The following acronyms refer to the following environmental objectives: Climate change mitigation (CCM), Climate change adaptation (CCA), Water and marine resources (WTR), Circular economy (CE), Pollution prevention and control (PPC), and Biodiversity and ecosystems (BIO).

The conglomerate KPI is only calculated for the banking and insurance businesses. The GIR of the asset management business activity is not included in the calculation. Ordinary income includes the revenues from this activity within the banking segment for investment funds and discretionary portfolio management, and within the insurance segment for pension plans and EPSVs.



Social

OWN WORKFORCE

Employees are one of the Group's main stakeholder groups, and their contribution is essential in achieving the objectives set out in the **2025–2027 Strategic Plan**.

In this regard, the Group reaffirms its commitment in the area of people, with the objective of **being close to people**, promoting a team **prepared for transformation** and with the ambition of being **the best Group to work for**.

“Being close to people with a team ready for the transformation...”

... with the ambition to be the best Group to work for”.



To achieve this ambition CaixaBank has the following levers within the framework of the Strategic Plan 2025–2027:

01 ATTRACT AND RETAIN THE BEST TALENT.

CaixaBank aims to attract and retain the best talent by offering a unique value proposition to employees, managing diversity (with a focus on generational diversity), and creating opportunities for professional development and growth.

Strengthening the Value Proposition

360° Engagement Model

The 360° Engagement Model identifies the factors that matter to employees in their relationship with the Group and is the guide for the design and monitoring of actions that have an impact on people's engagement and motivation.

Workforce

- | Mobility
- | Adaptation
- | Strategic talent planning

Work conditions

- | Flexible work
- | Performance in the position
- | Remuneration

Organisation

- | Processes
- | Agile and Transversal Organisation
- | Employee/Customer Service

Risk

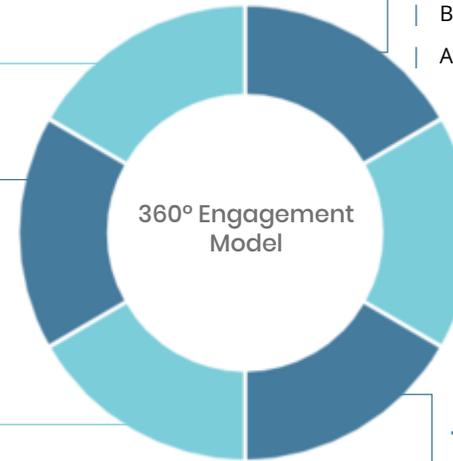
- | Diversity and inclusion
- | Behaviours
- | AHEAD Leaders

Experience

- | Project for the future
- | Employer branding
- | Pride of belonging

Talent

- | Talent attraction
- | Development
- | Meritocracy



02 ACCELERATE THE TRANSFORMATIONAL CAPACITY OF EXISTING TALENT.

CaixaBank not only seeks to attract the best talent, but also to implement action plans to transform the Group's existing talent. To succeed in this task, it implements action plans that focus on strengthening the people development management model and the strategic planning of future capabilities and resources, on enhancing skills development in key areas (artificial intelligence, agile processes, and project management), and on rolling out upskilling and reskilling programmes to implement the new service model.

_03 STRENGTHEN THE CULTURE TO BUILD A CLOSER, MORE AGILE AND COLLABORATIVE TEAM SUPPORTED BY THE LEADERSHIP MODEL.

CaixaBank aims to encourage close, collaborative behaviour, promoting agility and simplicity in processes, fostering pride in belonging and a positive attitude to change.

All of this is **underpinned by the Leadership model**, driving development programmes for all managers, with the aim of:

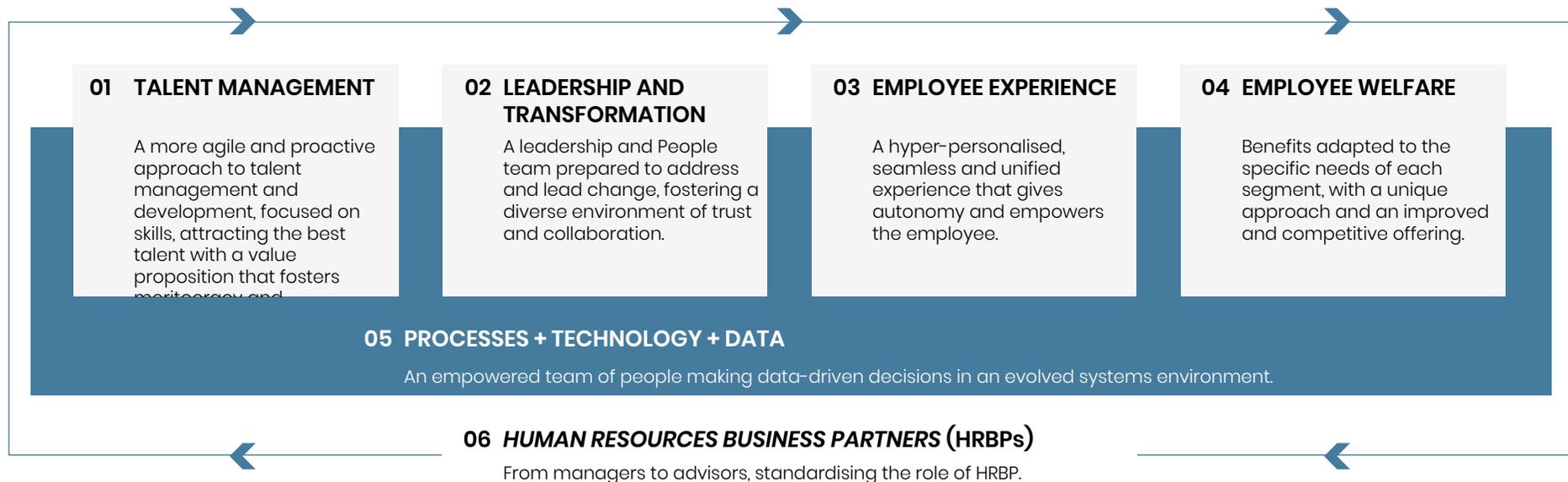
- | Making leaders the key driver of team development (a culture of feedback and situational support to foster team growth).
- | Equipping managers with new capabilities and behaviours, including the adoption of new technologies, practices to attract and retain talent, and the promotion of “agility” across the Bank and their teams.
- | Focusing on those leadership aspects that genuinely help to attract and retain talent.



04 IMPROVING GENERATIONAL BALANCE

One of CaixaBank's objectives is **to improve the balance between experience and youth**. For this to happen, the CaixaBank Group focuses on defining a clear strategy for the recruitment of new talent that identifies priority profiles and areas, promoting the integration of young talent into the Group, with an estimated 3,000 new hires over the 2025–2027 period, while also recognising the value of senior talent and ensuring that the full potential of this group is unlocked.

To achieve these objectives, CaixaBank **has defined 4 strategic lines and 2 transversal lines**. This is done by establishing a continuous dialogue with employees, in order to align efforts with the expectations and concerns of the workforce and integrate them into the strategy.



During 2025, the development of various initiatives linked to these strategic lines **has had a positive impact on the Group's employee engagement**, as shown in the Engagement Survey (Radar 2025), improving overall favourability (TF) from 69 % to 73 %, eNPS from +3 to +21 and pride in belonging at 73 % (up 7 %).

DESCRIPTION OF THE PROCESSES USED TO IDENTIFY AND ASSESS MATERIAL IMPACTS, RISKS AND OPPORTUNITIES RELATED TO THE GROUP'S OWN WORKFORCE, AND THEIR INTERACTION WITH THE STRATEGY AND THE BUSINESS MODEL.

CaixaBank recognises that people are an essential pillar for the execution of its corporate strategy and the achievement of its objectives. Therefore, the management of own workforce is considered a relevant area in the identification of material Impacts, Risks and Opportunities (IROs).

To determine the material IROs associated with this area, **key factors such as working conditions, remuneration policies, talent attraction and the employee value proposition, as well as training and development programmes and equal opportunities, have been analysed.** This analysis incorporates both the dimension of impact materiality (effects that CaixaBank's personnel management may have on society and on the employees themselves) and financial materiality (risks and opportunities that employee satisfaction and well-being entail for the Group's overall performance).

As a result of this analysis, the following IROs have been identified as material in the **Double Materiality Assessment** (see section "**Materiality Assessment**"):

- | A diverse, accessible, respectful, and inclusive environment amongst employees.
- | Satisfaction of own staff with the development of their skills, the broadening of knowledge and the possibility of internal mobility.
- | Stability of employment of own staff due to fair working conditions, competitive and equitable salaries and the indefinite contracting model followed by the company.
- | Improving healthy habits among the own workforce, across physical, emotional, financial and social wellbeing, as well as within the working environment.
- | Positive impact on society and the own workforce in terms of employability and people management.
- | Active listening and clear, transparent and continuously improving communication with the own workforce and their representatives.

These aspects are integrated into the Group's strategy and operations and are therefore aligned with the strategic priorities set out in the 2025-

2027 Strategic Plan (see section "**Strategy**"), demonstrating its commitment to continuous improvement and the strengthening of talent.

The materiality of these IROs is explained by CaixaBank's strategy in the area of people, the objective of which is aimed at **generating a positive impact on its employees.** This strategy is based on fair working conditions, professional development programmes, a culture of active listening with participative platforms that enable the identification of real needs, the measurement of key metrics such as the pay gap and work-life balance and initiatives that reinforce employability, talent management and the overall well-being of the team, in line with the Group's values and its commitment to people.

The Group's strategy is implemented on a day-to-day basis, with the implementation of specific **action plans** for each of the areas linked to the material IROs. These plans are subject to **ongoing monitoring**, ensuring alignment with the strategic objectives and the assessment of their effectiveness in improving the employee experience.



The areas in which material IROs have been identified and which are explained throughout this section are as follows:



Diversity and equal opportunity



Professional development of talent



Work environment



Employee experience and impact on employability



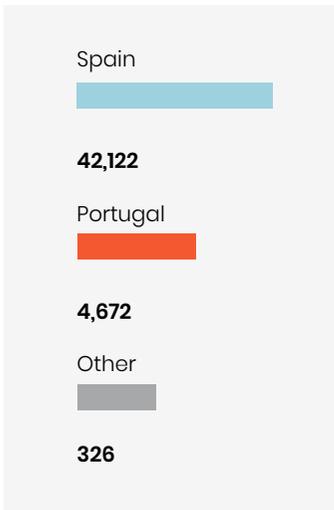
Appropriate and meritocratic remuneration



Dialogue with employees



CHARACTERISTICS OF THE WORKFORCE

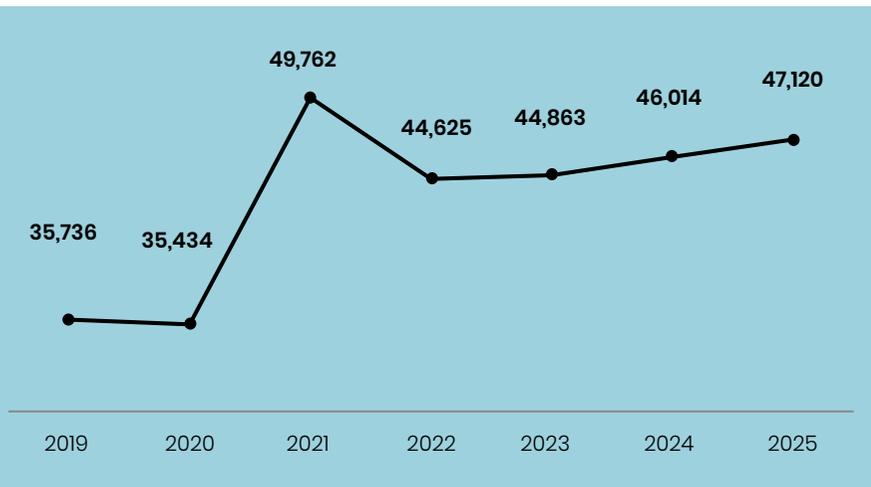


STATUS OF THE GROUP'S WORKFORCE

As at December 2025, the workforce of the CaixaBank Group stood at **47,120 employees**, representing annual growth of 2.4% compared with 2024. This increase is mainly driven by the recruitment of technical profiles under the **Cosmos Plan**, as well as the strengthening of the commercial branch network.

In the coming years, the company expects to make around **3,000 additional new hires by 2027**, in line with the strategic initiatives aimed at attracting young talent.

CHANGES IN THE CAIXABANK WORKFORCE



The personnel expenses related to the workforce in 2025 are included in Note 32 "Personnel expenses" of the Consolidated Financial Statements.



DIVERSITY AND EQUAL OPPORTUNITIES

CaixaBank is committed and works to promote diversity in all its dimensions as part of its corporate culture, by creating diverse, transversal and inclusive teams, recognising people's individuality and differences and eliminating any exclusionary and discriminatory conduct.

A diverse, empowered and committed workforce that develops its full potential and talent through equal opportunities and meritocracy is key to addressing the challenges of the coming years. The **Group focuses on gender diversity, generational diversity, inclusion of people with disabilities, LGBTI and cultural diversity.**



DIVERSITY POLICIES

The Group has a solid framework of effective policies that guarantee, among others, equal access for women to management positions and ensure diversity and meritocracy in recruitment, training and career development, promoting flexibility and work-life balance policies and reinforcing an inclusive culture based on the principles set out in the **Diversity Manifesto:**



Include and promote equal opportunities across all the Bank's policies and processes, and promote a culture based on meritocracy and respect for people.



Help to break down stereotypes and limited beliefs that hinder development and innovation.



Foster the creation of diverse, cross-cutting and inclusive teams, recognising the individuality and heterogeneity of people and eliminating any exclusionary and discriminatory behaviour.



Promote awareness-raising and social change actions and measures through: Training, *networking*, *mentoring*, debates, conferences, awards and sponsorships.



Disseminate the value of diversity among all the people, institutions, companies and organisations with which we interact.

CaixaBank Equality Plan

CaixaBank has an Equality Plan which guarantees equal treatment and opportunities in all areas of the professional life cycle, from joining to leaving, with no geographical distinction. Its elaboration in 2020 and subsequent updating in 2023, was carried out with the active participation of all stakeholders, including the legal representation of employees, reaching a unanimous consensus that ensures the adequacy of the plan to the collective and individual needs of the workforce. The validity of the Equality Plan has been extended until February 2027.

This strategic instrument, in line with Organic Law 3/2007 and Royal Decrees 6/2019, 901/2020 and 902/2020, incorporates specific measures to improve the representation of women in management positions, in terms of work-life balance, prevention of harassment, protection of vulnerable groups (including the LGBTBI group) and protocols for unmarried couples. The plan is based on the principles of gender mainstreaming, co-responsibility and diversity and is supported by projects such as the **Wengage Programme**, aligned with standards such as AENOR or the Diversity Charter. Its monitoring is carried out through specific indicators and dashboards, and it is available for consultation by the entire workforce via the internal corporate portal.

In addition, the Equality Plan includes the **Protocol for the Prevention, Treatment and Elimination of Harassment**, as well as other measures for conflict resolution (mediation) and the Work-Life Balance Protocol and the Equality Protocol for domestic partnerships or stable partnerships.



DIVERSITY COMMITTEES

CaixaBank has various management and monitoring bodies, including at CaixaBank S.A., the **Diversity Committee** (which reports to the Management Committee), which holds quarterly meetings to promote and monitor the actions carried out in this area within the Wengage programme and the **External Advisory Committee**, an external body made up of leading experts, which holds quarterly meetings to advise on strategic decisions in the area of diversity and inclusion.

In addition, the **Diversity and Inclusion (D&I) Agents Network**, which is present throughout the Group, ensures that the Wengage programme is widespread through local actions, training sessions and regular meetings.

ACTIVITIES TO PROMOTE DIVERSITY

CaixaBank's commitment to diversity and inclusion is tangible in the Equality Plan, the implementation of which is supported by the **Wengage Programme**.



Wengage is the **transversal diversity and inclusion programme of the CaixaBank Group**, designed to foster an inclusive culture based on meritocracy and equal opportunities. Driven by professionals from all areas, it promotes diversity across its multiple dimensions: gender, generational, people with disabilities, LGBTBI and cultural. The Wengage Programme sets targets for each of the dimensions of diversity.

Diversity and Inclusion Plan 2025–2027

With the aim of advancing diversity and inclusion challenges and **continuing to press ahead with the Wengage Programme**, CaixaBank has implemented its **2025–2027 Diversity and Inclusion Plan**. This plan aims to consolidate a more diverse, equitable and inclusive corporate culture, as well as to enhance the impact of the Wengage Programme on people and teams. The **four pillars of the Plan** are:

Safe environment

We foster safe professional environments where all people feel included and valued, allowing their talents to be fully developed.

Meritocracy

We strive for meritocracy and equal opportunity promotion, to foster a culture that values and recognises the diverse skills that each individual brings to the table.

Unique people

We value the uniqueness of each person and their contribution to the team. We promote a culture that celebrates differences and arrives at more creative solutions that allow us to transform ourselves.

AHEAD

We promote our AHEAD Leadership Model because leaders lead by example and inspire teams, putting people at the centre and promoting an inclusive culture. It is based on our essence, contributing and adding value to society and promoting the management of alliances.

And it pursues two challenges

| Promoting each individual's unique talent, equipping them for transformation.

| Foster an inclusive culture that positions CaixaBank as a benchmark company for its people, customers and society.



The **main actions carried out during 2025 under each of the challenges are outlined below:**

CHALLENGE 1

To harness the unique talents of each individual who is ready for transformation.

It promotes genuine inclusion of all people and values their uniqueness, fostering the development of their talent in a safe, wellbeing-oriented environment.

Gender diversity

CaixaBank is committed to professional development based on meritocracy, promoting the careers of high-potential individuals to achieve inclusive and representative leadership. All of this within an equitable environment, where women and men can develop their talent on equal terms. CaixaBank carries out different **actions in relation to gender diversity:**

Consolidating balanced gender representation in key positions

As an expression of its commitment to equal opportunities, CaixaBank committed to **consolidating balanced gender representation in key positions.**

In order to drive this strategy, CaixaBank set a target of reaching **45 % women in management positions by 2027.** This target is monitored quarterly by the Diversity Committee within the framework of the 2025–2027 Diversity and Inclusion Plan.

As of 31 December 2025, the percentage of women in management positions is 44 %. It has increased by 0.6 % compared to 2024.



Women in managerial positions (starting from deputy director of large branches) at CaixaBank, S.A. From the total of 5,228 management positions, 2,930 are held by men and 2,298 by women.

To achieve this objective, CaixaBank has defined lines of work focused on supporting the professional development of women, reinforcing their visibility and guaranteeing fair and meritocratic processes. During 2025, **the following actions have been implemented:**

- | Performance of **mentoring programmes.**
- | The **consolidation of shortlists** in internal promotion processes.
- | Promoting work-life balance.
- | The **Plan Impulsa**, to boost the presence of women in management positions in those areas where their representation is still low. The plan implements accelerator actions in the phases of: talent identification, development, and vacancy coverage, which complement the measures already in place in the current Equality Plan being applied within the organisation.



Maintaining gender parity

In line with the Group's values and principles of diversity, CaixaBank **has set itself the goal of achieving near gender parity**. This commitment involves promoting policies and actions that guarantee equal opportunities, encouraging a balanced presence of women and men at all levels of the Group.

In this regard, specific actions are carried out to ensure that the selection process in place meets the criterion of elimination of bias of any kind. To this end, the professionals involved in the recruitment process are certified in unconscious bias training. Periodic audits of the process confirm these practices in terms of diversity.



Measures against violence and harassment in the workplace

Commitment to the highest standards of ethics and corporate integrity is a core pillar for CaixaBank. This requirement translates into the rejection of any action or conduct that undermines employees' dignity, whether physical or verbal, in person or through any means, and that may create an intimidating, hostile or humiliating working environment for the person concerned.

To this end, the Group has established a series of measures to prevent and eliminate any behaviour that could constitute sexual harassment or harassment based on sex within the workplace. Among them is a procedure, through the **Harassment Protocols**, to arbitrate, prevent and channel complaints or claims made through the complaints channel ([see section "Internal Reporting System \(IRS\)"](#)), correct and sanction this type of conduct.

With a view to protecting employees who have been **victims of gender-based or sexual violence in their personal lives, training is imparted on the labour rights** available to them as well as **actions to disseminate good practices and raise awareness among the workforce**.

Tracking the trend in the gender pay gap

The CaixaBank Group uses remuneration management policies that include criteria to detect and, as applicable, to reduce the pay gap, both in the transmission and application of remuneration management guidelines and in the process of filling management positions.

The gender perspective is assessed in all positions analysed and the trend in the number of women in management positions is actively monitored.

In February 2023, an agreement was reached with the Legal Representation of employees for the adaptation of the **Equality Plan to the regulations, which includes Diagnosis, Wage Record and Remuneration Audit**. Although there are no deviations in excess of the legal requirements (25 %), with a view to implementing specific action plans in this area, CaixaBank has reached a commitment to analyse the causes and circumstances that could explain the total differences in remuneration that, on average, may exist between the overall remuneration recognised for one sex and the other and which are greater than 15 %.

The adjusted pay gap¹ is 1.1%.

ADJUSTED WAGE GAP¹

	CaixaBank Group	Spain	Portugal
2025	1.1%	1.0%	1.8%
2024 ²	1.1%	1.0%	2.0%

¹It is calculated by comparing salaries between employees with the same seniority in the company, performing the same function and having the same professional level. [See section "Glossary and structure of the Group – Non-Financial Information"](#)

²The calculation of the 2025 adjusted pay gap incorporates VidaCaixa, which has become statistically significant. Accordingly, the 2024 information has been restated taking into account this change.

In 2025, the **gross gender pay gap**¹ stood at 13% (14 % in 2024). The breakdown by occupational classification is as follows: 16.1% Executives, 9.3% Middle management and 2.3% Other employees.

CaixaBank will continue to work to reduce the gender gap until it is completely eliminated. To achieve this trend, the Group is rolling out initiatives to develop female talent and increase the number of women in leadership positions. In parallel, regular monitoring of wage record-keeping and audits will be conducted, with the aim of implementing pay management measures to further narrow the gap.

In addition to the actions mentioned above, various initiatives were carried out in 2025 to promote gender diversity, notably including:

- | **A programme of actions linked to Equality Week**, within the framework of the commemoration of **International Women’s Day**, aimed at promoting reflection on gender equality and highlighting the role of women.
- | **Gender pay equity analysis** and preparation of the pay register and audit, in accordance with Royal Decree 902/2020 of 13 October.
- | A centralised and confidential mailbox enabling employees who may be **victims of gender-based or sexual violence** to report their situation so that, once CaixaBank has recognised their status as victims, all applicable internal rights and legal measures can be managed.
- | **“Women in Finance”**, a strategic initiative aimed at fostering female talent in financial disciplines. The plan includes specific actions to attract, develop and raise the visibility of female profiles in key areas, through mentoring programmes, training pathways and participation in specialised forums.

¹ The values shown are generated using the average gross remuneration per hour of all salaried employees. Moreover, the average gross pay level per hour of male employees – The average gross pay level per hour of female employees) / (The a

Employees with non-guaranteed hours. Within the framework of Spanish labour legislation, the definition of the figure of an employee with non-guaranteed hours could be likened to hiring staff under a fixed-discontinuous contract, as although this contractual arrangement is indefinite, it does not guarantee continuous service provision, nor a minimum amount of effective working time, as the work is conditioned by market circumstances or other factors related to the service.

During periods of inactivity, the employee will not receive a salary, and no contributions to the General Treasury of Social Security are anticipated. Currently, there are no employees in this situation within the CaixaBank Group.



Gender diversity in figures

_NO. OF EMPLOYEES BROKEN DOWN BY GENDER

	CaixaBank Group		Spain		Portugal		Other	
	2025	2024	2025	2024	2025	2024	2025	2024
Men	20,946	20,210	18,742	18,148	2,019	1,898	185	164
Women	26,174	25,804	23,380	23,156	2,653	2,528	141	120
TOTAL	47,120	46,014	42,122	41,304	4,672	4,426	326	284

_NO. OF EMPLOYEES BROKEN DOWN BY CONTRACT TYPE AND GENDER

CaixaBank Group	Permanent full-time contract		Permanent part-time contract		Temporary contract		Non-guaranteed hours contract	
	2025	2024	2025	2024	2025	2024	2025	2024
Men	20,781	20,074	77	62	88	74	0	0
Women	26,019	25,653	68	62	87	89	0	0
TOTAL	46,800	45,727	145	124	175	163	0	0

_AVERAGE REMUNERATION BY GENDER

	CaixaBank Group		Spain		Portugal		Other	
	2025	2024	2025	2024	2025	2024	2025	2024
Men	88,742	84,495	92,570	87,675	51,623	52,559	124,017	117,849
Women	77,002	72,840	80,989	76,236	41,480	41,374	99,585	95,616
TOTAL	82,214	77,952	86,141	81,262	45,844	46,145	115,795	110,828

See definition of average remuneration in the section "Glossary and structure".

 _AVERAGE REMUNERATION OF DIRECTORS BY GENDER¹

In thousands of euros	2025	2024
Men	356	197
Women	238	208
TOTAL	309	202

¹ Does not include remuneration derived from positions other than those of representation on the Board of Directors and delegated committees of CaixaBank S.A.

AVERAGE REMUNERATION BY OCCUPATIONAL CATEGORY AND GENDER

Total remuneration	Directors		Middle management		Other employees	
	2025	2024	2025	2024	2025	2024
Men	151,009	138,568	102,201	98,853	69,219	66,699
Women	126,677	116,889	92,689	89,456	67,270	64,053
TOTAL	140,834	129,606	97,305	94,047	68,067	65,114

See definition of average remuneration in the section "Glossary and structure".

_NUMBER OF NEW HIRES AND DISMISSALS BY GENDER

	CaixaBank Group			
	Hires		Dismissals	
	2025	2024	2025	2024
Men	1,298	1,147	72	64
Women	869	969	49	60
TOTAL	2,167	2,116	121	124

_TOTAL DEPARTURES AND VOLUNTARY LEAVE OF ABSENCE

	CaixaBank Group		Spain		Portugal		Other	
	2025	2024	2025	2024	2025	2024	2025	2024
Men	549	470	413	326	126	134	10	10
Women	430	420	277	258	141	153	12	9
TOTAL	979	890	690	584	267	287	22	19

The turnover percentage of total departures and voluntary leaves of absence over the average headcount in 2025 was 2.1%.

Notes:

1. The Group's employee figures are presented as at the end of the reporting period, with no significant differences compared with the annual average, as there is no material seasonality within the Group.

2. With regard to the collection of gender data, it should be noted that both the 'Other' gender and the 'Not reported' category are not considered in the Report. This decision is based on the fact that, at present, genders other than male and female are not officially recognised or contemplated in identity documents issued by the authorities of Spain and Portugal, where most of the workforce is based. This approach is aligned with the legal regulations and practices in place in these jurisdictions, thus ensuring consistency and accuracy in official documentation and related administrative processes.

CaixaBank has received recognition for its management of gender diversity:



DIE (Equality in the Workplace) seal, awarded by the Ministry of Equality.



Achievement of the **Empowering Women's Talent** seal in recognition of CaixaBank's commitment to nurturing female talent, and the Best Company for All Talent distinction awarded by Equipos & Talento.



CaixaBank has been awarded the Diversity Leading Company seal, a Teams & Talent recognition for its commitment to management of diversity.



Woman forward

7th-ranking company in the 3rd Gender Equality Companies Ranking of the Woman Forward Foundation, whose objective is to promote female leadership in the business environment.

It also adheres to national and international principles of promoting diversity:



Code of Good Practices for Talent Management and the Improvement of Business Competitiveness, as well as the EqualHub project, geared towards promoting generational and gender diversity within the business sector and society.



Diversity Charter, a voluntary commitment promoted at the European level to promote **equal opportunities and the adoption of anti-discriminatory measures**.



Partner company of Closingap, an association of companies that works in close collaboration between the public and private sectors and analyses the economic and social opportunity cost of gender gaps.



Women in Banking. An initiative promoted by several women's networks in the Spanish banking sector and supported and strategically led by the Spanish Banking Association (AEB). The aim of this initiative is to drive change by raising awareness of the value of women in decision-making positions in the Spanish banking sector.



An initiative of UN Women and the United Nations Global Compact whereby CaixaBank makes a public commitment to align its policies to advance gender equality.



Adherence to the United Nations Global Compact initiative, to accelerate the **representation and leadership of women in business**.



STEAM Alliance for Female Talent "Girls in Science" of the Ministry of Education and Vocational Training, to **encourage scientific vocations among girls and young women**.



CEO Diversity Alliance, the first European alliance that **unites CEOs around innovation in diversity, equity and inclusion**. This alliance is promoted by the CEOE Foundation and the Adecco Foundation.

Diversity of persons with disabilities

The Group is committed to people with disabilities, equal opportunities and talent, prioritising respect for people, their differences and abilities and ensuring non-discrimination. This commitment is reaffirmed in the **Inclusive policy for people with disabilities**, which is based on a labour agreement that aims to promote respect and integration of people with disabilities, under the same conditions as the rest of the workforce.

_PRINCIPLES ENshrined IN THE POLICY

	Non-discrimination		Fostering receptive attitudes
	Fighting stereotypes, prejudices		Recognition of capabilities, merits and skills
	Inclusion		Accessibility

The main measures included are as follows:

- 01 Specific assessment of each position** to which a person with a disability is to be assigned to ensure that it is adapted to their needs.
- 02 Leave and measures** to enable employees covered by the protocol to attend to any medical needs related to their disability.
- 03 Modifying working environment** so they have the necessary means to carry out their work: such as Braille adaptation, accessible means of communication or even, if the disability requires it, access with assistance animals.



In Spain, disability is recognized from 33 %, while in Portugal a minimum of 60 % is required. In both countries, the employees must hold an official certificate issued by the competent authority that evidences the degree of disability.

CaixaBank has a **Plan for the inclusion of people with disabilities**, which promotes and supervises initiatives aimed at achieving the inclusion and integration of all people with disabilities, accompanying them and promoting equal opportunities. Among the actions carried out to meet these objectives are the following:

-  **Strengthening inclusion through a Group-wide working group** that centralises the management of queries and incidents, and the creation of **internal visual disability role models** tasked with promoting accessibility.
-  **Recruitment of professionals with ASD** (Autism Spectrum Disorder) in IT projects, in partnership with groundbreaking initiatives such as **Specialisterne** and **Tasubinsa**.
-  **Campaigns of dissemination and awareness-raising** to promote respect for people with disabilities and encourage their integration, such as the internal mini-series "Talents without labels".
-  **A Disability Handbook** has been produced at **CaixaBank**, as an interactive manual designed to provide information on the resources, initiatives and benefits the institution offers to support people with disabilities.
-  **Free guidance and counselling services with Vivofácil.**
-  **Collaboration with entities such as Incorporación** to identify professionals with disabilities and integrate them into the workforce. Programme run by the "la Caixa" Banking Foundation to promote the integration into the labour market of people at risk of social exclusion.

Generational diversity

CaixaBank is committed to **generational diversity as a strategic asset**, fostering intergenerational wealth and integrating the experiences, learning and needs of each generation. CaixaBank's objective is to respond to the specific demands of all the generations present in the Group, maximising the value provided by this diversity and reinforcing employee commitment.

This is achieved by promoting the exchange of knowledge between generations, fostering employability throughout the entire professional career and promoting an inclusive leadership model that integrates generational diversity, recognises individual talent regardless of age and adapts to the expectations of each professional stage.

CaixaBank has carried out various **actions with the aim of promoting generational diversity**, among which the following stand out:

01 Recruitment of young talent. CaixaBank reaffirms its commitment to recruiting young talent as an essential part of its strategy. Aware of the value that the new generations bring in terms of innovation and dynamism, the Group has set a target of 11.4 % of its workforce to be made up of professionals under 35 by 2027. This commitment reflects its desire to continue building an organisation ready to face the challenges of tomorrow.

To this end, the **recruitment of around 3,000 young people with technical profiles** key to the implementation of the Strategic Plan and the rejuvenation of the branch network is envisaged. The indicator is regularly monitored by the Board of Directors and the Management Committee and, if necessary, further measures will be taken to achieve it.



Recruitment strategies and the development of the employer brand must allow CaixaBank to attract and retain the best young talent. This strategy includes the specific professional growth programmes "**Talent Programmes**".

_TALENT PROGRAMMES

CaixaBank is committed to **recruiting young talent** that combines academic training with professional experience, anticipating future needs for strategic profiles through the Talent Planning model. The main programmes that have been implemented in 2025 are described below:

Academic excellence and diversity programmes

The **WonNow programme**, in collaboration with Microsoft Ibérica, is aimed at women pursuing STEM degrees. It aims to increase the presence of women in the fields of technology and science, reward academic excellence and promote their six-month placement in strategic positions. The 8th edition was held in 2025, with 15 grants awarded.



Randstad Foundation and CaixaBank Scholarship Programme, launched in 2025, is aimed at students with disabilities, who are unemployed or whose working hours are compatible with their studies. It provides financial support and work placements in areas such as IT Service and Quality, and reinforces the Group's commitment to equal opportunities and the inclusion of diverse talent.

Onboarding and career development programmes

The **New Graduates programme** is aimed at young recent graduates. It offers a two-year personalised development plan that combines hands-on experience at CaixaBank with training at leading business schools and universities, as well as support from a mentor.

The **"Beca" programme** offers university internships in strategic areas and seeks to build partnerships with educational institutions and anticipate critical profiles. There were 61 participants in 2025.

Early internship programmes

The **new Summer Internship** programme offers paid summer internships to undergraduate university students, providing a first work experience in key Corporate Services areas.

Dual Vocational Training

Dual vocational training programme (through CaixaBank Dualiza) for higher-level vocational training students. Students combine academic training with work placements in branches and Corporate Services, guided by tutors. This initiative strengthens the commitment to youth employability in the financial and technological fields.

02 New Generational Diversity Plan aimed at promoting balance between generations, valuing diverse talent and fostering intergenerational relations. Initiatives focused on continuous learning, collaboration between senior and junior profiles and mentoring of new talent will be promoted.

- | **Internal analysis of the current generational composition and its expected evolution through 2027**, together with internal programmes and the results of the 2024 Engagement Survey. This analysis has made it possible to identify strengths, areas for improvement and key opportunities such as generational renewal and the integration of new generations.
- | **Benchmarking of good practices among leading companies**, enabling the identification of innovative trends, together with a sectoral and cross-sector comparison between the company's **own situation and the benchmark**, focusing on the identification of gaps, new opportunities and the prioritisation of lines of action.
- | **Cross-cutting teams**. Discovery sessions have been held with different areas of the Group. These sessions have helped to provide a shared view of the generational challenges facing the organisation.

03 Raising awareness across the entire workforce to combat prejudices and eliminate the labels given to each generation. The programmes stand out: **CeroSesgos course** and diversity and inclusion content available on the intranet.



Generational diversity in figures

_NO. OF EMPLOYEES BROKEN DOWN BY AGE

	CaixaBank Group		Spain		Portugal		Other	
	2025	2024	2025	2024	2025	2024	2025	2024
<30 years old	2,316	1,797	1,789	1,490	494	279	33	28
30–39 years old	5,165	4,981	4,593	4,462	467	433	105	86
40–50 years old	22,764	25,057	20,569	22,703	2,076	2,243	119	111
>50 years old	16,875	14,179	15,171	12,649	1,635	1,471	69	59
TOTAL	47,120	46,014	42,122	41,304	4,672	4,426	326	284

In 2025, the percentage of employees under 30 years old was 4.9 %, from 30 to 39 years old was 11.0 %, from 40 to 50 years old was 48.3 %, and over 50 years old was 35.8 %.

_NUMBER OF NEW HIRES AND DISMISSALS BY AGE

	CaixaBank Group			
	Hires		Dismissals	
	2025	2024	2025	2024
<30 years old	1,097	1,019	15	6
30–39 years old	753	757	30	32
40–50 years old	267	289	42	56
>50 years old	50	51	34	30
TOTAL	2,167	2,116	121	124

Notes:

The Group's employee figures are presented as at the end of the reporting period, with no significant differences compared with the annual average, as there is no material seasonality within the Group.

_NO. OF EMPLOYEES BROKEN DOWN BY CONTRACT TYPE AND AGE

CaixaBank Group	Permanent full-time contract		Permanent part-time contract		Temporary contract	
	2025	2024	2025	2024	2025	2024
<30 years old	2,143	1,676	22	11	151	110
30–39 years old	5,118	4,936	30	18	17	27
40–50 years old	22,713	24,978	45	60	6	19
>50 years old	16,826	14,137	48	35	1	7
TOTAL	46,800	45,727	145	124	175	163

_AVERAGE REMUNERATION BY AGE

	CaixaBank Group	
	2025	2024
<30 years	38,315	36,604
30–39 years old	62,420	59,328
40–50 years old	81,947	77,810
>50 years old	94,508	89,850
TOTAL	82,214	77,952

See definition of average remuneration in section "Glossary and structure".

LGTBI diversity

Promoting and raising awareness of LGBTI diversity stems **from the conviction that there is nothing more valuable than being able to be oneself, both in personal life and in the working environment.** In this sense, CaixaBank promotes LGBTI diversity as part of its commitment to an inclusive, respectful and discrimination-free professional environment, in which all people can show themselves as they are and develop their talent on equal terms. CaixaBank has carried out the following actions during 2025:

- | A **Guide on LGBTI diversity in the workplace** is currently being developed and is due to be launched in May 2026.
- | **LGTBI awareness-raising and inclusion actions.** On the occasion of the **Day against LGBTIphobia** and the **Pride Week**, awareness-raising actions have been promoted in 2025, such as publications on the intranet, thematic messages and activities in corporate spaces.
- | **LGTBI Diversity Group**, created in 2023 and currently made up of 38 professionals who act as an internal reference network.



Cultural diversity

Cultural diversity is the variety of cultures that exist and serves as a principle of tolerance among them. **Cultural inclusion implies the recognition of cultural diversity** and the promotion of equal opportunities for all. In this sense, CaixaBank ensures an inclusive multicultural environment that includes a focus on racial and ethnic equality. The following actions are of special note:

- | **Practical Guide on Cultural Diversity** which includes recommendations and good practices for a diverse and inclusive environment.
- | **World Recipe Book**, prepared by people from the Group of different nationalities, as a showcase of cultural diversity and collaboration.



CHALLENGE 2

To promote an inclusive culture that positions CaixaBank as a benchmark company for its people, customers and society.

Foster pride in belonging to and being a customer of a Group that promotes an inclusive culture for all people.

This commitment translates into initiatives that actively promote diversity, equal opportunities and respect for all people.

Wengage drives initiatives that have an impact on society in 2 **key areas: the strengthening of segments and strategic alliances**, through **partnerships with organisations and programmes that reinforce the Group's social commitment**. The following actions are of special note:

- | **Consolidation and expansion of the Diversity and Inclusion Agents Network**, which ensures the dissemination of the Wengage Programme to the entire workforce.
- | 9th edition of the **CaixaBank Women Entrepreneurs Award**, which recognises leadership, innovation and professional excellence among women entrepreneurs.



- | **Awareness-raising actions** to turn new agents and HRBPs (Human Resources Business Partners) into diversity and inclusion (D&I) specialists.
- | **Championing projects that foster diversity, equity and inclusion in society**, focusing on innovation, education and labour market integration (Specialisterne, Fundación Adecco, Fundación Quiero Trabajo, etc.).
- | **Certifications and strategic alliances**. Renewal of the **EFR certification in the 'Excellent' category, the Equality in the Workplace seal** awarded by the Ministry of Equality, together with partnerships with leading national and international organisations that promote DEI.

This comprehensive approach has been recognised with significant awards and certifications, including the following:



"Best Bank for Diversity and Inclusion in Europe".



The **TOP DIVERSITY COMPANY 2025** certification awarded by Intrama, showcasing our genuine commitment to Diversity, Equity and Inclusion in the corporate environment.



EFR Certification at Excellence Level A



First prize at the 8th Diversity, Equity and Inclusion Awards of the Fundación Adecco for the **best diversity and inclusion strategic plan**.

PROFESSIONAL DEVELOPMENT OF TALENT

The CaixaBank Group is committed to strengthening the critical skills of its professionals and their development, based on a strategy designed to respond to the challenges of the market, the needs of each group and the individual needs of each professional, according to their function and responsibility.

POLICIES AND PRINCIPLES OF ACTION IN THE AREA OF PEOPLE DEVELOPMENT

CaixaBank has the **Principles of Action for Training and Personnel Development**, which establish a clear framework for the professional and personal development of all employees. This framework is aligned with the Strategic Plan, promoting a culture of continuous learning and excellence through the AHEAD Leadership Model and the *Development by Skills model*.

This policy is described together with the rest of the policies that affect the company's own workforce in the **section "Framework of sustainability policies, principles and statements"**.

ACTIONS FOR PROFESSIONAL DEVELOPMENT

The Group views development and training as an essential pillar for enhancing the growth of its internal talent. As a result, it focuses on strengthening the skills of its workforce, ensuring that each employee can maximise their potential in a constantly changing environment.

In 2025, this vision was consolidated through the evolution of the Development by Skills model, which sets out **a comprehensive action plan focused on professional and skills development.**

Development by Skills

It aims to transform the Group's employee development model and **evolve it towards a management approach based on knowledge and skills**, placing each employee at the centre of their own development and promoting the acquisition (reskilling) and enhancement (upskilling) of key or critical skills for the Group's competitiveness and for individuals' employability.

This action is transversal throughout the Group and is designed to contribute to the fulfilment of strategic goals focused on talent development, continuous improvement and professional growth aligned with the needs of each employee, identified through knowledge and skills-based assessments (skills).

PeopleSkills

Within the framework of the Development by Skills project, CaixaBank has the **PeopleSkills** platform, which enables all employees to:

- | **Manage their** skills by viewing the results of the review process known as *Skills Review*, identifying areas for improvement and introducing additional skills to their job profile.
- | **Develop their** skills through advanced functionality that recommends training associated with each of the skills based on the gaps and job profile of each employee.

In 2025, a **new feature was developed that allows skills to be compared with other profiles** and provides training and development recommendations based on each employee's stated professional interests.

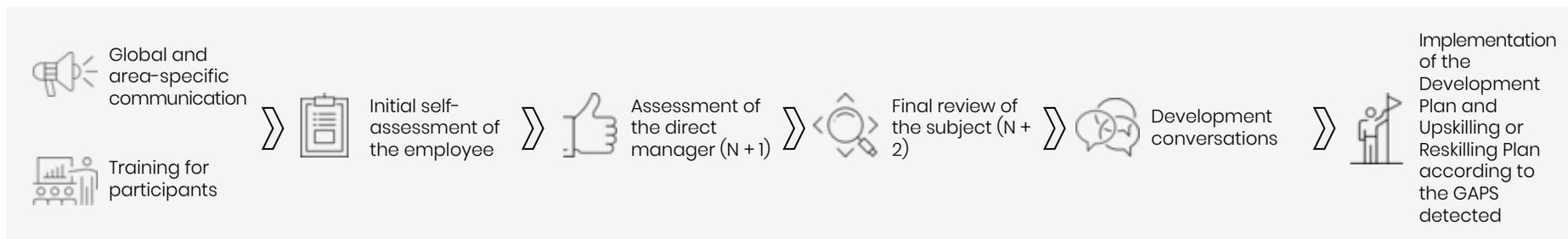
Furthermore, progress was made in the design of **PeopleSkills for executive profiles**, a platform aimed both at executives' self-development and at strengthening their role as key drivers of team development. This tool incorporates a dashboard with the main talent indicators for their teams, providing a global and strategic view to support talent management. A pilot was launched in 2025, and rollout is planned for 2026.

The skills-based assessment process remains one of the pillars of Development by Skills, fostering a culture of continuous feedback and development-oriented conversations. This approach provides the Group with a holistic view of each employee and his or her potential for professional growth. To achieve this, the Group relies on tools such as the **Skills Review and AHEAD Review**.

Skills Review

This process will make it possible to shape the Group's knowledge and skills map and identify development gaps in order to implement upskilling and reskilling programmes in response to the gaps detected. Both technical skills (hard skills) and personal skills (soft skills) are assessed, which—thanks to the definition of a single skills architecture and professional profiles—makes it possible to obtain a complete version of each professional profile.

_SKILLS REVIEW ASSESSMENT PROCESS



During 2025, a People Planning exercise was carried out to identify and prioritise the most critical and strategic profiles for CaixaBank. Based on this analysis, **specific development and training pathways have been designed** to anticipate future needs and ensure the sustainability of key talent. In parallel, the **definition of professional profiles was reviewed and updated** to adapt them to market developments and the Group's own needs. This process has made it possible to maintain a skills architecture aligned with current trends and strategic challenges, enabling more agile and proactive talent management.

Lastly, **as a result of the most recent assessment process**, a range of training initiatives were delivered during the year to strengthen critical profiles and drive the transformation of the business, notably including:

- | **Pathways for critical profiles:** development pathways for Wealth Advisors, Project Managers, Data Analysts, Data Scientists, Market Traders and External Communications professionals.
- | **Training pathways for the transformation of the business:** a total of 164 in-person workshops were delivered in Retail Banking and *Connecta* to support the new Premier banking manager in their role and strategy. In tandem, webinars and training sessions on behavioural economics and sales techniques were delivered, along with a range of online training programmes to drive transformation in these segments.

Ahead Review

This executive assessment process contributes to the objective of **driving executive development and growth**, under the AHEAD Leadership model. It focuses exclusively on soft skills and on observable and measurable behaviours for each leadership level, broken down into specific behaviours that form the basis of the AHEAD Review assessment process (9 soft skills and 28 behaviours).

In 2025, the **executive assessment model (AHEAD Review) was reviewed**, updating the behavioural model for soft skills to ensure alignment with the Group's current needs. In addition, the assessment process was refined by introducing a 360° process that simultaneously captures the different perspectives (teams, peers and managers).

Particular emphasis was placed on the effective delivery of feedback conversations, as well as on the definition of Individual Development Plans (IDPs).



KEY FEATURES OF THE AHEAD REVIEW MODEL

01 360° vision

With the vision of all the professionals who regularly interact with the manager, including the cross-cutting view of their peers.

02 100 % aligned with the leadership model

Assessment under the AHEAD behavioural framework based on the identification of evidence collected from qualitative assessments and potential levels.

03 Trained evaluators

Preparation of managers to carry out self-assessments, and to assess superiors and peers under the AHEAD behavioural framework, through training materials.

04 Maximum outreach across the Group

A new calibration process to ensure objective assessments and systematically ensure a Group-wide vision.

05 Fully digitised

An integrated process within CaixaBank's systems, with dashboards for monitoring and analysing results.

06 Systems-integrated process

With dashboards for monitoring and analysing the results of the assessment process.

_AHEAD REVIEW ASSESSMENT PROCESS

360° vision

- | Process of nominating peers and identifying collaborators.
- | Self-assessment:
 - Bottom-up view
 - Transversal view
 - Responsible Vision.

Feedback and development

- | Feedback, definition of IDPs, and development actions.
- » | Support by HRBP and direct manager.

Following the most recent assessment process, a range of training initiatives were delivered this year to address the gaps identified, including:

I Training in feedback and Individual Development Plan (IDP)

Once the AHEAD Review process has been completed, this training and support programme aims to raise awareness of the benefits of feedback conversations as a tool for team development, as well as to explore in greater depth the key moments at which to provide feedback and to work jointly on an individual development plan.

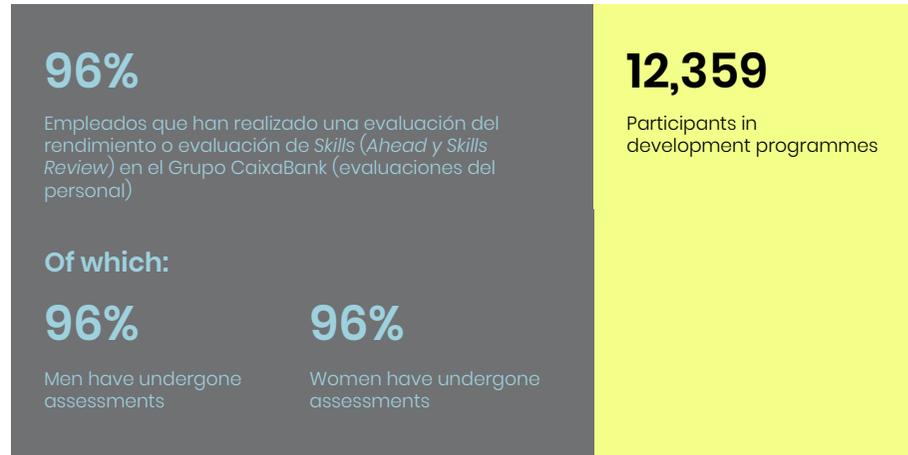
I GAP AHEAD Review training

Workshops delivered by business schools, focusing on the behaviours associated with each soft skill in the AHEAD Leadership Model and providing practical tools for systematic improvement. Nine development actions are delivered, one for each skill of the AHEAD Model.

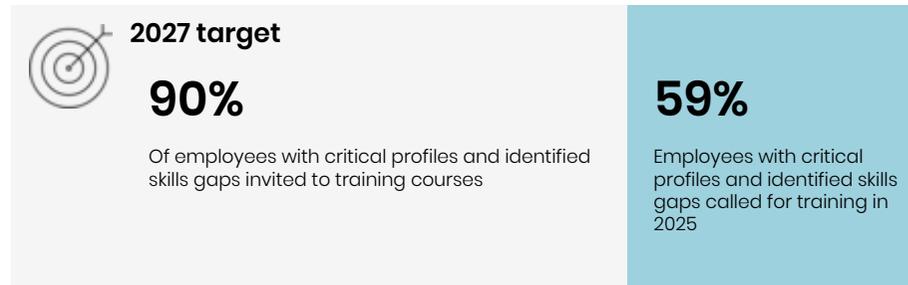
I Executive Development Programme for Business Area Management

Specific programmes for the development of management and leadership skills for Business Area Management, as well as coaching initiatives tailored to needs identified through the AHEAD Review process.

The Skills Review and AHEAD Review assessment processes have been supported by **communication, training, and promotion of a culture of appraisal throughout the Group**. Additionally, a customised training plan was implemented to equip individuals in various roles within each department, ensuring their readiness for their respective responsibilities.



This commitment is reflected in initiatives that strengthen continuous learning and the acquisition of new skills, aligned with the Group's strategic challenges. In this regard, CaixaBank, S.A. has set itself the **goal of enrolling 90 % of employees in critical roles at CaixaBank in certified training programmes by 2027**.



Other training programmes for executive talent

In addition, with regard to **executive talent**, the Group promotes professional development programmes at executive and pre-executive levels, as well as for critical groups. Highlights include:

- | **Development programmes for key executive positions.** These programmes aim to provide and strengthen a strategic and global perspective, enhancing leadership and decision-making in changing environments, as well as reinforcing critical capabilities such as agility, talent development and technology, while highlighting the AHEAD Leadership Model and the Corporate Culture.
- | **Executive Talent Programmes.** Aimed at professionals in Corporate Services and the Commercial Network, these programmes seek to strengthen key skills, anticipate trends affecting the Group's transformation, and prepare executives to address new challenges. They promote innovation, self-awareness and personal leadership, supported by executive coaching tools to accelerate the development of team management skills. They focus on transformation, sustainability and talent, analysing global dynamics, anticipating challenges in the financial sector, taking responsibility for long-term sustainability, and reflecting on leadership and its impact on corporate culture. They are delivered with the close involvement of leading business schools.

| **Pre-executive programmes:** aimed at professionals from various areas of Corporate Services and the branch network, who, through tools such as mentoring, coaching and leadership skills training, are able to accelerate the development of their team management capabilities.

Highlights include **Thinking Ahead**, a skills development programme aimed at training in trends that can influence the Group's transformation, as well as the competencies needed to face new challenges, promote a culture of innovation, develop self-knowledge and self-leadership.

| **Support process:** coaching and mentoring are included as integral tools for talent development.

- | **Coaching** is aligned with the Leadership Model, driving executive growth and improving results through cultural transformation. It includes personalised programmes based on the AHEAD Review process, along with ad-hoc sessions tailored to address specific needs.

- | **Mentoring** programmes cover the development of women, the integration of young talent (New Graduates, WonNow, Dualiza, interns), and the Buddy programme to support new employees. These processes ensure the preparation and growth of professionals for future challenges.



Lifelong learning

The CaixaBank Group is committed to training and promoting professional skills, with the aim of empowering all employees. In this regard, the **Development by Skills** project serves as the bedrock for employee development.

The robustness and level of implementation of the training model make it easier to anticipate and respond swiftly to the Group's increasingly changing training needs.

The Group's training model places employees at the centre of their learning experience, consolidating digital and innovative learning methodologies that adapt to employees' needs and enable lifelong learning through the **Virtaula training platform**.



_KEY TRAINING FIGURES FOR THE CAIXABANK GROUP

€18.1 M

in total investment in training

€15.4 M in 2024

2,810,229 hours

in total training

2,992,780 in 2024

91.6%

Online training

8.4%

Face-to-face training

388€

Investment in training per employee

€339 in 2024

60.3 hours

of training per employee

65.9 in 2024

100%

people who have undergone training

60.0 hours 60.4 hours

training per male employee

training per female employee



The training is intended for all staff, regardless of the type of contract they have.

The Group considers employee training to be a core strategic pillar. This is evidenced by the setting of ambitious targets that reinforce its commitment to lifelong learning and professional development. The following objectives have been set for 2027:



2027 target

Keep 100 % of the workforce trained

The CaixaBank Group continues to be firmly committed to ensuring that its entire workforce is trained to perform their roles as effectively as possible. Evidence of this is that, **in 2025, it once again reached 100% of employees trained**. This achievement is underpinned by the availability of accessible development and training programmes (regulatory, corporate and self-learning), tailored to the strategic needs of all Group employees.

100%

In 2025



2027 target

Keep the satisfaction rating with the training received by the workforce. >4 (out of 5) average satisfaction with the courses

CaixaBank S.A. achieved an **average training satisfaction score** of 4.2 (out of 5) in 2025. This result reflects the success of the training initiatives, with employees particularly valuing the usefulness and practical application of what they have learned, as well as the use of innovative methodologies. At the end of any training activity, feedback is collected from the participants, thus allowing the training offer to be continuously adjusted and improved.

4.2

In 2025

Training model



*CaixaBank Campus is the educational model that structures the Bank's training courses and encompasses all the tools that CaixaBank provides to its employees to help instil a culture of lifelong learning. Its strategy rests on **three core pillars**.*



Connected and shared knowledge

At CaixaBank, knowledge is not watertight but interconnected, in constant movement. This interconnectedness is how new ideas emerge, how we evolve, in ways that are spontaneous. It is based on knowledge sharing, horizontality and transversality.



Promoting business transformation

In recent years, the financial sector has undergone a transformation more profound than at any other time in its history. Business is transformed, and new opportunities are sought. This culture, which is typical of CaixaBank, allows learning opportunities to arise at any time. People development is key to business transformation.



Continuous learning

An uncertain world undergoing constant change requires ongoing training in order to acquire new necessary skills. It is achieved thanks to an open and collaborative culture among professionals.

In addition, the Group has **learning enablers** (people, tools or key channels) that make it possible to implement the defined strategy and plan:

 <p>Virtaula + external platforms</p> <p>A virtual, accessible, user-friendly and simple platform that can adapt to the potential learning developments that the future has in store.</p> <p>Capable of acting as a training centraliser with other external platforms (such as Cornerstone).</p> <p>Virtaula.</p> <p>As part of the Group's learning strategy, one of the cornerstones of the training model and a driver of learning is the Virtaula Platform. A virtual platform that incorporates the pedagogical model of CaixaBank Campus.</p>	 <p>Trainers</p> <p>By ensuring the knowledge of Trainers (knowledge leaders who act as internal trainers), a shared and connected knowledge is maintained throughout the company.</p> <p>There are four types of Trainer: Digital, Business, Culture and Risk-NPL.</p>	 <p>External schools</p> <p>The country's leading schools offer the staff regulated knowledge through certifications or postgraduate courses.</p>
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This model **structures the training on offer** into three main blocks:

1. Regulatory

Mandatory training required by the regulator: Includes both short-term training and certifications in LCCI (Real Estate Credit Law), IDD (Insurance Distribution Directive) and MiFID.

2. Corporate

Training to respond to business challenges and needs. It includes recommended training through PeopleSkills and training tailored to each individual's needs, based on their job profile and skill gaps.

3. Self-study

Training available through *PeopleSkills* and the various training academies, designed to address employees' individual needs: AI Academy, Sustainability School, Virtual English Academy (Education First), Agile, Risk, Commercial, Wellbeing, Finance, etc.

The CaixaBank Group complements its training approach with specific programmes in various key areas, such as sustainability, digital transformation and leadership, thereby strengthening its workforce's competencies in line with current strategic challenges.

ESG training

The corporate training programme includes training on sustainability (ESG). In 2025, implementation of the **ESG 360° Training Plan** continued, with the following being the most significant initiatives:

- | Training in the Specialisation Programme in New Energy Technologies (aimed at specific groups in Risk and Corporate Banking).

- | Continuation of the Sustainable Finance and Investment Certification process.
- | Holding a series of conferences on the energy transition process and its global impact.

DETAILS OF THE ACTIVITIES OF THE SUSTAINABILITY TRAINING PLAN FOR THE CAIXABANK GROUP¹

	2025	2024
<p>General training Compulsory training and core training</p>	<ul style="list-style-type: none"> Ongoing MiFID and IDD training <ul style="list-style-type: none"> Regulatory environment for sustainable finance First steps in sustainability and finance Sustainable energy as a source of profitability Generation+ training (Seniors segment) Accessibility training 	<ul style="list-style-type: none"> Training on the suitability test regulations In-depth Sustainability Training Continuous regulatory training for segments
<p>Recommended specialist training Includes training recommended to cover the various needs of segments and/or areas</p>	<ul style="list-style-type: none"> Training and certification in Sustainable Investing Specialisation programme in new energy technologies Cycle for the energy transition Role models training programme 	<ul style="list-style-type: none"> Training and certification in Sustainable Financing and Investment Ad-hoc webinars Training programmes for role models
<p>Specialist training Occasional requests based on the specific needs of the teams</p>	<ul style="list-style-type: none"> CESGA across three training editions External registrations 	<ul style="list-style-type: none"> CESGA (Certified ESG Analyst) Specific open programmes
<p>Self-training Sustainability School / Virtaula Voluntary training available in Virtaula</p>	Update and new training on climate change: <ul style="list-style-type: none"> Impact Training Prevention of <i>Greenwashing</i> and <i>Social Washing</i> Household Finance Geopolitical Trends in Energy and Climate Consequences of Longevity 	<ul style="list-style-type: none"> Refresher and new training programmes on climate change Agencies and ratings Human Rights Socially responsible investment Contribution to environmental improvement
	37,556 UNIQUE EMPLOYEES TRAINED	30,950 UNIQUE EMPLOYEES TRAINED
	217,797 HOURS	231,120 HOURS

¹ Does not include BPL

Professional development in figures

NUMBER OF EMPLOYEES BY OCCUPATIONAL CATEGORY

	CaixaBank Group		Spain		Portugal		Other	
	2025	2024	2025	2024	2025	2024	2025	2024
Directors	5,586	5,366	5,310	5,098	247	238	29	30
Middle management	8,948	8,484	8,290	7,877	483	491	175	116
Other employees	32,586	32,164	28,522	28,329	3,942	3,697	122	138
TOTAL	47,120	46,014	42,122	41,304	4,672	4,426	326	284

TOTAL NUMBER OF TRAINING HOURS BY OCCUPATIONAL CATEGORY

	CaixaBank Group	
	2025	2024
Directors	317,743	234,762
Middle management	514,614	308,947
Other employees	1,977,871	2,449,071
TOTAL	2,810,229	2,992,780

NUMBER OF NEW HIRES AND DISMISSALS BY OCCUPATIONAL CLASSIFICATION

	Hires		Dismissals	
	2025	2024	2025	2024
Directors	45	26	16	19
Middle management	154	108	17	12
Other employees	1,968	1,982	88	93
TOTAL	2,167	2,116	121	124

Notes:

The Group's employee figures are presented as at the end of the reporting period, with no significant differences compared with the annual average, as there is no material seasonality within the Group.

TOTAL NUMBER OF EMPLOYEES BY CONTRACT TYPE AND OCCUPATIONAL CATEGORY

CaixaBank Group	Permanent full-time contract		Permanent part-time contract		Temporary contract	
	2025	2024	2025	2024	2025	2024
Directors	5,577	5,356	9	10	—	—
Middle management	8,931	8,472	13	10	4	2
Other employees	32,292	31,899	123	104	171	161
TOTAL	46,800	45,727	145	124	175	163

AVERAGE REMUNERATION BY OCCUPATIONAL CLASSIFICATION

	CaixaBank Group	
	2025	2024
Directors	140,834	129,606
Middle management	97,305	94,047
Other employees	68,067	65,114
TOTAL	82,214	77,952

See definition of average remuneration in the section "Glossary and structure".

WORK ENVIRONMENT

CaixaBank promotes job security for its staff through fair working conditions, a competitive and equitable remuneration package that includes, in addition to salary compensation, a range of social and financial benefits. The Group also offers a wide range of work-life balance measures and well-being programmes, thereby ensuring talent retention and long-term sustainable commitment.

CaixaBank has **internal policies in place governing specific aspects of working conditions**, such as the Remuneration Policy and the Occupational Risk Prevention Policy.



The working conditions of the Group's workforce are governed by the sectoral collective agreements applicable to the various companies that make up the Group. There are also internal agreements in place that improve on the conditions set out in those collective agreements.

LABOUR STANDARDS AND EMPLOYEES RIGHTS

Within the Group, respect for labour regulations and working conditions, as well as for employees' rights – including freedom of association and trade union representation, and the rights of their representatives – is essential. Dialogue and negotiation are part of how we deal with any differences or conflicts within the Group.

The Group applies the current collective agreements and internal labour agreements, ensuring an equitable, safe working environment fully compliant with legislation.

The Collective Bargaining Agreement for Savings Banks and Financial Institutions is applicable to the entire workforce of CaixaBank S.A. and is supplemented by internal agreements that develop and improve the conditions regulated therein. **The current collective agreement**, signed on 18 April 2024 for the **2024–2026 period**, provides for a cumulative pay review of 11 % (5 % in 2024, 3 % in 2025 and 3 % in 2026), together with an additional clause providing for compensation of up to 3 % if cumulative inflation exceeds that level. In addition, a one-off payment of €1,000 was agreed for all employees in 2024, the removal of level XIV as an entry level, and the extension of one additional discretionary leave day for each year the agreement remains in force.

The remaining companies within the CaixaBank Group are governed by the sectoral collective agreement in force at any given time, depending on the activity they carry out or the country in which they are located.



COLLECTIVE BARGAINING AND SOCIAL DIALOGUE

CaixaBank respects the right of all employees to form trade unions and to join freely the union section of their choice, as well as to exercise trade union activity within the Group, with any form of discrimination against employees engaged in trade union activities being prohibited. In addition, there is an agreement with the employees' representatives in which the Management declares its total neutrality towards the electoral process and provides the staff and the unions with all the means for a correct development of the processes.

CaixaBank maintains a permanent and fluid dialogue with employee representatives, which has led to the signing of numerous labour agreements on all labour issues affecting employees and which, as a whole, have led to an improvement in working conditions at all times.

99.7%

% of CaixaBank Group employees covered by collective bargaining agreement.

97.8%

% of employees of the CaixaBank Group represented by employee legal representatives.

There are no agreements with employees for their representation by a European Works Council, European Company (SE) or European Cooperative Society (SCE).

	Coverage of collective bargaining	Social dialogue
Coverage ratio	Salaried employees – EEA (for countries with > 50 salaried employees representing >10 % of total salaried employees)	Representation in the workplace (EEA only) (for countries with > 50 salaried employees representing >10 % of total salaried employees)
80-100 %	Spain (100 %) Portugal (98 %)	Spain (98 %) Portugal (98 %)

Disclosure relating to coverage by collective bargaining agreements outside the European Economic Area (EEA) is not included as the number of Group employees in these regions is not considered material and does not meet the materiality thresholds set for regional breakdown (typically >50 employees and/or >10 % of the total).

COMMITMENT TO STABILITY AND PERMANENT EMPLOYMENT

At CaixaBank, job stability, fair working conditions and the long-term development of employees across the Group are central pillars of the management strategy. For this reason, **CaixaBank actively promotes hiring under permanent contracts**, as a reflection of its commitment to long-term and sustainable employment relationships. Nevertheless, on certain occasions CaixaBank may make use of contractual arrangements designed to meet temporary needs, always within the limits permitted by applicable legislation and with strict adherence to the intended purpose of such temporary arrangements.

In line with this commitment, the Group has set itself the objective of ensuring that approximately 100 % of its workforce is employed under permanent contracts. This goal reflects the intention to provide security and confidence to all employees, thereby supporting their development.

In the coming years, ongoing monitoring of this indicator will make it possible to ensure that the necessary measures are implemented to achieve this objective.



2027 target

100 % of the workforce

Promote job stability with approximately 100 % of the workforce on permanent contracts.

99.6%

In 2025

SOCIAL PROTECTION

In accordance with labour legislation, **all CaixaBank Group employees are covered by employee protection mechanisms** for situations such as parental leave, illness, workplace accidents, acquired disabilities, as well as retirement or unemployment.

CaixaBank provides all employees with protection for loss of income caused by illness, occupational accident, acquired disability and paternity leave. In addition to public health services, **CaixaBank offers additional private health cover** and employees usually receive their full salary during periods of illness supplemented by the public benefits system. In addition, the labour regulations applicable at any given time allow employees to have public coverage in the event of loss of income due to unemployment.

In relation to leave for childbirth, **CaixaBank extends the period of leave** required by law (*see section "Work-life balance"*). Lastly, all employees have additional and specific coverage which, through the CaixaBank pension plan, complements the public benefits system to cover contingencies such as retirement, which are covered by the public administration systems (*see section "Appropriate and meritocratic compensation"*).

PROTECTING THE HUMAN RIGHTS OF EMPLOYEES

The CaixaBank Group considers respect for human rights to be an essential pillar of its corporate values, taking responsibility for promoting and respecting them within its sphere of action.

In this regard, it is committed to ensuring that all its **policies and procedures align with human rights**, making respect for these rights a cross-cutting focus in all of the Group's activities and interactions with third parties involved in its business operations. To ensure this commitment, the Group has a set of **Human Rights Principles** in place that enshrine its adherence to the highest human rights standards, including the **International Bill of Human Rights of the United Nations**, the **United Nations Global Compact**, the **United Nations Guiding Principles on Business and Human Rights**, the **OECD Guidelines for Multinational Enterprises**, the **Declaration of the International Labour Organization**, and the **Charter of Fundamental Rights of the European Union**.

To manage and mitigate human rights impacts, **the Group has established a due diligence process** (*see section "Human Rights Due Diligence Process"*).

The CaixaBank Group maintains a relationship with its employees based on **respect for diversity, equal opportunities and non-discrimination**. For this reason, it has policies in place – including those on recruitment, management, promotion, personal development and remuneration – that are based on respect for sexual identity, gender expression, sexual orientation, ethnic origin, nationality, beliefs, religion, political opinion, affiliation, age, marital status, disability and other conditions protected by law. Likewise, the Group engages with its employees and consults organizations that represent their interests in human rights matters, such as trade unions (*see section "Collective bargaining and social dialogue"*).

In the Human Rights Principles, CaixaBank undertakes to respect the ILO Conventions on the **rejection and prohibition of forced labour and child labour**, as well as promoting occupational health and safety through preventive plans and encouraging the inclusion of people with disabilities.

CaixaBank also **champions diversity and equal opportunities** through equality plans, as well as through protocols for the prevention, handling and elimination of harassment, which seek to eradicate any behaviour related to discrimination or harassment. In addition, CaixaBank has diversity policies that include grounds for discrimination such as racial origin, sex, sexual orientation, gender identity, disability, religion and national origin (*see section "Diversity and equal opportunities"*).

The **Group also has whistleblowing mechanisms in place** to ensure ethical compliance with its human rights policies and commitments and to guarantee impartial analysis and an appropriate response to possible breaches. No serious human rights incidents were identified in 2025 (*see section "Governance - Whistleblowing Channel"*).

CaixaBank **extends these human rights commitments across its value chain** by applying general exclusion criteria to all customers and suppliers. Additionally, the Group ensures **that there are no social exclusion groups** among its employees, promoting fair, inclusive, and safe working conditions for all.

WORK-LIFE BALANCE

Work-life balance is a strategic priority for CaixaBank, which for years has been promoting disconnection policies and measures aimed at creating a flexible and inclusive environment. This commitment is reflected in the renewal, for the fifteenth consecutive year in 2025, of the **EFR Certificate** (Flexible and Responsible Company) at the **maximum level of excellence (A)**, awarded by the MásFamilia Foundation. This recognition endorses a management model based on continuous improvement and CaixaBank's commitment to promoting work-life balance management policies, taking into account the needs of employees and offering a flexible and inclusive work environment.



The EFR movement is part of Corporate Social Responsibility, promoting accountability and respect for work-life balance. Additionally, it promotes equal opportunities and the inclusion of disadvantaged groups, based on current legislation and collective bargaining, while encouraging voluntary self-regulation by participating companies.

All this effort is translated into the **firm intention to maintain EFR certification at its highest level of excellence in the coming years.** With this objective in mind, CaixaBank is committed to continuing to promote initiatives that reinforce work-life balance and flexibility, setting a strategic goal of reaching and consolidating this standard by 2027.



2027 target

Maintain the EFR

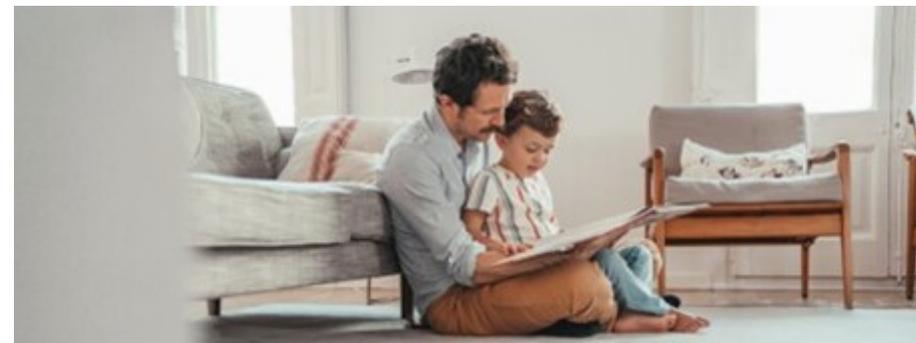
Maintain the EFR (Flexible and Responsible Company) certification at the highest level of excellence (A)

A

In 2025

CaixaBank offers its workforce a wide range of measures to support a healthy work-life balance. These measures, which ensure equal opportunities and promote, disseminate and contribute to gender equality – thereby strengthening shared responsibility, the role of women and work-life balance – are set out in the **Work-Life Balance Protocol**, which forms part of the Equality Plan. These measures, together with the other resources that CaixaBank makes available to its employees, can be accessed through the **People Xperience** platform. As part of the Group's labour relations system, the right to family-related leave is guaranteed to all employees.

The work-life balance measures are divided into three main groups: **Long-term leave of absence with suspension of contract, reduced working hours, and short-term leave (paid and unpaid)**, all of which offer improvements over the provisions set out in the collective agreement or the Workers' Statute. The **working condition enhancements set out in the Work-Life Balance Protocol** include measures such as: Extensions of leave due to birth or death, flexible working hours, extension of the period of leave for reasons of work-life balance and reduction of working hours for childcare.



Parental Leave

Employees of all Group companies are entitled to leave for childbirth. CaixaBank improves on the conditions set out in the collective agreement and the Workers' Statute. These improvements, most of which are included in the **Conciliation Protocol**, include extensions of leave days or the possibility of taking additional leave to care for family members or to accompany children to medical visits.

_IN TERMS OF PAID LEAVE AND REDUCED WORKING HOURS

Legislation	CaixaBank improvements (in the CaixaBank Work-Life Balance Protocol)
01. Article 48 of the Workers' Statute 17 weeks of leave for both the biological mother and the other parent.	10 calendar days of additional paid leave, and 14 calendar days for multiple childbirth or the birth of a child with disability.
02. Article 37 of the Workers' Statute Access to reduced working hours due to caring for a person under 12 years of age, provided that it entails at least 1/8 of the working day.	People who care for other than a child under 12 years of age may request reduced working hours exclusively on Thursday afternoons in the winter (involving a reduction of less than 1/8 of the working day). The collective with children with a disability is allowed to take paid leave on Thursdays in the winter season until the child's third birthday, and if the child has a disability of 65 % or more, the paid leave is indefinite.
03. No legal requirement	Paid leave of 30 days for the birth of a child with disabilities equal to or greater than 65 %, which can be taken within 24 months of the birth.
04. No legal requirement	Two sensitive cases are considered when it comes to giving preference to choosing holidays, to facilitate the work-life balance: If, due to divorce or separation, a holiday date has been assigned to take care of children under 12 years of age. The case of a disabled child attending specialist school centres, and these centres are closed.

_IN TERMS OF FINANCIAL CONDITIONS

Legislation	CaixaBank improvements
01. No legal requirement	Aid of 5 % of salary for children until the child reaches the age of 18 or 21 years old.
02. Collective Bargaining Agreement for Savings Banks and Financial Institutions	Childcare/training support for employees' children: Annual benefit of €5,150/year if the degree of disability \geq 33 % and $<$ 65 %, and if this degree \geq 65 %, it will be €6,300/year
03. No legal requirement	Aids in loans and advances: In the event of birth, adoption, and fostering, access to advances up to 1 year. Reductions in working hours due to work-life balance do not imply a decrease in credit capacity.

Digital disconnection and remote work

CaixaBank strengthens its commitment to work-life balance through **digital disconnection policies** that promote voluntariness and respect for rest periods. In this sense, the internal employment agreements contain rationalisation measures of onsite training and commercial activity for employees. The number of activities that can be conducted outside of normal working hours established in the Collective Agreement are limited. Priority is always given to the willingness and motivation of employees.

With regard to digital disconnection, CaixaBank has a protocol whose most important aspects are:

- | The incorporation of good practices to minimise meetings and trips by encouraging the use of collaborative tools.
- | No communications from 7 pm to 8 am the following day, nor on holidays, during leave or on weekends
- | No meetings that end after 6.30 pm.
- | The right not to reply to communications after the working day has ended.

At the same time, CaixaBank has a **remote working model** adapted to its organisational characteristics. In this context, CaixaBank, S.A. has a framework that allows for six days of remote working per month in Central Services (30 %) and four days in the Territorial Services and Connecta Centres (20 %). Remote working is an element of added value for the Group's employees, given that it cuts down on the stress of commuting and facilitates work-life balance, leading to improved commitment and results.

77.4%

Of employees adhering to remote working of the potential collective



PROMOTING WELL-BEING IN A HEALTHY AND SUSTAINABLE ENVIRONMENT

CaixaBank considers it essential to promote occupational health and safety as one of the basic principles and fundamental objectives for the continuous improvement of working conditions. Promoting the wellbeing of employees is one of the pillars for achieving the goal of being the best financial group to work for.

Occupational health and safety

CaixaBank considers making a positive contribution to the occupational health and safety of its employees to be a fundamental principle for improving the working environment.

The Group’s occupational risk prevention model is governed by internal policies and standards that set out the guidelines and actions required to ensure appropriate working conditions. These include:

- | **Occupational Health and Safety Policy.** Reaffirms the commitment to foster a preventive culture at all levels and integrate it into the Group’s processes, ensuring compliance with applicable regulations and other voluntary commitments. It considers preventive aspects from the outset, the gradual implementation of measures to prevent occupational risks and diseases, and continuous improvement in protection levels. It also promotes employee training and awareness, together with the maintenance of a Management System that ensures the protection of health and safety by eliminating hazards and reducing risks. These commitments extend along the entire value chain: suppliers and third parties acting on behalf of CaixaBank

All sustainability-related policies are described in the [section titled “Framework of sustainability policies, principles and statements”](#).

The **occupational risk prevention system is regularly reviewed** through various types of audits and processes to monitor the effectiveness of the system (external certification audits, as well as internal audits and review reports by Management).

The Group’s entire workforce is covered by occupational health and safety plans, in accordance with the applicable regulations.



CaixaBank S.A. has been awarded the **ISO 45001** certification, an international standard that establishes the requirements for an Occupational Health and Safety Management System (OHSMS). Its main objective is to help organisations prevent work-related injuries and health problems, as well as to proactively improve working conditions.



The accident rate and absenteeism in the CaixaBank Group are detailed below:

Accidents at work	2025		2024	
	Not serious	Serious	Not serious	Serious
Total no. of accidents	418	2	442	9
of which Women	310	0	290	2
of which Men	108	2	152	7
Accident frequency index	1.23		1.50	
of which Women	1.70		1.94	
of which Men	0.67		0.95	
Severity rate	0.13		0.14	
of which Women	0.17		0.14	
of which Men	0.07		0.13	
Absenteeism				
Hours of absenteeism (manageable)	2,732,340		2,761,199	
Manageable calendar days absence	624,193		627,814	
Manageable absenteeism rate (illness and accidents)	3.7%		3.8 %	

During the 2025 financial year, there have been no fatalities due to work-related injuries or health problems among own staff.

Healthy organisation

CaixaBank promotes Health, Safety and Wellbeing with its strategy of **Healthy Organisation** whose aim is to become a benchmark in this area. Being a Healthy Organisation goes beyond meeting legal requirements. Its central goal is to achieve the highest level of wellbeing for all people who form part of or are associated with the company, including employees, customers, shareholders, suppliers and society as a whole. This is achieved by taking into account several factors and variables that influence the wellbeing, motivation, personal fulfilment and commitment of employees to the company.

CaixaBank has been recognised for its management of the health, safety and well-being of its employees:



CaixaBank S.A. has been awarded the **SIGOS** (Healthy Organisation Management System) certificate by AENOR, which recognises organisations that promote healthy, safe, sustainable and socially responsible working environments.



TOP WELLBEING COMPANY certification awarded by Intrama, which accredits the company as one of the TOP30 companies in Spain with best practices in corporate health and wellbeing.



CaixaBank was recognised in 2025 with the **European Sport & Healthy Company Certification – APTO** seal, which attests to its commitment to the physical and psychosocial health and overall wellbeing of its employees. This international distinction, awarded by ACES Europe and DCH, validates the active policies promoting sport and healthy working environments.

CaixaBank has a **Healthy Organisation Policy**, approved in 2023 by the Management Committee, as well as the **2025–2027 Healthy Organisation Strategic Plan**. The Plan's main objective is to build an ecosystem in which employees can create their own wellbeing framework, helping them feel motivated and engaged, able to reach their full potential and prepared to face the challenges and changes of the coming years, based on the following levers:

- | Strengthen **affinity** by optimising the current **Wellbeing Ambassadors Programme**.
- | Enhance **awareness and understanding** through greater support from managers.
- | Work towards **hyper-personalisation** in the wellbeing resources offering.
- | **Data-Driven** approach to making strategic and operational decisions based on data analysis.
- | Focusing efforts on **emotional well-being**.

The action lines of the Healthy Organisation Strategic Plan are translated each year into the **Wellbeing and Health Plan**, which sets out the **main lines of action** structured around seven factors that cover all dimensions of wellbeing:

_ESTAR CERCA PARA ESTAR BIEN (BEING CLOSE TO FEEL GOOD)



In 2025, a new pillar – **Social wellbeing** – was incorporated, strengthening synergies with **CaixaBank's Social Action** area and focusing on personal and family support services that contribute to improved wellbeing.



The **Somos Saludables (We are Healthy) Programme**, included within the **Wellbeing and Health Plan**, demonstrates the Bank's commitment to promoting wellbeing in healthy and sustainable environments, improving employees' quality of life, and achieving maturity as a Healthy Organisation and a benchmark in the sector.

Below are the main actions carried out throughout 2025:

Global-level actions aimed at promoting and disseminating the Programme

- | Preparation of a **new Interactive Wellbeing Guide**, designed to improve access to the available wellbeing and health resources and services. This guide includes specific activities and initiatives designed to help improve quality of life across different areas.
- | Expansion and redefinition of the Wellbeing Ambassadors Programme, with the **creation of "Impulsa Bienestar"**, an initiative aimed at strengthening the governance system of the **Wellbeing Ambassadors Network** by introducing the role of **Wellbeing Allies**, who help disseminate wellbeing initiatives.
- | **Wellbeing Week**. Upwards of 100 in-person and online activities held nationwide, with over 9,000 recorded participations.

Actions with an impact across all pillars

- | **Emotional wellbeing.** Expansion of specialised services. Highlights include the pilot of a new application offering emotional coaching sessions with external psychologists, self-guided content and themed webinars. In addition, informative sessions were organised with experts in psychology and personal development, and the psychosocial preventive strategy continued to be optimised by incorporating improvements that consolidate a proactive approach to emotional management.
- | **Social wellbeing.** Collaboration in solidarity campaigns, such as the step challenge against breast cancer; the introduction of family support initiatives (Family Plan); and the organisation of CaixaBank Talks, alongside the regular publication of articles in the 'School of Life' section of the Somos Saludables programme, aimed at different life stages.
- | **Health and safety.** Expansion of training in stroke prevention, the creation of new brain-safe spaces, and the rollout of various targeted health campaigns.
- | **Work spaces.** Actions to improve road safety with driving safety workshops or simulators and the continuation of radon gas measurements for preventive purposes.
- | **Physical activity.** Promoting sports participation among employees through the expansion of the network of centres available via Wellhub and by encouraging participation in various initiatives, such as popular races or the Circuito 3x3 CaixaBank.
- | **Financial well-being.** Awareness-raising and education to support planning for future financial wellbeing, through the *VidaCaixa Aporta+* platform.
- | **Healthy nutrition.** Talks with experts and new nutritional resources, such as the launch of a personalised service with nutritionists.

EMPLOYEE EXPERIENCE AND IMPACT ON EMPLOYABILITY

The **Employee Value Proposition** is aligned with the Culture and Leadership Model and aims to increase engagement and enhance the employer brand in order to establish the **Group as the best place to work**. It is structured around four pillars:



Progress

Supporting growth from day one through tailored onboarding programmes, mentors and buddies who support each new joiner, ongoing feedback follow-up, and study grants to foster both technical and transversal skills development. Strong commitment to continuous learning as a driver of growth and development.



Well-being and inclusion

Promoting a healthy, flexible and diverse working environment, with initiatives focused on physical and emotional wellbeing, work-life balance programmes, and benefits tailored to each stage of a professional career. Fostering equal opportunities and active awareness to build a truly inclusive culture.



Future

With a strategic vision and a strong commitment to innovation, digitalisation and sustainability, preparing the workforce for the challenges of tomorrow. CaixaBank's financial strength enables it to invest in technology, new ways of working and development programmes that connect its corporate purpose with the expectations of new generations.



Society and Planet

Driving engagement with the wider community through corporate volunteering projects and partnerships with social organisations, strengthening the shared purpose of creating value beyond the business itself.

ATTRACTING TALENT THROUGH THE EMPLOYEE VALUE PROPOSITION

CaixaBank focuses its talent attraction strategy on positioning itself as a benchmark employer by strengthening its employer brand. To succeed, it applies **a 360° strategy** with a multichannel impact, enabling it to connect with talent through multiple touchpoints and adapt to their real needs.

This holistic view ensures that each attraction and retention action is aligned with what talent is really looking for in their professional development.

The Employee Value Proposition is segmented and personalised according to the factors of interest of each group, guaranteeing proximity, authenticity and personal orientation.

In addition, advanced technologies and artificial intelligence are incorporated, together with team upskilling, to ensure more agile, data-driven and people-centred processes, delivering a differentiated experience.



IMPACT ON SOCIETY THROUGH THE EMPLOYEE VALUE PROPOSITION

CaixaBank has a direct impact on job creation through hiring, but also indirectly through financing granted to companies in the territory where it operates or through initiatives to promote employment and entrepreneurship (see section "Customers - Promoting employability and entrepreneurship").

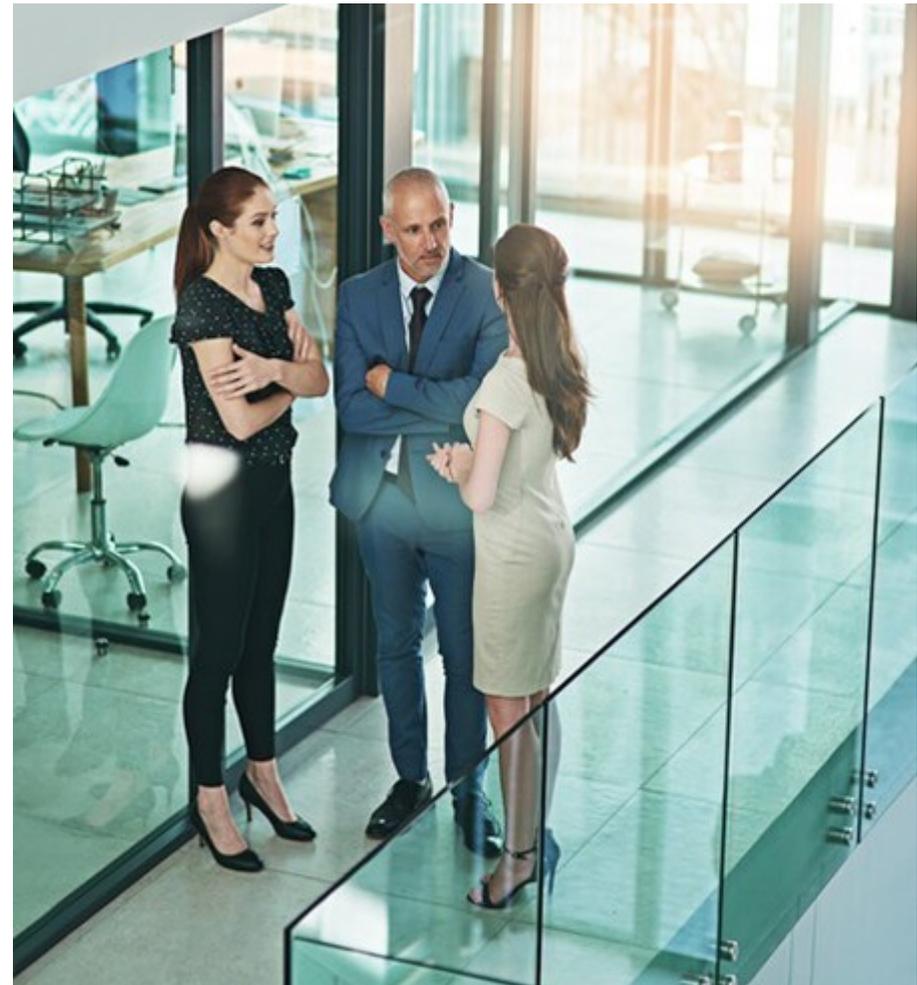
The Group also works hard to position itself as a benchmark employer, offering not only a job but an opportunity to grow and develop in a professional environment, as part of its commitment to the creation of quality employment.

The Employee Value Proposition generates a genuine positive impact on employability and people management, fostering a fair, stable and transformative working environment, and providing a place where each employee feels valued, with access to training, wellbeing and work-life balance opportunities through tailored programmes and personalised benefits.

This strategy strengthens the employer brand and consolidates CaixaBank's positioning as one of the most highly regarded institutions in the sector. This recognition is reflected in its position in the Merco Talento ranking, where it holds second place in the financial sector, as well as in the Top Employer certification, which it has obtained for the fourth year running.



CaixaBank has been awarded the "Top Employer Spain 2026" seal by the Top Employers Institute, a global authority that evaluates and certifies the working conditions that organisations offer their professionals. This recognition, awarded in 2025, highlights the quality of the professional environment, the commitment to talent development, and the continuous improvement of people management practices within the Bank.



APPROPRIATE AND MERITOCRATIC REMUNERATION

CaixaBank's remuneration system is regulated by the CaixaBank Group's General Remuneration Policy. This Policy, approved by the Board of Directors and applicable to the entire workforce, aims to encourage behaviour aligned with the creation of long-term value and the sustainability of results over time, guaranteeing non-discrimination and a living wage. It includes measures to mitigate sustainability risks and is adapted to comply with current regulations. The Remuneration Policy bases its talent attraction and retention strategy on enabling employees to participate in a distinctive social and business project, offering opportunities for professional development and providing competitive total remuneration conditions, without distinction on the grounds of gender or other factors not intrinsic to the role.

The policies on employee compensation are described in detail in the [section "Framework of sustainability policies, principles and statements"](#).

REMUNERATION COMPONENTS

The components of the CaixaBank Group's remuneration model are as follows:

- | **Fixed remuneration:** determined by the level of responsibility and professional track record, it constitutes a significant part of total remuneration, which also takes into account the various employee benefits, and is governed by the collective agreement and the different internal labour agreements.
- | **Variable remuneration:** pegged to the achievement of targets (both quantitative and qualitative), designed to avoid conflicts of interest and, where applicable, incorporating qualitative assessment principles that take into account alignment with customers' interests, standards of conduct, and prudent risk management, as well as the Group's regulatory and ethical criteria. Receipt of variable remuneration is conditional upon completion of regulatory training (see [section "Training and dissemination of business conduct"](#)).



ESG metrics in remuneration schemes

In line with CaixaBank's responsible management model, the variable remuneration schemes (annual and long-term) for the Bank's employees are linked to ESG factors, such as Quality, Conduct and Compliance challenges, and the mobilisation of sustainable finance.

Below are the metrics, weighting, targets and outcomes of the challenges linked to ESG factors for 2025:

_ANNUAL FACTOR MEASUREMENT METRICS

		Weight of executive directors	Weight of members of the Management Committee	Weight of Central Services	Weight of Territorial Services	Target	Level of achievement for executive directors and Management Committee ¹	Level of achievement of Central Services and Territorial Services ²
Quality	Customer satisfaction is a metric that combines customers who recommend the company from different areas	15.00%	10.00%	7.50%	5.00%	Relational NPS 21 % Transactional NPS 67 %	101.8%	100.0%
Sustainability	Cumulative mobilisation of Sustainable Finance (25 %)					€33,928 M		
	Engage with 90% of companies with credit exposure to sectors in the Net Zero perimeter by the end of 2024 (25%)					90%		
	Above-average recognition of between 3 and 5 agencies of the main sustainability ratings among Eurostoxx Banks leading peers (25 %)	10.00%	5.00%	5.00%	2.50%	≥3	117.00%	100.0%
	% women in management positions (25 %)					43.9%		
Compliance		A negative adjustment of 5 % is included in the event that a certain number of High and Medium criticality compliance GAPs older than 6 and 12 months, respectively, are exceeded at year-end 2025		5 % is included Negative adjustment of 5 % linked to the conduct and compliance indicator 2025	5.00%	-	It adjustment applies	It adjustment applies

The Bank has been incorporating ESG factors into its employees' variable remuneration scheme since 2024. Likewise, since 2021 these factors have been incorporated into the **Multi-year Variable Remuneration system** applicable to executive directors, members of the Management Committee and the rest of the Identified Staff (*see section "Integration of sustainability-related performance into incentive systems"*).

Additionally, the management of the CaixaBank Group companies include annual and multi-year measurement factors linked to ESG metrics in their variable remuneration schemes. They include annual factors such as quality objectives, which comprise combined metrics for customer recommendation and experience, as well as the same multi-year metrics outlined for CaixaBank, S.A.

¹Maximum of 120 % and minimum of 80 %. Below 80 % is 0 %.

²Maximum of 100 % and minimum of 60 %. Below 60 % is 0 %.

Social and financial benefits

CaixaBank employees enjoy various **social and financial benefits** within their remuneration package, including the retirement savings contribution offered in the Pension Plan, risk premium covering death and disability, free health insurance, childbirth benefits, assistance for death of a family member, bonus for 25/35 years of service and loans and accounts with advantageous conditions.

_MAIN SOCIAL BENEFITS:

Contribution to the Pension Plan

One of the main social benefits for CaixaBank employees is the **contribution to the CaixaBank Employees' Pension Plan (PC30)**. In the case of employees of CaixaBank, S.A., this benefit is provided through the Employment Pension Plan (PC30). The PC30 remains the leader in terms of assets and performance, having achieved an annual return of 4.8 % in 2025. The annualised historical return since the fund's inception is 4.2 %. Since 2024, CaixaBank's Employee Pension Plan allows participants to make voluntary contributions, which are subject to the legal limits established in the current regulations.

In 2025, **VidaCaixa Aporta+** was launched, a platform designed to provide an integrated view of social welfare and retirement planning. Through this platform, users can view all their pension and protection products, designate beneficiaries, access financial simulators and benefit from personalised content, among other features.

€196.2 M

Contributions to the Pension system

€22.2 M

Insurance (health and car services management)

Commitment to responsible investment

The PC30 Employees' Pension Plan maintains a **commitment to responsible investment by integrating ESG criteria into its investments:**

- | It is a **signatory to the United Nations Principles for Responsible Investment (PRI)** in the long term.
- | It is **affiliated with** collaborative dialogues *such as* Advance (an initiative for human rights), Climate Action 100+, Votes against slavery, and Spring.
- | The employees' pension fund is a **signatory to the Net-Zero Asset Owner Alliance (NZAOA)**, an initiative promoted by the United Nations that entails a commitment to decarbonise the pension fund's portfolio in order to achieve net-zero emissions by 2050.

Awards and accolades



In 2025, **the PC30 once again achieved the highest five-star rating under the Principles for Responsible Investment (PRI) of the United Nations**. With these results, the PC30 ranks above the industry median across all categories assessed, consolidating its position as one of the highest-rated ESG funds internationally.

Employee loans

CaixaBank offers its employees **preferential financial conditions** as part of its internal value proposition, as a further show of its firm commitment to stability and financial wellbeing. These benefits include preferential interest rates on personal and mortgage loans, as well as special terms on a range of products.

In 2025, temporary measures remained in place to mitigate the impact of rising interest rates on employee loans for home purchases. Highlights here include the application of a capped preferential interest rate and the extension throughout the year of the Casa Fácil commercial offer (fixed and mixed rates) for new home purchases.

Flexible remuneration programme

As a complement to the remuneration components, CaixaBank offers the Flexible Remuneration Plan, which allows tax savings and personalisation of remuneration in accordance with the needs of each individual.

Below is a list of the products offered in the **Compensa+ Plan** of CaixaBank, S.A. with around 15,000 employees:

Health insurance	Childcare
Transport card	Savings Insurance
Languages	Shares
Training	Car renting (for electric or hybrid cars)

ADEQUATE WAGES

The CaixaBank Group guarantees that all employees receive fair and market-competitive remuneration, commensurate with their level of responsibility and contribution. The minimum wages offered in Spain and Portugal, where the Group has a more sizeable presence, exceed the minimum wages set in both countries. This commitment strengthens the policy of ensuring equitable and adequate remuneration, providing employees with income above local regulations and thus contributing to their overall well-being.



Total remuneration ratio

CaixaBank calculates the annual total remuneration ratio for Group employees as the annual total remuneration of the highest-paid individual compared with the median annual total remuneration¹ of all Group employees¹, using full-time equivalent annual remuneration and excluding the highest-paid individual.



¹Fixed and variable remuneration, including pension contributions and other employee benefits.

DIALOGUE WITH EMPLOYEES

The CaixaBank Group promotes an open, two-way dialogue with its employees through active listening to gather their opinions and internal communication to spread and convey the Group's values. Along these lines, CaixaBank has **Principles of Action aimed at fostering active listening and internal communication with employees and their representatives** (see section *"Framework of sustainability policies, principles and statements"*).

ENGAGEMENT AND ACTIVE LISTENING

The Group has made **active listening** a strategic pillar to improve job satisfaction and engagement. This is structured around several key levers:

- | **Inquire:** Conducting active and segmented listening to identify opportunities for improvement in climate, culture, and leadership. Data is collected from different sources and key moments (such as the Engagement Survey).
- | **Tune in:** Listening to the employee at key moments in their life cycle (*onboarding*, selection processes, birth, *offboarding*, etc.), using questionnaires with common indicators such as: eNPS or pride in belonging, to assess progress.
- | **Act:** Implementing agile, continuously evolving action plans tailored to the outcomes of the listening process (Plan Nosotros), communicating the improvements made and involving all the relevant areas.

CaixaBank has a range of **tools for gathering employee feedback**, enabling it to identify areas for improvement and design strategies or action plans that enhance the employee experience:

01. Employee Engagement and Satisfaction, Culture and Leadership Survey

The **Engagement, Culture and Leadership Survey** measures employee satisfaction and perceptions of the working environment. It also tracks the progress of implemented initiatives through key metrics such as Engagement, Culture, Leadership, eNPS, intention to remain, and more.

The Engagement Survey is conducted across most Group companies on a **biennial basis**. In the **intervening years, a Radar** process is carried out with a representative sample of employees to monitor progress and assess the effectiveness of the action plans implemented.

To maximise participation, internal communication campaigns are conducted, linking the initiatives implemented with the *feedback* received from staff based on the Survey, to demonstrate how the Group responds to the needs expressed by employees.



2027 target

72 %

Within the framework of the 2025–2027 Strategic Plan, CaixaBank S.A. set a Total Favorability (TF) target of 72 % for 2027, taking as a reference the result of the 2023 Engagement Survey, which stood at 64 %.

To achieve the objective, Action Plans are being developed based on the analysis of the results and open comments from the Engagement Study. Annual monitoring ensures ongoing tracking and facilitates the development of specific action plans with a high degree of segmentation.

73 %

Total Favorability (TF) in the 2025 Radar.

The **Engagement Survey was conducted in 2024**, with the following results:

RESULTS OF THE CAIXABANK, S.A. ENGAGEMENT STUDY.

83%

Global participation

69%

Climate and engagement: total favourability

In 2025, an **Engagement Survey Radar (Radar 2025)** was conducted among a representative sample of professionals from the workforce of CaixaBank S.A. (approximately 20 %), with the aim of measuring the performance of the main indicators (participation, total favourability, eNPS, etc.), identifying trends in different organisational areas and reviewing the effectiveness of the actions derived from the Action Plan for the most recent Engagement Studies.

_RADAR 2025 RESULTS

57 %

Global participation

73 %

Climate and engagement: total

The key highlights of the Radar results are as follows:

- | **Across the board improvement in the main indicators:** A positive change is observed in climate, culture, leadership, *engagement* and pride of belonging.
- | **The positive performance continues from 2023**, reflecting stability and ongoing progress.
- | **Recommendation (eNPS) on the rise:** it has increased significantly both in the branch network and at central services, illustrating the broadly favourable perception of the Bank.
- | **Challenges identified:** certain challenges remain in relation to workload and the optimisation of internal processes to remain agile.
- | **Recognition of engagement and stability:** employee benefits and job stability are highly valued, along with the Bank's ability to look after the financial well-being of society. The Bank's future outlook is perceived very positively.

Based on the conclusions obtained in the Engagement Studies and Radars, CaixaBank designs and implements action plans to improve the employee experience. An example of this is the **Plan Nosotros**, which was created in response to the results of the latest Engagement Surveys.



Plan Nosotros – We Plan



Plan Nosotros encompasses all initiatives aimed at improving the points identified through active listening and aims to enhance the employee experience. The **Nosotros Plan** addresses the main areas of improvement from the study, which are grouped into three main lines of action and encompass more than 50 initiatives and improvement actions. In 2025, it was developed around four pillars:

- | **Commercial field.** Encourage actions and dynamics that facilitate the achievement of commercial objectives and promote the search for excellence in customer service.
- | **Collaboration, workload and processes.** Work on workload and material (office tools) and immaterial (processes, systems and ways of working) barriers to foster collaboration and increase agility.
- | **Development, mobility, remuneration and well-being.** Promote internal mobility and career development with proactivity and transparency, encouraging recognition and objective and transparent remuneration management.
- | **Purpose and project for the future.** Work towards enhancing the appeal of the organisation's purpose and future plans, as well as the use of Social Endeavours and Social Action in the commercial discourse.

02. Listening at key moments

This channel makes it possible to **analyse the employee journey and identify the key moments** – the so-called “moments of truth” – when perceptions are most critical, enabling a better understanding of the employee experience and the identification of areas for improvement.

At each of the key moments (onboarding, crossboarding, offboarding, birth/adoption, candidate experience, among others), **automated listening programmes (touchpoints) have been implemented** to capture employee feedback and experience. This allows the Bank to **identify pain points and trigger targeted action plans** to improve processes and strengthen the employee value proposition. There are currently 12 active listening moments, six of which were activated in 2025.

In addition, **Focus Groups** and **Strategic Pulse Surveys** are organised to explore key topics in greater depth, providing a holistic view segmented by employee groups. Through this combination, the effectiveness of initiatives can be measured in real time and the experience can be fine-tuned at every key interaction in the employee lifecycle. The results are accessible to managers and enriched with data analysis, artificial intelligence and *people analytics*.



The new Employee Support Service (SAE), implemented in 2025, is also now in place. This new enquiries channel is based on a ticketing tool that improves employee support by streamlining request management and optimising Business Partners' time, allowing them to focus on their strategic role of proximity, insight and people development. It also allows for the collection of key information using analytical tools to identify employees' main concerns.

03. Relationship with employee representatives

The Group values the role of employee representatives as key partners in communication and active listening. A continuous and transparent dialogue is maintained to identify concerns and propose improvements in areas such as working conditions, safety, equality and work-life balance. This collaboration ensures that strategic decisions reflect the needs of the staff, thereby enhancing their satisfaction and well-being.

Dialogue with employee representatives is described in the [section “Collective bargaining and social dialogue”](#).

04. HR Business Partners

The **People** Business Partner model has become firmly established as a key element in talent management and in employee relations. This role, present across all areas of the Bank, acts as a trusted and expert partner, ensuring that collaboration with managers and teams translates into effective action plans aligned with corporate objectives. During 2025, the role has evolved towards a more proactive and personalised management, participating in strategic projects, succession and internal mobility processes and advising in areas such as culture, diversity, development and evaluation.

The professionalisation of the model has been reinforced through training pathways, leadership and coaching programmes, as well as the intensive use of CRM to ensure traceability and anticipation of needs.

To expand these participation spaces, the Group makes use of tools such as **the corporate social intranet**:



PeopleNow is a social and participatory intranet, and it is much more than a communication channel: it is a driver for the cultural transformation that enhances two-way and cross-department internal communications, the protagonism of people and the closeness between teams. PeopleNow highlights strategic information and business news, as well as serving as a leadership support tool for managers.

INTERNAL COMMUNICATION

CaixaBank considers it essential to maintain solid and close communication with its employees. Internal Communication in the Group focuses mainly on:

- | **Conveying our values and corporate culture**, strengthening pride in belonging as a key differentiator.
- | **Promoting and tackling the 2025–2027 Strategic Plan challenges** and business priorities.
- | **Driving leadership and communication** within teams.
- | **Recognising and showcasing** professional best practices.
- | **Energising the** corporate social intranet **PeopleNow**, fostering conversation among professionals and closer connections between teams.



AFFECTED COMMUNITIES

CaixaBank contributes to society's well-being through its financial activity, promoting financial and social inclusion and fostering employability and financial education in all the territories in which it operates (*see section "Customers – Social inclusion and promotion of employability"*).

CaixaBank remains firmly committed to the community through its social action and volunteering initiatives. This commitment is primarily reflected in the social programmes developed by the CaixaBank Group and in collaboration with local NGOs, foundations and non-profit associations, channelling resources and supporting projects that address vulnerable groups and priority social needs.

CaixaBank's social action, inspired by its founding values and embedded in its DNA since its inception, seeks to help build a fairer, more inclusive and more engaged society.

DESCRIPTION OF THE PROCESSES USED TO IDENTIFY AND ASSESS MATERIAL IROS RELATED TO AFFECTED COMMUNITIES

To determine the material IROs associated with this area, **key factors such as the social projects and programmes promoted, as well as their impact on the territory and on communities, have been analysed.** As a result of this analysis, the following IRO has been identified as material in the Double Materiality Assessment (*see section "Materiality Assessment"*):

- | Improving the social well-being of affected groups by promoting social projects with a positive impact.

This positive impact stems from the Group's commitment to the communities in the territories in which it operates, where it promotes and develops programmes aimed at reaching those most in need and fostering social inclusion and volunteering.

SOCIAL ACTION



Social commitment is one of CaixaBank's main assets and differential value, which is integrated into its activity and goes beyond it, with solutions that aim to respond to people's needs and social projects that improve their wellbeing.



Global Finance honours CaixaBank as the "World's Best Bank for its support of Society 2025" at the Sustainable Finance Awards 2025.

AENOR

CaixaBank becomes the first financial institution to certify its Social Action.

CaixaBank believes in the power of positive change and its responsibility to build a fairer, more inclusive, and committed society. For this reason, CaixaBank remains attentive to the needs of the people who form part of the communities around it and works together with foundations and social organisations to provide solutions and support social transformation in the territories, focusing on:

- 

Promoting participation and dissemination of the impact of "la Caixa" Banking Foundation Programmes, transferring the main initiatives to the branch network in order to broaden their outreach.
- 

Building partnerships with third parties (other local foundations, clients and institutions) to foster change and social engagement.
- 

Promoting social banking with financial solutions tailor-made for vulnerable segments of society and social entities.
- 

Developing initiatives and programmes to address urgent social challenges and offer opportunities to people and groups in vulnerable situations, while also taking into account the dynamic and evolving nature of vulnerability factors.
- 

Promoting solidarity alongside its customers and through the CaixaBank Volunteers Association, to promote corporate volunteering, customer volunteering, and volunteering across society in general, in collaboration with "la Caixa" Banking Foundation and MicroBank.

CaixaBank **has not defined quantitative targets in the area of Social Action**, as these may not adequately reflect the diverse nature of impacts and the needs of communities across the different territories in which it operates.

POLICIES RELATED TO AFFECTED COMMUNITIES

CaixaBank has a **robust framework of policies** that set out the guidelines for championing social projects aimed at generating a positive impact on the community and fostering the sustainable development of territories, in line with the Group's values.

This framework is primarily set out in the **Sustainability Business Principles**, which embody the CaixaBank Group's commitment to an efficient, sustainable and responsible operating model, characterised by a strong social vocation. It also establishes the main guidelines for the management and development of the Group's activity:

- | Integral, responsible and sustainable action.
- | Unrivalled quality of service.
- | Economic efficiency.
- | Adopting a long-term outlook when making decisions.

| **Permanent innovation to aid with the sustainable development of communities wherever possible.**

In addition, with regard to the latter point, **it includes specific commitments to promote social well-being linked to social action**, notably including:

- | **Fostering solidarity** through **CaixaBank Volunteering**.
- | Promoting the participation of stakeholders in **in-house solidarity programmes and initiatives and those of "la Caixa" Banking Foundation**.
- | **Forging strategic alliances** with social entities.

In addition, the policy framework in the area of affected communities also includes the **Code of Ethics**, which sets out the CaixaBank Group's commitment to the socioeconomic development of all communities in the countries in which it operates, and the **Human Rights Principles**, which reflect its commitment to making a positive contribution to human rights in the communities of the territories where it operates, in compliance with applicable laws, in collaboration with public institutions and the justice system, and with respect for internationally recognised human rights, while promoting awareness of them.

All sustainability policies are detailed in the [section "Framework of sustainability policies, principles and statements"](#).

COMMUNICATION CHANNELS TO ENGAGE WITH AFFECTED COMMUNITIES

CaixaBank has various **communication, participation and dialogue channels** in place, enabling it to collect relevant information and help guide strategic decisions related to the development of social initiatives, with the aim of focusing its actions on the needs of communities.

Engagement with affected communities is carried out primarily **through legitimate representatives**, notably social organisations, institutions and businesses in the territory.

The engagement process with each representative is carried out through different channels and dialogue forums, selected according to the context, the nature of the relationship and the type of collaboration, with the aim of better understanding their expectations and concerns:

- | **In-house programmes and partnership-based initiatives.** Different types of meetings are held depending on the organisation or entity:
 - | CaixaBank holds **regular meetings with "la Caixa" Banking Foundation**. As the country's largest private foundation, with in-depth knowledge of community needs, "la Caixa" Banking Foundation shares relevant information on potential social programmes and projects. This exchange makes it possible to target initiatives in line with the priorities identified in each territory.
 - | The Social Action leads at each regional general division of CaixaBank maintain ongoing contact with **social organisations and local administrations** in order to identify needs and coordinate actions.
 - | **Ad hoc meetings are held with** nationally recognised organisations such as Cruz Roja and ONCE. These partnerships help gather insights and perspectives on community needs, strengthening the effectiveness of actions in the territories where CaixaBank operates.

- | **Third social sector.** The Social Action Directorate, together with the managers of the social programmes, holds regular meetings with representatives of social organisations. During the collaboration, when specific needs are identified, new projects are launched. Prior to this, at the start of any project, programme managers work together with social organisations to organise focus groups to identify and prioritise the projects with the greatest impact.

- | **Volunteering programme.** It is structured primarily through regular contact with representatives of foundations, associations and other social organisations linked to the activities. In addition, the Volunteering Department takes part in specialised forums, working groups and ad hoc meetings, where trends and challenges with an impact on communities are analysed.

The **frequency of these interactions** varies according to the context, the type of project and the specific needs of each community.

To measure the effectiveness of community engagement, CaixaBank uses various evaluation tools:

- | **Social impact indicators** in the communities where it operates.
- | **Analysis of complaints and suggestions** received through open communication channels (Customer Service, internal reporting system, among others).
- | **Review of partnerships and collaborations** with third-sector organisations to ensure that social action programmes respond to real needs.
- | **Monthly monitoring of the progress of the main tracking indicators** for social action projects by the Management Committee.

Likewise, the Head of Retail, Private and Business Banking is responsible for overseeing the policies and actions carried out to promote the Group's financial inclusion and social action.

MAIN ACTIONS IN 2025

During 2025, as in previous years, **CaixaBank promoted a range of initiatives to respond to the needs identified in communities**, taking part in **social projects** through both **in-house programmes and collaborations** with foundations, associations and other social stakeholders, thereby reaffirming its commitment to improving social well-being and addressing key social challenges.



■ Contribution ■ Intermediation

¹ This includes, in addition to the various contributions to its own programmes and to programmes with other regional foundations, as well as other alliances, the contribution to the CaixaBank Volunteers association. This amount does not include the management costs of the various programmes (logistics, events, information systems, etc.), which together exceed one million euros, nor the costs of the roughly 70 employees dedicated exclusively to Social Action (distributed across the territory).



CaixaBank has responded to these social challenges by developing various social programmes and projects.

CaixaBank has a Social Commitment Map, which shows the outreach of all these social programmes and projects across the land.

<https://www.caixabank.es/particular/accion-social/mapa-social.html>

Social programmes and projects in 2025

Programmes with "la Caixa" Banking Foundation

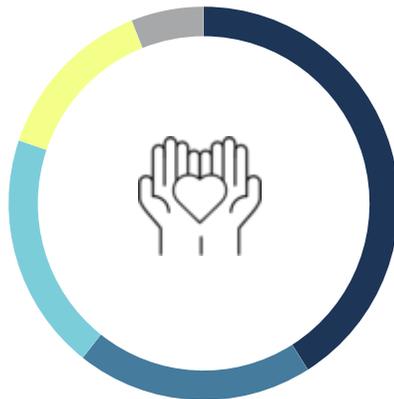
Territorial Social Action

Local projects

Thanks to its extensive branch network and close proximity to people, the office network of CaixaBank is a highly effective channel for identifying needs and allocating resources from "la Caixa" Banking Foundation.

PROJECTS BROKEN DOWN BY TYPE

(number of projects and allocated investment in € M)



- **2,274 (€10.40 M)**
Illness and disability
- **1,087 (€5.08 M)**
Multiculturalism and social exclusion
- **1,083 (€4.89 M)**
Poverty
- **764 (€2.50 M)**
Elderly
- **333 (€2.13 M)** Job market integration and other

€25 M

From "la Caixa" Foundation, aimed at social entities, have been channelled through the branch network

€25 M in 2024

5,541

Activities related to projects set up by local social organisations

5,625 in 2024

5,192

Beneficiary entities

5,238 in 2024

■ Contribution ■ Intermediation

Aim of the project

Assign resources of "la Caixa" Banking Foundation to help social entities throughout the territory carry out their projects.

Aimed at

Social entities throughout the territory, to help their beneficiaries in the following areas: Illness and disability, Interculturality and social exclusion, Poverty, Seniors, Job market integration and others.

Duration

Short-term projects, but with continuity over time. Each initiative supported has a maximum duration of one year, although these grants have been awarded continuously for more than 10 years.



Fórmulas solidarias

Local projects

Initiatives promoted by the CaixaBank network together with CaixaBank Payments & Consumer that complement the Territorial Social Action funds with contributions from companies and individuals.

Aim of the project

Fostering the participation of companies and individuals to pool resources for Territorial Social Action, strengthening financial support for projects developed by social organisations.

Aimed at

Social entities, to help develop their projects.

Duration

Short-term projects, but with continuity over time. Each supported initiative has a maximum duration of one year, although this support has been provided on an uninterrupted basis for more than five years.

_RESULTS OF THE PROJECT

105

Solidarity formula agreements

62 in 2024

■ Contribution ■ Intermediation

Ningún Hogar Sin Alimentos (NO HOME WITHOUT FOOD) Vulnerable groups

Thanks to the donation collection service and in collaboration with the Spanish Federation of Food Banks (FESBAL) and "la Caixa" Foundation, funds are obtained for the purchase of food for 54 food banks across Spain.

Aim of the project

Raising funds from individual and corporate customers and from society at large, as well as from la Caixa Banking Foundation, for the purchase of food by food banks in Spain.

Aimed at

The beneficiaries of this support include the 54 food banks across Spain.

Duration

The initiative is short-term but ongoing, as support is provided for food purchases throughout the year, with participation in this initiative spanning over 5 years.

_RESULTS OF THE PROJECT

€2.1 M

Total collected in 2025

€1.7 M in 2024

Of which:

€1.1 M

Donations collected by CaixaBank

€0.7 M in 2024

€1.0 M

Contribution of "la Caixa" Foundation

€1.0 M in 2024

1,395 t¹

Of basic foodstuffs intended for vulnerable groups

1,548 t in 2024

5,096

Beneficiaries able to access food for 12 months

5,733 in 2024

¹Equivalent of the total funds raised expressed in tonnes of basic foodstuffs.

Alliance for childhood vaccination

Vulnerable groups

In 2008, "la Caixa" Banking Foundation became the first private partner of Gavi, the Vaccine Alliance in Europe and established the Childhood Vaccination Alliance, which from 2026 will be renamed the Vaccines4Children Alliance. CaixaBank promotes fundraising for the Childhood Vaccination Alliance, with the aim of offering companies and CaixaBank Wealth Management clients the opportunity to join the fight against child mortality as a philanthropic initiative.

Aim of the project

Ensure access to essential vaccines by involving companies, customers and employees in fundraising. "la Caixa" Banking Foundation and the Bill & Melinda Gates Foundation multiply all donations received by four through the Matching Fund initiative, thus quadrupling efforts to combat child mortality.

Aimed at

Vulnerable children in countries with limited access to vaccines.

Duration

Long term, ongoing since 2008.

_RESULTS OF THE PROJECT

€2.96 M

Collected by CaixaBank

€2.45 M in 2024

x4 effect

€11.84 M

Achieved The "la Caixa" Banking Foundation and the Bill & Melinda Gates Foundation each double the funds raised.

2.2 M

Children vaccinated in 2025 under the pneumonia project in Mozambique

■ Contribution ■ Intermediation

Incorpora

Vulnerable groups

CaixaBank collaborates with the Incorpora programme of the "la Caixa" Foundation by putting customer companies in contact with the programme to promote the social and occupational integration of people at risk of exclusion.

Aim of the project

Facilitating the labour market integration of people in vulnerable situations, working in collaboration with companies and social organisations.

Aimed at

Groups with difficulties in accessing employment.

Duration

Long term, ongoing since 2006.

_RESULTS OF THE PROJECT

470

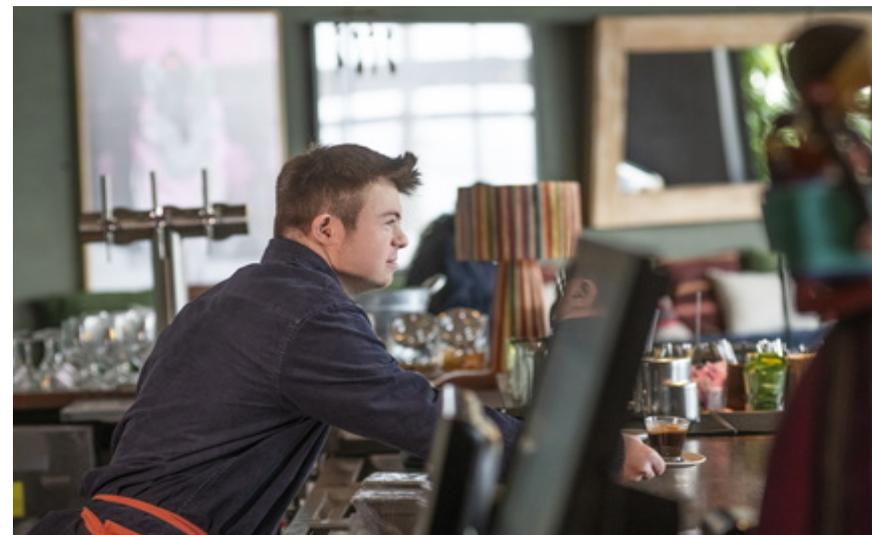
Insertions

494 in 2024

119

Companies contacted

165 in 2024



Programmes with other regional foundations

Calls for grants alongside other regional foundations Vulnerable groups

Social announcements with local foundations in areas such as work placement for vulnerable groups, improving quality of life and in-person support of the elderly.

Aim of the project

Allocate resources to help social entities to carry out their projects.

Aimed at

Social organisations that aim to support their beneficiaries in areas such as the labour market integration of vulnerable groups, improving quality of life, and providing in-person support to older people.

Duration

Short-term projects, but with continuity over time. Each supported initiative has a maximum duration of one year, although these grants have been awarded continuously since 2022.

_RESULTS OF THE PROJECT



■ Contribution ■ Intermediation

Sociocultural projects with other territorial foundations Vulnerable groups

Courses, seminars and charity and cultural actions on the premises of the foundations, and agreements with third parties for actions with an impact on its territory.

Aim of the project

To allocate resources to support these territorial foundations in delivering training courses, events, and solidarity and cultural initiatives at their own facilities, as well as through agreements with third parties for actions with an impact in their territories.

Aimed at

Beneficiaries of the 11 territorial foundations with which CaixaBank has an agreement in place.

Duration

Short-term projects, but with continuity over time. Each supported initiative has a maximum duration of one year, although these grants have been awarded continuously since 2022.

_RESULTS OF THE PROJECT



11 Local foundations



Other partnership programmes

Congresses for young people

Young people

CaixaBank supports the 'Lo Que De Verdad Importa' Foundation Congresses and the Relife Circuit.

Aim of the project

Conveying universal values to young people. These initiatives offer them the opportunity to hear inspiring life stories and participate in dialogues about addictions (both digital and substance), providing them with tools to strengthen their personal development and build a better future.

Aimed at

Beneficiaries of the values conferences for young people run by the Lo Que De Verdad Importa Foundation (young people aged 16 to 20) and the Relife Foundation (young people aged 15 to 18).

Duration

Short-term projects, but with continuity over time. Each supported initiative has a maximum duration of one year.

_RESULTS OF THE PROJECT

19,689

Attendees to congresses

13,895 in 2024



Own programmes

"El Árbol de los Sueños"

Childhood

It is a solidarity programme aimed at fulfilling the Christmas wishes of children and elderly people experiencing unwanted loneliness. Through this initiative, the beneficiaries write a letter requesting the gift they would like to receive for Christmas, and customers and employees alike take part by sponsoring these letters and purchasing the gifts, thus helping to make the children's wishes come true.

Aim of the project

The goal is to ensure that children in poverty (and elderly people experiencing unwanted loneliness) receive the gifts they have asked for at Christmas.

Aimed at

Children living in poverty and elderly people experiencing unwanted loneliness.

Duration

Short term and ongoing, as it has been held every Christmas since 2018.

_PROJECT RESULTS

35,587	400	18,828	1,201
beneficiaries who have received a gift (34,525 children and 1,062 elderly people living alone)	Collaborating entities	Participants individuals	Participants legal entities
34,136 in 2024	360 in 2024	18,358 in 2024	1,053 in 2024

"Tierra de Oportunidades"

Demographic challenge

A programme that promotes entrepreneurship in rural areas to generate employment, boost the local economy and encourage the establishment of population in depopulated areas. It is delivered through direct support for entrepreneurs, training programmes, mentoring and monitoring.

Aim of the project

Driving entrepreneurship, creating jobs and supporting population retention in rural communities.

Aimed at

Rural populations.

Duration

Short term and ongoing, as it has been held annually since 2021.

_PROJECT RESULTS

€0.70 M	2,582	208
in investment	Beneficiary entrepreneurs	No. of winning projects
€0.63 M in 2024	1,966 in 2024	168 in 2024

■ Contribution ■ Intermediation

“ReUtilízame”

Social / Environmental

Circular economy social programme¹ which promotes the donation of surplus materials in good condition by companies to social organisations, so that they can put them to a new use and improve their services and facilities.

Aim of the project

Giving a second life to surplus materials in good condition from companies that no longer need them.

Aimed at

Social entities and their beneficiaries and companies.

Duration

Short term and ongoing, as it has been held annually since 2020.

_PROJECT RESULTS

24,009	536	235	44
Donated items	Donations	Beneficiary entities	Participating businesses
66,597 in 2024	633 in 2024	292 in 2024	52 in 2024

Everyone's Project

Programme aimed at recognising and supporting the social involvement of CaixaBank employees. Through a participatory process, colleagues vote on the projects presented, in which employees collaborate as volunteers. The selected initiatives receive donations to further their social work.

Aim of the project

Support and acknowledge the engagement and collaboration of CaixaBank Group employees with social entities.

Aimed at

CaixaBank volunteers and the social organisations they collaborate with.

Duration

Short term and ongoing, as it has been held annually since 2021.

_PROJECT RESULTS

€0.9 M	165
Amount donated	Projects supported
€0.8 M in 2024	150 in 2024

■ Contribution ■ Intermediation

¹Web portal: <https://cabkreutilizame.com>

Support to the Third Social Sector

Donation platform

Platform for NGOs, where CaixaBank makes available to them its branch network and its various electronic channels, free of charge, to collect funds from customers and society in general, who wish to collaborate with the different causes of these social entities.

Aim of the project

Allow social entities to obtain funding for free and through multiple channels.

Aimed at

Social entities and their beneficiaries.

Duration

Long term and short term, as entities use the donation platform to fund both their long-term and short-term projects.

_PROJECT RESULTS

€28.48 M	2,988	2,513
Amount collected ¹	Causes promoted	Social entities supported
€48.64 M in 2024	2,783 in 2024	2,311 in 2024

■ Contribution ■ Intermediation

¹ Includes the €1.1 M in donations raised by CaixaBank for Ningún Hogar Sin Alimentos and the €2.96 M raised for Gavi, both as already reported in the relevant sections of this report.



CaixaBank Volunteering



CaixaBank Volunteering offers solutions to anybody who seeks initiatives aimed at developing their willingness to contribute to social impact matters. The offer, which is organised around three scopes: strategic programmes, local activities, and support in emergency situations are based on corporate volunteering activities for employees and customers and activities aimed at the rest of society.

Aim of the project

Provide a solution for all those seeking initiatives to channel their desire to contribute to social impact issues.

Aimed at

People who want to volunteer and the beneficiaries of that volunteer work.

Duration

Short- and long-term, ongoing, as volunteering activities are carried out with both immediate and long-term impact and are developed over several years.



The Volunteer Campus is a **training space** that seeks to provide volunteers with technical training through valuable and inspirational content, enabling them to better support and understand people from vulnerable groups and, in turn, expand the technical knowledge necessary to carry out volunteer work with a positive social impact.



_VOLUNTEERING FIGURES FOR 2025

23,860 Volunteers ¹ 20,201 in 2024 Of which: 19,093 Group employees 16,770 in 2024	754,902 Beneficiaries 433,514 in 2024	2,422 Collaborating entities 2,509 in 2024	31,359 Activities carried out 29,935 in 2024
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Social month

Social Month is the initiative run throughout May 2025 to encourage employees and their families, together with customers and anyone else interested, to volunteer to support social organisations throughout Spain.

18,200 Volunteers 16,580 in 2024 41% CaixaBank Group staff took part in the Social Month 37 % in 2024	151,154 Beneficiaries 117,786 in 2024	1,152 Collaborating entities 998 in 2024	2,985 Activities carried out 2,749 in 2024
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¹ Includes the total number of people who have participated in volunteering activities within and outside the scope of the Social Month over the past 12 months.

_TYPES OF ACTIVITIES CARRIED OUT BY VOLUNTEERS



- **64%** Support
- **30%** Education
- **4%** Environment
- **1%** Digitalisation
- **1%** Other



BPI'S SOCIAL COMMITMENT

BPI AND "LA CAIXA" BANKING FOUNDATION JOINT ACTION

BPI's corporate commitment is developed in collaboration with the "la Caixa" Foundation across three main strategic areas: Social programmes, Research and Grants and culture.

SOCIAL PROGRAMMES

Below are the main social programmes carried out by BPI in 2025 in collaboration with "la Caixa" Banking Foundation.

BPI "la Caixa" Foundation Awards

Under the slogan "Help those who help", four BPI Fundação "la Caixa" Awards have been held since 2010, promoting equality and improving the quality of life for the most vulnerable individuals, being part of the change and empowerment of the social sector.

These prizes are awarded by means of a contest, supporting projects by non-profit private institutions.



The following prizes are awarded:

- | **Training Prize.** Promote the autonomy of people with disabilities or mental illness.
- | **Solidarity Prize.** Support for social and occupational integration and combat exclusion.
- | **Seniors Prize.** Active and healthy ageing.
- | **Childhood Prize.** Children living in poverty.

PROMOVE Programme

Support for innovative initiatives in strategic areas, aimed at the development of the inland regions of Portugal.

The pilot projects and selected ideas focus on managing natural resources, promoting new development centres and attracting tourists and new residents.

The selected R&D enabling projects fall within the strategic areas identified by the Portuguese Government for the development of inland regions.



Decentralised social initiative – DSI 2025

The purpose of the DSI is to support, through the BPI's branch network, social projects at a local level. Its aim is to improve the quality of life and equal opportunities of socially vulnerable individuals.



RESEARCH AND GRANTS

"La Caixa" Foundation, has sought to support talent and the gradual development of scientific knowledge that has an impact on society.

Caixa Research Call for research and health

The 8th edition of the competition, which aims to support biomedical and health research in the areas of neurosciences, oncology, cardiovascular and metabolic associated diseases, infectious diseases and enabling technologies in these themes, was launched in 2025.



"La Caixa" Foundation Scholarship Programme

Its aim is to promote talent by facilitating access to higher education and scientific research through various scholarship programmes aimed at students and young researchers.



RISK

With the commitment to bring art and culture closer to society, BPI, together with "la Caixa" Foundation, collaborates with cultural institutions, museums and theatres. It also supports orchestras and music festivals.

In 2025, it also supported an itinerant exhibitions initiative.

VOLUNTEERING IN PORTUGAL

The BPI volunteering programme helps to understand the Group's relationship with local communities. This collaboration fosters an internal culture based on social commitment values.

Throughout 2025, a large number of actions have been carried out, including: food collection campaigns, theatre performances for children with cancer in hospitals, surfing activities for children and young people with disabilities, and Portuguese language classes for refugees.

BPI VOLUNTEER MONTH

Among all the actions, the celebration of BPI's volunteering month stands out. During this month, all BPI employees are offered the opportunity to participate in volunteering activities during working hours.

Key volunteering statistics for 2025:



CUSTOMERS

CaixaBank is the "Group of choice" for individual customers in Spain with a strong and growing franchise in Portugal.

At CaixaBank, customers are the central focus of its activity and its very purpose. In 2025, CaixaBank continued to strengthen its relationship with more than 20 million customers, providing personalised service. A closeness that goes beyond physical proximity, supported by personalised guidance through digitalisation and omnichannel services to always be alongside customers and society.

The Group places the customer at the centre of its strategy, aiming to provide an excellent experience, supported by technological innovation, sustainability and social commitment. Through a market-leading network of branches in Spain and a benchmark digital platform, CaixaBank has continued to promote financial solutions tailored to the needs of each segment and group, thereby strengthening trust and customer loyalty.



The leading bank in Spain by number of customers, total assets and key retail products. An integrated bancassurance model, with a distribution platform and leading factories.

_NUMBER OF CUSTOMERS

20.7 M

From customers



18.9 M

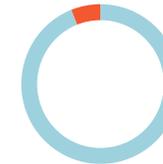
In Spain

1.8 M

In Portugal

_TOTAL ASSETS

€ 664,040 M



94%

Spain

6%

Portugal

(Breakdown in % of the total)

€384,334 M

Loans and advances to customers, gross

€731,936 M

Customer funds



Commitment to the human rights of clients

CaixaBank extends its commitment to human rights to its customers and ensures **compliance with the main international standards and regulations** in this area, such as the UN Guiding Principles on Business and Human Rights and the OECD Guidelines for Multinational Enterprises. This commitment is articulated through the principles set out in the Group's **Human Rights Principles**.

In this line, the Group **guarantees access to its products and services to all customers, following the principles of non-discrimination, accessibility, fair treatment and protection of vulnerable groups, thus promoting social inclusion**. It also integrates the management of social risks into decision-making, avoiding financing or investing in companies or projects associated with serious human rights abuses.

Similarly, the Group is committed to respecting the confidentiality, intimacy and privacy of customer data, ensuring adequate protection of their personal information.

Finally, CaixaBank has a **human rights due diligence framework** which aims to identify and prevent risks that may affect customers (*see section "Human Rights Due Diligence"*).

This sustained focus, pursuing excellence and comprehensive customer support, with products and services tailored to their needs, is directly reflected in the results obtained, with leading market shares and positions that endorse the trust of customers and the soundness of the CaixaBank Group's model.

_MARKET SHARES

Spain at 31.12.2025

23.4% **24.7%**

Loans to households and businesses Mortgages

29.0% **37.8%**

Asset management¹ Savings insurance

24.7% **23.3%**

Household and company deposits Investment funds

34.2% **28.2%**

Pension plans Life-risk insurance

Portugal at 31.12.2025

11.7% **13.2%**

Loans to households and businesses Mortgages

11.0% **10.4%**

Loans to business Household and company deposits

13.1% **19.3%**

Investment funds Savings insurance

¹ Combined share of investment funds, pension plans and savings insurance. Based on data from INVERCO and ICEA. For savings insurance, the sector data for the June share are internal estimates.

_PREMIUM BRAND REPUTATION



DESCRIPTION OF THE PROCESSES FOR IDENTIFYING AND ASSESSING MATERIAL IROS RELATED TO CUSTOMERS

CaixaBank focuses its actions on promoting customer **satisfaction and continuous improvement of the customer experience**. To this end, the Group has various communication channels and measurement models that enable it to accurately understand their needs and offer products and services tailored to the specific preferences of each group.

CaixaBank is also firmly committed to **customer protection**, applying essential principles such as transparency in the design and marketing of its products and the monitoring of conduct in the commercial relationship, with the aim of reinforcing trust and closeness.

The Group also places **social and financial inclusion** at the heart of its activity, by supporting vulnerable groups, promoting universal access to quality products and services and fostering entrepreneurship and employability as a driver of development in the territories. Within this framework and aware of the importance of financial education, CaixaBank promotes initiatives aimed at improving the knowledge of customers and society in general in order to facilitate informed decision-making that contributes to their well-being.

Furthermore, **information security and the protection of personal data** are a priority for the Group. CaixaBank continues to make progress in implementing solid and rigorous measures to guarantee the protection of personal data, minimising the risks associated with its loss or misuse.

These ambitions are part of the Group's global strategy, which is articulated through policies, principles and actions aimed at realising its commitment to customers.

Accordingly, CaixaBank has taken into account factors such as the accessibility and adaptability of its products and services, transparency in marketing processes, the promotion of social inclusion and employability, as well as the protection of personal data when assessing the IROs related to the customer area. These elements, fully aligned with the Group's strategy, allow the customer base to be expanded and their experience to be continuously improved.

For this reason, the following aspects have been identified as material in the framework of the Double Materiality Assessment ([see section "Materiality Assessment"](#)):

- | Improvement of customer well-being and satisfaction through a high-quality, broad and specialised service offering, delivery and advice tailored to their needs, for example, through the contribution of artificial intelligence and other disruptive technologies, among other actions.
- | Operational efficiency and an enhanced business value proposition due to the implementation of artificial intelligence in internal processes.
- | Greenwashing / socialwashing or perception of greenwashing / socialwashing by customers about the products and services offered / provided.
- | Improving financial and digital literacy through specific programmes for each group.
- | Improved accessibility of products and services through easier access for certain groups (such as senior and pre-senior customers).
- | Threat of data loss or customers' perception of inadequate management of their financial and personal data.

The IROs identified as material are grouped into the areas developed throughout this section:



Customer experience



Customer protection



Social inclusion and promotion of employability



Privacy and personal data protection

CUSTOMER EXPERIENCE

CaixaBank continues to focus on enhancing the customer experience. The **Strategic Plan** aims to improve the customer experience, promoting initiatives that accelerate the **transformation and modernisation of digital channels**, to adapt them to an increasingly digital environment. It also aims to incorporate **innovative technologies** designed to improve service quality and customer interaction, while maintaining a **broad distribution network** to continue strengthening its commitment to people and supporting them at different stages of their lives.

In order to properly target actions and initiatives aimed at improving the customer experience, **listening** to customers is key. For this reason, the Group has a **customer experience measurement and management model** that allows it to identify areas for improvement through studies and surveys, and to define specific plans that drive the enhancement of the experience.

In this regard, **CaixaBank, within the framework of the Strategic Plan 2025–2027, has defined specific objectives aimed at the continuous improvement of the customer experience**, highlighting:



*Be Top 1
in the Global Digital Channel
Satisfaction Ranking (target 2027)¹*

These objectives are monitored through specific indicators that allow their compliance and progress to be assessed. These indicators are regularly monitored by the Management Committee, which analyses the progress achieved and takes the necessary measures to drive them forward and ensure that initiatives are aligned with quality standards and customer expectations.

The Group has also incorporated **into the remuneration schemes** for all employees **quality-related targets**. In this way, incentives are linked to metrics related to customer satisfaction such as the level of customer recommendation: Relational NPS, transactional NPS, digital NPS (**see section “Own workforce – Appropriate and meritocratic compensation”**).

¹ Based on the 4 largest Spanish financial institutions – BMKS Stiga retail customers.

MODEL FOR MEASURING AND MANAGING THE CUSTOMER EXPERIENCE

CaixaBank has the **customer experience measurement and management model** which allows it to listen, understand and act to achieve comprehensive management of the customer experience.



Listen

CaixaBank listens to customers on a recurring basis, in order to understand and respond with specific actions to what they need or expect from the Group.

CaixaBank measures customer satisfaction and experience through studies, surveys and interviews with customers, as well as through *feedback* received in the branch network that maintains direct contact with them. This process allows us to obtain up-to-date information on the level of customer recommendation of the brand, as well as on the assessment of the different products and services that the Group makes available to them.

More than 7 M

answers received through the measurement model in 2025

More than 6 M in 2024

Types of studies, surveys and interviews

The main types of surveys and the channels commonly used to carry them out are described below:

- | **Relational surveys:** Periodic surveys conducted for all business segments to measure customer experience with CaixaBank, as well as channels, products or other aspects of interest at a general level. The channel used for conducting these surveys is email and telephone as required.

More than 7 M

relational surveys in 2025

More than 4 M in 2024

- | **Transactional surveys:** Listening to customer feedback immediately after an interaction.

These surveys measure the omnichannel experience customers have with CaixaBank through the four main environments they interact with: Branch (visit or remote contact with a manager), CaixaBankNow, Contact Center, and ATMs.

The channel used for these surveys is push (mobile notifications), email or SMS. Two questions are included: recommendation of CaixaBank based on a specific interaction and open-ended question to understand the reason behind the rating.

More than 40.8 M

transactional surveys in 2025

More than 37.6 M in 2024

- | **Ad-hoc studies:** Specific studies that require more depth and analysis. They are defined on the basis of the results obtained in recurrent measurements (relational or transactional).

These studies are tailor-made. Depending on the need and objective, the following are defined: the channel used, the questionnaire, the analysis of results, and the final report.

- | **Client interviews:** Conducting personal interviews with customers to learn and discover their perception of their experience with the brand through its channels, use of products, relationship with people, etc.

Understand

Through the use of Artificial Intelligence, qualitative and quantitative analyses are carried out from the *feedback* received from customers with internal information, to generate *insights* that help to better understand the customer's needs. This allows for more efficient and effective management of different needs and more personalised solutions for customers.

The results are made available to the branch network through the various corporate tools.



Act

CaixaBank develops specific actions to improve the customer experience based on the *feedback* received. The following are some of the **main actions during 2025**:

Close the loop process (immediate action)

It is based on identifying and implementing continuous improvement actions from the feedback of transactional surveys with customers following their interaction with the branch.

When the survey results reveal customer dissatisfaction, the Branch Manager is responsible for contacting the customer to understand the reason for the dissatisfaction and to offer a solution, explanation, or apology. This way, the aim is to immediately transform a reason for complaint into one of satisfaction, thereby providing the branch with a lever for improving the experience.

The **management of Close the loop** aims to:

- | Turn unsatisfactory experiences into outstanding ones.
- | Strengthen the CaixaBank Group's image in customer listening and service.
- | Improve individual customer relationships and increase engagement opportunities.
- | Identify areas for more global improvements in the team and at the individual level, in the perceived customer experience.

Action Plans

Based on the analysis of the results of relational and ad hoc studies, specific Action Plans are developed. In 2025, the Customer Service Improvement Plan (MAC) has continued to be developed with cross-cutting initiatives.

The **main objective of the MAC project is to improve customer service**, creating a **relationship model** that allows CaixaBank to offer a higher quality of service and attention to all customers, while at the same time reducing the operational burden on the branches.

During 2025, work has been carried out on various lines of action such as access and welcome at branches, the deployment of *totems* (queue management system), resolving card incidents, access to telephone customer service, access to account managers or improvements in digital channels and cashpoints, in addition to others.

The **main lines of action of the MAC project planned for 2026** will be:

 <p>Customer service in branches and account manager changes</p>	 <p>Easier telephone contact and Muro service</p>
 <p>Customer contactability plan</p>	 <p>Customer retention plan for former Bankia customers</p>
 <p>Quality improvement plan for Imagin and Connecta customers</p>	 <p>Improvements in insurance management</p>
 <p>Customer operational blocking reduction plan (KYC, RUI)</p>	

All these activities have helped to improve the results of the main customer experience quality metrics detailed in the next section.

MEASUREMENT RESULTS IN 2025:

_CAIXABANK



Greater detail and scope

3.4 M/month

NPS Transactional surveys sent
3.1 M/month in 2024

1.5 M

Comments received Transactional surveys
1.3 M in 2024

5.5 M/año

Relational Retail NPS surveys sent
4.1 M/year in 2024

Relational surveys

20.8%

Retail Relational NPS in 2025
15.7 % in 2024

Transactional surveys

83.4%

Retail Transactional NPS – Firm
79.4 % in 2024

80.0%

NPS Transactional Retail Connecta
81.6 % in 2024

98.0%

NPS Transactional Private Banking
97.3 % in 2024

97.7%

NPS Transactional Business Banking
91.9 % in 2024

93.6%

NPS Transactional SME Banking
91.5 % in 2024

84.7 %

CTL Management
84.8 % in 2024

5.6 p.p

Improved CTL
6.3 p.p in 2024

94.5

IE Institutions
94.4 in 2024

92.6

IE Corporations
93.0 in 2024

_BPI

88.2

IE Individuals
88.3 in 2024

87.2

IE Premier
87.4 in 2024



CUSTOMER PROTECTION

At CaixaBank, consumer protection is a fundamental pillar of customer relations. This commitment is reflected in the application of rigorous procedures covering the entire life cycle of products and services, from design to marketing. The Group's objective is to ensure that every financial solution is developed under principles of transparency, responsibility and suitability for the customer's needs.

To this end, CaixaBank has a **framework of customer protection policies**, based on the conduct set out in the **Code of Ethics** and **customer service channels** that ensure clear, accessible and effective communication, offering swift responses and solutions aimed at customer satisfaction. It also has **advanced conduct risk management mechanisms**, which enable it to identify, prevent and mitigate possible impacts derived from inappropriate business practices, reinforcing trust and integrity in all the Group's operations.

This comprehensive approach ensures that consumer protection is not just a regulatory requirement, but an essential part of the Group's corporate culture.



PRINCIPLES OF CONDUCT WITH CUSTOMERS

The CaixaBank Group bases its relationship with its customers on the following **essential principles of responsible conduct**:

			
<p>Supervision and mitigation of risks to protect the customer and ensure regulatory compliance</p>	<p>Responsible financial solutions, tailored to the client's needs</p>	<p>Clear, truthful and understandable communication at all stages</p>	<p>Prevention of conflicts of interest, always putting the customer first</p>
			
<p>Equal access to products and services, promoting inclusion and non-discriminatory.</p>	<p>Quick and efficient service for queries or complaints.</p>	<p>Continuous training of the team to maintain high ethical and professional standards.</p>	

Behavioural risk management

The **conduct and compliance risk** is identified within the **Corporate Risk Catalogue** (see section **"Risk management"**).

The management and mitigation of customer conduct risk is essential to the Group. The Compliance Function carries out actions aimed at analysing, mitigating or eliminating conduct risks associated with customer marketing, regulatory compliance and improving transparency in processes, with the aim of contributing to customer protection. It is implemented through **specific objectives and the definition of annual plans**, the effectiveness of which is monitored to determine the conduct risk profile with customers.

The Function reports periodically to the Risks Committee and the Board of Directors. It also maintains direct dialogue with the supervisory bodies in the area of risks related to conduct and customer protection, such as the Bank of Spain and the CNMV, among others.

In this regard, CaixaBank has a set of policies, procedures, controls and metrics covering the entire product lifecycle, which are described throughout this section.

DESIGN AND MARKETING OF PRODUCTS AND SERVICES

The Group has a model that ensures transparency, consumer protection and regulatory compliance. This model is underpinned by corporate policies and specialised bodies that cover the entire product life cycle and ensure responsible, coherent management that is aligned with the Group's values.

Governance of products and services

CaixaBank's governance model for products and services focuses on ensuring that all products and services are approved through standardised processes aligned with the Group's control and approval procedures. To achieve this objective, CaixaBank has a **framework of policies and procedures** that ensures consistency, transparency and regulatory compliance at all stages of the product life cycle.

The **Corporate Product Governance Policy** constitutes the central pillar of the product governance model and is approved by CaixaBank's Board of Directors, with its annual review being the responsibility of the Transparency Committee. This Policy sets out the principles governing the design, approval and marketing of new products and services ensuring their suitability for customer needs and transparent and responsible marketing conditions. This transparency applies to the entire life cycle of the product or service, from pre-contractual information to advertising and across all channels.

Approval of the design and marketing of new products and services, as well as the monitoring of the product life cycle, shall be based on the following premises:

- | Meet the needs of customers or potential customers in a flexible manner.
- | Strengthen customer protection.
- | Minimise the legal and reputational risks resulting from the incorrect design and marketing of products and services.
- | To ensure the participation of relevant areas in the approval and monitoring of products and services, as well as the involvement of Senior Management in defining and supervising the Policy.

The Policy, of a corporate nature, is applied to all Group companies that act as manufacturers or distributors of banking, financial or insurance products (more detailed information on the Policy is provided in the [section "Framework of sustainability policies, principles and statements"](#)).

To ensure the correct application of the governance model for products and services, **CaixaBank has specialised committees** that reinforce transparency and consistency in decision-making:

- | The **Product Strategy Committee** is entrusted with functions considered strategic in the process for approving new products and services and in their commercialisation processes. Among other responsibilities, it defines the strategy for new products and services; approves the pricing authority framework; and monitors the profitability of product marketing.



Frequency

Monthly



Dependency

Management Committee



Managed risks

Business profitability



The **Transparency Committee's** is entrusted, among other functions, with ensuring transparency in product marketing and compliance with the marketing criteria required from a regulatory perspective. This body is responsible for approving all the products and services that CaixaBank wishes to market.

The Committee is drawn from the control, support and business functions to ensure it has sufficient specialised knowledge to understand and oversee products, their associated risks, and regulations on transparency and customer protection. For products or services considered to be relevant, they will be forwarded for ratification to the Product Strategy Committee.

Products and services are only approved if they have the unanimous favourable opinions of all forum members.



Frequency

Fortnightly



Dependency

Product Strategy Committee



Managed risks

Legal and regulatory risk, conduct and compliance risk, and reputational risk.

_MAIN FIGURES OF THE TRANSPARENCY COMMITTEE IN 2025¹

<p>23</p> <p>Meetings held by the Transparency Committee</p> <p>23 in 2024</p>	<p>287</p> <p>Products/services analysed</p> <p>266 in 2024</p>	<p>4</p> <p>Products/services refused at first instance</p> <p>6 in 2024</p>
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¹ Figures of the Transparency Committee of CaixaBank, S.A.

Transparent and responsible marketing

The Group carries out various actions to comply with transparent and responsible marketing, pursuing excellence and achieving the best customer experience.

Good practices in commercial communication

CaixaBank guarantees transparency in advertising and in the information it provides to customers prior to contracting products and services, aware of the impact that commercial communication has on their expectations and decisions. For this to happen end, the Group applies the principles set out in the **Corporate Commercial Communication Policy**, which establishes guidelines to ensure that advertising is **lawful, clear, sufficient, objective, balanced and not misleading**, in line with the risk appetite framework and the Corporate Risk Catalogue. In addition, this policy defines the internal control system and oversight by the Audit and Control Committee, ensuring its proper application (further information on the Policy is provided in the **section "Framework of sustainability policies, principles and statements"**).

The Group is a voluntary member of **Autocontrol**, the Association for Commercial Self-Regulation, in favour of good advertising practices.

_ADVERTISEMENTS OR ADVERTISING CAMPAIGNS REFERRED TO AUTOCONTROL FOR REVIEW

<p>5,915</p> <p>5,463 in 2024</p>		
<p>3,744</p> <p>Positive</p> <p>No issues were found with the content</p> <p>3,695 in 2024</p>	<p>2,167</p> <p>With modifications</p> <p>Changes to the advertisement were recommended</p> <p>1,768 in 2024</p>	<p>4</p> <p>Negative</p> <p>Publishing the advertisement was discouraged</p> <p>0 in 2024</p>

Transparent contracting and formalisation

CaixaBank continues to improve transparency in its product contracting and formalisation processes. All of this is aimed at strengthening clarity, responsibility and trust at the time of formalising any contract. The main measures implemented by the Group are described below.

Transparent contracts

CaixaBank has been working for years to make its **contracts clearer and more comprehensible**, with the aim of reinforcing transparency in the marketing and communication of products and services.

The new **contracts stand out for their more readable and user-friendly design, together with simple, clear and understandable language** that ensures fairness, accuracy, sufficiency and consistency, which generates greater confidence and peace of mind for customers.

This improvement is not limited to design and legal language, but encompasses the entire contracting process, including other aspects such as the reading support used by the client.

In addition, within the framework of the new European Accessibility Act, CaixaBank has continued to promote the use of clear, understandable and accessible language ([see section “Accessibility”](#)).



_OBJECTIVES OF TRANSPARENT CONTRACTS:



Transparency

Improving the transparency in the signing of contractual documents by customers.



Security

And legal certainty for the client and the Group.



Clarity

Through clear, comprehensible language.



Trust

Improving the customer's experience and inspiring confidence when they sign.

Responsible lending principles

CaixaBank applies the **principles of responsible lending** set out in Annex 6 of the Bank of Spain's Circular 5/2012 on **transparency of banking services and responsibility** in the granting of loans, as reflected in its **Corporate Credit Risk Management Policy**. These principles ensure that financing is granted and monitored in an honest, impartial and professional manner, tailoring products to the client's needs.

In this regard, before approving a transaction, the applicant's solvency is assessed, prioritising their repayment capacity over the value of collateral, and clear information is provided to facilitate comparison and decision-making.

The Group reinforces this commitment through governance procedures, monitoring indicators, internal training and control systems that promote compliance with these good practices.

Trained and certified employees

Training is essential to reinforce consumer protection knowledge. For this reason, CaixaBank has a **training plan** aimed at managing conduct risk and ensuring that commercial teams have the necessary knowledge and skills to inform and market the Group's products and services appropriately and responsibly.

This plan includes courses for employees on the proper marketing of investment, banking, insurance and social security products and services, aimed at raising awareness of the general principles underlying the relationship with customers when informing, offering or recommending products or services through any of the distribution channels. In addition, a **compulsory course on conduct and market risks, linked to the receipt of variable remuneration**, is given each year to all employees, which includes information on the appropriate marketing of products and services. In addition, **mandatory training has been carried out on the Code of Ethics and Conflicts of Interest**, which teaches how to identify and manage situations that may affect responsible marketing (*see section "Governance - Training and dissemination of business conduct"*).

It also ensures strict **compliance with the required certifications**, such as MiFID:

32,825

Professionals certified in MiFID

31,990 in 2024

32,840

Employees certified in the Real Estate Credit Contract Act (LCCI)

31,813 in 2024

33,636

Employees certified in Insurance Distribution Directive (IDD)

33,146 in 2024

Training and certifications help to ensure that employees have adequate knowledge of the Group's products and services.

Variable remuneration schemes linked to Quality and Conduct

The Group has integrated **quality-related objectives into the remuneration schemes** for all employees, as mentioned in the *"Customer experience" section*. This measure links incentives to metrics related to customer satisfaction by encouraging awareness and responsible management of customer conduct risk. This reinforces transparency in marketing and the correct identification of the target audience for each transaction.



Monitoring of marketing and sales

The Group has monitoring mechanisms in place throughout the life cycle of products and services, which enable it to promptly detect and manage possible failures in marketing or non-compliance with the terms under which they were approved (including transparency). For this purpose, continuous analysis and monitoring is carried out, supported by customer conduct indicators, with the aim of ensuring adequate management of the sources of risk and assessing the effectiveness of the control models applied. The main indicators are as follows:

- | **Marketing indicators and documentation:** These allow for the monitoring of product sales or cancellations and their correct formalisation and digitalisation, including signature tracking, identifying possible improper marketing practices in branches and the simultaneous sale of loans, cards, life insurance, other risk insurance and/or savings and investment insurance.
- | **Complaint indicators and customer feedback.** Allow the identification of improper marketing practices by employees or regulatory breaches through the analysis of complaints submitted to the Customer Service Department (SAC) and to supervisors, regarding customer protection and transparency in the information provided to customers, among other matters.
- | **Indicators of clients in financial difficulties:** Identifying and monitoring clients with possible signs of vulnerability by analysing a range of socio-economic conditions and detecting possible weaknesses in product appropriateness and fair treatment.

Each **management indicator has thresholds** that mark the values from which it is essential to analyse the source of the deviation. When relevant incidents are detected with regard to correct marketing or aspects related to customer protection and/or transparency, the causes are analysed and corrective measures are implemented.

Prevention of greenwashing and social washing in product design and marketing

In recent years, the terms greenwashing and socialwashing have gained prominence due to increasing levels of environmental awareness among customers, regulatory scrutiny, and growing demand for sustainable products.

To prevent them and reinforce the integrity of the sustainable offer, CaixaBank has incorporated **specific measures applied throughout all existing product design, approval and marketing processes**. These measures are integrated into the already established frameworks of product governance, marketing transparency and clear communication described throughout this section, ensuring that any product presented as sustainable meets objective, verifiable criteria aligned with applicable regulations.

Within this framework, **CaixaBank has developed a set of specific actions aimed at ensuring the correct identification, classification and treatment of sustainable products** at all stages of their life cycle.

Identification of sustainable products, services and operations

The governance procedure for sustainable products ensures that the approval of new products takes into account sustainability-related risks, in line with the Group's internal risk management and control framework. To this end, the sustainability classification of each new product is subject to prior validation by the Sustainability Department, which assesses its compliance with the applicable regulations, internal policies and the defined ESG criteria. This process makes it possible to integrate sustainability risks into decision-making, thus fostering legal certainty, regulatory compliance and the consistency of the product catalogue with the sustainability commitments undertaken by the Bank.

Subsequently, sustainable products must be **approved by the Transparency Committee** like all other products.

In relation to the **financing operations**, CaixaBank has also incorporated additional processes and controls to validate financing operations labelled as sustainable.

For this reason, CaixaBank has developed the **Guide to Sustainable and Transition Financing Eligibility**, which aims to define criteria for considering financing operations for individuals and businesses as sustainable, as well as their contribution to the SDGs.

The process of classifying a financing operation as sustainable begins with the business units checking whether the purpose of the financing requested by the customer meets the sustainability criteria according set out in the Guide or the main international frameworks. Additionally, this classification is validated by Sustainability.

Marketing and sale of sustainable products and services

To ensure that sustainable products are marketed correctly, it is essential to have employees with adequate ESG knowledge. For this reason, CaixaBank has the **ESG 360° Training Plan** (see section **“Own workforce – Professional development of talent”**), the aim of which is to strengthen knowledge of ESG matters among all employees.

In addition, awareness and sensitisation actions have been carried out to prevent the risk of *greenwashing* and to comply with regulatory requirements.

These procedures, together with the rest of the control framework mentioned throughout this section, ensure that sustainable products are marketed in a clear, transparent manner and in accordance with the requirements to be considered sustainable.



Transparency and accountability in ESG matters

Greenwashing and social washing carry a reputational risk, as they can create perceptions of a lack of honesty and integrity in the communication of sustainability commitments and results, calling into question the Group’s credibility with its stakeholders.

In this regard, CaixaBank is committed to clear and transparent disclosure of ESG information. To this end, it has the **Sustainability Principles**, which promote transparency in accountability and the dissemination of information to stakeholders, establishing sufficient communication channels and providing information in a truthful, clear and concise manner. It also ensures reporting on the progress made in sustainability, following best reporting practices and adopting voluntary sustainability disclosure standards that promote transparency in the markets.





CUSTOMER SERVICE CHANNELS

CaixaBank offers its customers a wide variety of channels designed to adapt to their needs and preferences, thus guaranteeing a personalised and efficient customer service experience.

Among them, **the Customer Contact Center** stands out as a central pillar for managing inquiries, incidents, and requests. The Customer Contact Center is designed to offer high-quality, approachable service that meets user expectations.

Additionally, CaixaBank provides customers with the Customer Service Department (SAC) to address and resolve their complaints and claims.

The Group regularly communicates the availability and features of these channels, ensuring that the information is always up to date. Moreover, all of them are permanently accessible from the CaixaBankNow home page, making them easy to consult and use at any time.

In addition, customers have channels external to the Group, such as consumer ombudsmen, channels of regulatory and supervisory bodies, consumer agencies, among others, where they can file complaints if they do not consider the resolution offered by the Group to be adequate.

Customer Contact Centre

The Contact Centre service manages queries, requests, suggestions and incidents from customers and users, reaching it through the channels enabled by CaixaBank: telephone, web form, email, postal mail, chat, X (Twitter) and comments in the App.

During the year, CaixaBank continued to work on strengthening the comprehensive management of its customers' contacts, with the aim of

improving the customer experience. To assess this, continuous monitoring is carried out, collecting customer feedback at the end of the call. The assessment of these opinion surveys enables the NPS index to be formed, the cumulative value of which in 2025 was 68.4%, with a response rate of 48.0%.

Based on the feedback gathered, action plans are drawn up to further strengthen the customer experience.

The Contact Center has two specialised service lines:

- | The **senior customer service** offers customers an exclusive telephone number (+34 900 365 065), to be attended by staff trained in gerontology, without previously being attended by a virtual assistant. Senior customers receive the same treatment if they call the Contact generic line. More than 1,719,458 calls were handled in 2025. *See section "Customer service for the Senior segment".*
- | The **branch telephone service** guarantees telephone service to all customers. Initially, calls made by customers to the landlines of the branches are dealt with from the Contact Center, which handles operational issues and schedules appointments or sends warnings to advisors regarding commercial matters.

_BREAKDOWN OF CONTACTS IN 2025

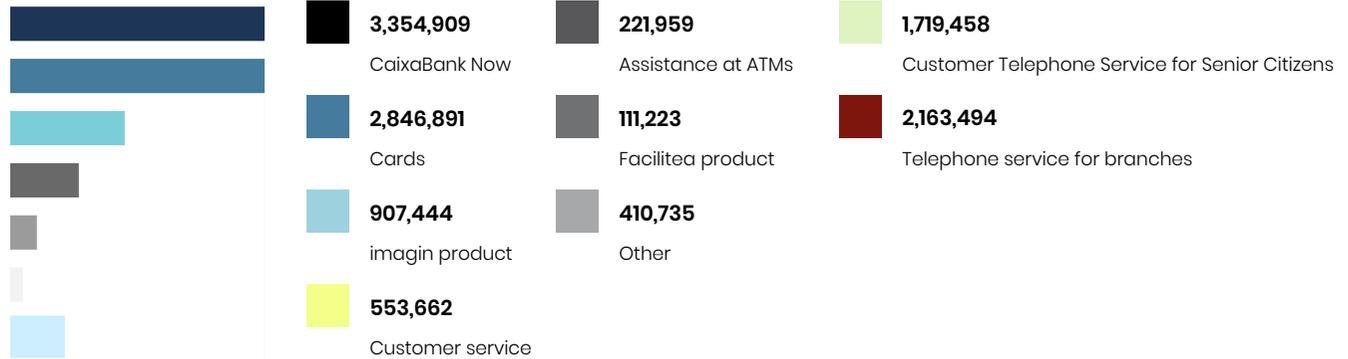
94.27 %
Phone
8,406,823



8,918,189

Interactions in CCC in 2025
10,250,311 en 2024

Reason for the Telephone Interaction



5.41 %
Written (letter, email)
482,398

0.32 %
Social Media
28,968

Additionally, the following have been handled at the Group companies' dedicated Contact Centers:

802,727

BPI
687,013 in 2024

1,335,845

Consumer Finance
1,339,800 in 2024

Customer Service (SAC in Spanish)



*The Customer Service Department is responsible for **attending to and resolving customer complaints and claims**. This office has no connection with our commercial and operating services. It performs its duties based on its independent judgement, applying customer protection regulations, regulatory requirements and best banking practises.*

The Customer Service function aims to analyse and identify the root causes of customer dissatisfaction or complaints in order to eliminate or mitigate them. Building on the resolution of individual cases, the Customer Service function promotes improvements that benefit all customers, preventing the recurrence of incidents and contributing to the continuous improvement of the quality of the products and services offered by the Group. To this end, it works closely with various internal areas and reports on the status of actions to the relevant committees.

Moreover, the Customer Service function carries out comprehensive monitoring of new regulatory requirements and banking good practice standards. These principles are disseminated internally through regular communications to the branch network and through its advice to the **Transparency Committee** in the approval process for new products and services. Its contribution aims to ensure high standards of quality and transparency in the products and services approved (*see section “Product and services governance”*).

The activities of the SAC are governed by the provisions of the **CaixaBank Customer Ombudsman Regulations**¹ which have been approved by the Board (*see section “Framework of sustainability policies, principles and statements”*).

This Regulation governs the Customer Service function and the complaint handling procedure, ensuring transparency, independence and the protection of users' rights, and establishes the time limits, requirements and mechanisms for their resolution.

Claims and complaints are handled by specialised in-house teams capable of providing agile, well-founded and transparent responses. In this regard, the Customer Service function is focused on protecting customers' rights, ensuring the proper handling and resolution of complaints and claims in accordance with the applicable regulations and the Bank of Spain's criteria, and acting at all times with impartiality, autonomy and objectivity, assessing each case independently and applying banking good practice criteria.

On an annual basis, the Customer Service function submits to the **Board of Directors an explanatory report on the performance of the duties entrusted to it**, which includes a statistical summary, a summary of decisions issued, the general criteria applied and proposals for improvement. It also submits a six-monthly update on the status of complaints. In addition, information on the evolution of the volume of complaints and their management is presented to the Management Committee on a monthly basis.

In 2025, **CaixaBank continued to promote measures to improve the quality of the service provided and the customer experience**. In this regard, the SAC has implemented improvements in the complaints handling process, supported by the use of artificial intelligence tools that make the entire operational procedure more efficient.

One of the critical parts of the SAC's objectives is the detection and analysis of the causes of complaints and the development of associated mitigation plans, helping to enhance customer satisfaction, service quality and the culture of compliance within the entity.

Senior Management monitors the progress and effectiveness of the action plans on a regular basis.

¹ Available on the website: https://www.caixabank.es/deployedfiles/particulares/Estaticos/pdf/general/CaixaBank_Reglamento_defensa_cleinte_eng.pdf

_COMPLAINTS RECEIVED

	2025	2024
Customer service – CaixaBank		
Preliminary claims	96,767	343,973
Other	124,005	141,415
Submitted to Supervisor’s complaints services		
Bank of Spain	1,986	2,504
Comisión Nacional del Mercado de Valores (Spanish securities market regulator)	116	154
Directorate-General of Insurance and Pension Funds	326	467

In addition, a total of 58,062 complaints were declared inadmissible in 2025, compared with 118,688 in 2024. **See Note 37.2 “Customer services”** of the accompanying consolidated annual financial statements. The complaints detailed here do not include any received by Credifimo (350 in 2025 and 716 in 2024) with a 50.3 % favourable resolution rate for the customer, or any received by Banco BPI (11,336 in 2025 and 9,939 in 2024).

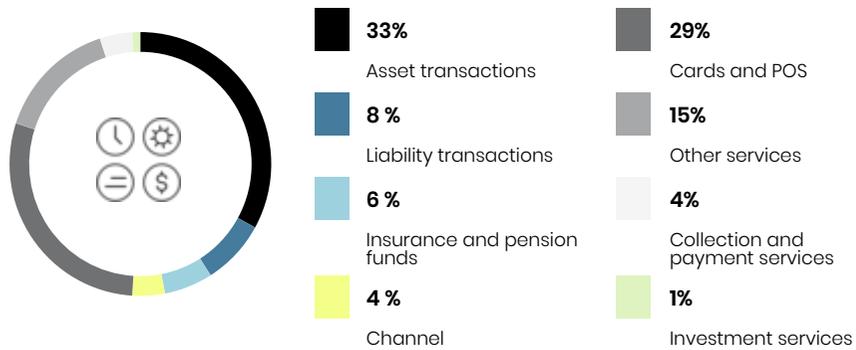
Complaints received by Customer Service in 2025 were down significantly. The biggest decrease was in claims for mortgage transaction arrangement fees, an area in which the company has always applied the case law of the Supreme Court and the CJEU. To a lesser extent, reductions were also recorded in other claims (assets, liabilities, insurance, etc.), partly due to the improvements implemented by the company.



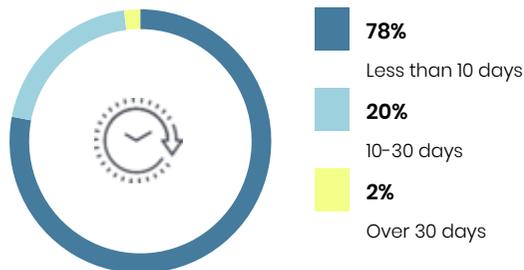
_BREAKDOWN AND MANAGEMENT OF COMPLAINTS RECEIVED BY THE SAC¹

2025

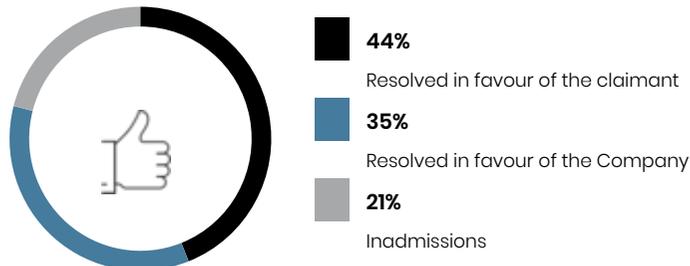
Type of complaint



Average time for resolution



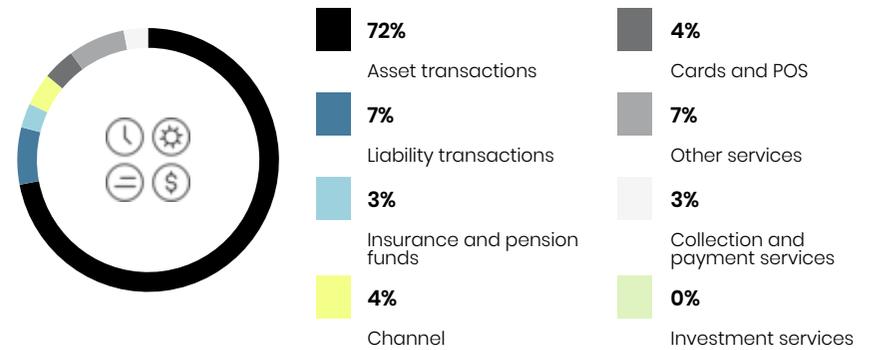
Resolution



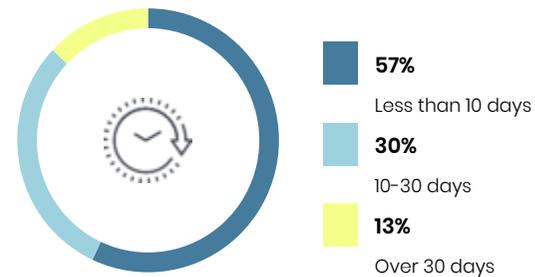
¹ Does not include BPI or Credifimo.

2024

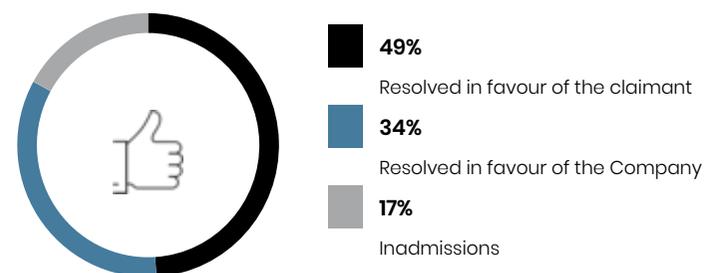
Type of complaint



Average time for resolution



Resolution



SOCIAL INCLUSION AND PROMOTION OF EMPLOYABILITY

CaixaBank believes that economic and corporate progress must be inclusive, sustainable and people-centred. The **commitment to economic and corporate development goes beyond merely financial activity**; it also takes the form of specific initiatives to promote equal opportunities, financial inclusion, access to essential services and support for vulnerable groups.

Throughout the year, **CaixaBank has promoted a range of initiatives aligned with each of the three lines defined to advance its ambition to support the economic and social development of all people, thereby consolidating its role as an active agent in generating positive impacts on society.**

One of the ambitions under the 2025–2027 Sustainability Plan is to support the economic and social development of all people.



INVESTING IN TRANSITION SOLUTIONS, NOW AND FOR THE FUTURE



DRIVING THE DECARBONISATION OF THE SOCIAL AND BUSINESS FABRIC

01

02



SP 25 – 27

MOVING TOWARDS A MORE SUSTAINABLE ECONOMY

SUPPORT THE ECONOMIC AND SOCIAL DEVELOPMENT OF ALL PEOPLE



STRENGTHENING SOCIAL AND FINANCIAL INCLUSION

- | Accessible financing and services in rural communities
- | Products and services for groups in vulnerable situations
- | Financial education and health



ENHANCING EMPLOYABILITY and ENTREPRENEURSHIP

- | Training for employment
- | Support for entrepreneurs and self-employed individuals



PROVIDING ANSWERS TO INCREASING LONGEVITY

- | Lifetime savings planning
- | Financial and personal well-being for seniors

SOCIAL AND FINANCIAL INCLUSION

*Social and financial inclusion is a key factor in **reducing extreme poverty and promoting shared prosperity**. Promoting financial inclusion runs in CaixaBank’s DNA and is a priority line of action under the 2025–2027 Sustainability Plan.*

CaixaBank’s actions in the area of social and financial inclusion fall within—and go beyond—the sector-wide commitment set out in the Strategic Protocol to Strengthen the Social and Sustainable Commitment of the Banking Sector, signed between the Government of Spain and the financial sector¹.

During 2025, within the framework of the 2025–2027 Sustainability Plan, CaixaBank continued to drive social and financial inclusion from the following perspectives:



Accessibility

Provide access to the full range of products and services to all people, with the aim of fostering financial inclusion. In this endeavour, CaixaBank works to eliminate physical, sensory and cognitive barriers in order to meet the needs of people with disabilities and to prevent situations of financial exclusion by covering a large proportion of the country’s municipalities and maintaining its presence in rural areas.



Products and services for groups in vulnerable situations

To design and offer specific financial products and services aimed at addressing the financial needs of vulnerable groups. This line of action ranges from the promotion of microcredits, which facilitate access to financing for families with limited resources, to the offering of fee-free accounts for vulnerable social groups, tailored solutions for people with disabilities, and a social housing programme for people in vulnerable situations.

Specific protocols are also applied to prevent financial abuse of people in vulnerable situations, and dedicated support measures are put in place for victims of gender-based violence.



Financial culture

Providing financial and digital knowledge to empower the population and promote decision-making that increases their well-being. CaixaBank is committed to improving financial literacy and education across various groups. Our specific programs include financial literacy courses for vulnerable populations, initiatives to bridge the digital divide, and the creation of high-quality content disseminated through various channels. It also supports higher education and vocational training programmes and collaborates in various initiatives with education systems.



¹ <https://www.bde.es/f/webbde/GAP/Secciones/SalaPrensa/IntervencionesPublicas/Gobernador/Arc/Fic/hdc210222-2.pdf>

Accessibility

CaixaBank aims to be a **benchmark and the bank of choice for all people**, in line with the Group's values. To achieve this, it has been working for years on different projects to create an accessible omnichannel experience, eliminating any physical or sensory barriers.

In June 2025, the **European Accessibility Act** came into force, establishing minimum accessibility requirements for a wide range of products and services to **ensure that all customers, regardless of their abilities, can access and use products and services independently**. A step forward across the European Union that promotes equal opportunities and the full participation of people with disabilities.



During 2025, CaixaBank has been promoting the use of clear and understandable language to communicate with customers. CaixaBank was the first bank to join the **Red Panhispánica del Lenguaje Claro y Accesible** (Pan-Hispanic Network for Clear and Accessible Language) promoted by the Royal Spanish Academy (RAE).



In this context, **CaixaBank has an action plan in place to ensure compliance with the regulation**. In this regard, in 2025 efforts were stepped up through **two main lines of action across three broad areas**: first, through cross-cutting measures that promote the use of plain language and ensure that anyone can access information through a dual sensory channel; and, second, through the implementation of specific measures relating to physical accessibility, the adaptation of digital platforms or employee training.

_MAIN ACTIONS CARRIED OUT IN 2025

Documentation, communication and internal training



Creation and distribution among the entire workforce of a “Guide on recommendations for accessible drafting”

A guide setting out how to draft documentation so that it is understandable to the majority of customers.



Development of CLARA, an artificial intelligence tool designed to ensure clear and accessible language.

It is a tool designed to ensure clarity of language in documentation addressed to customers. This solution checks that texts meet B2-level readability criteria, ensuring that the information is understandable for the majority of people.



Mandatory training for employees

Mandatory training on accessibility linked to variable remuneration has been delivered. This training was delivered to the entire workforce and aimed to deepen employees’ knowledge in the area of accessibility (*see section “Training and dissemination of business conduct”*).



Training for all lawyers in the Group

Specific training has been provided to all the Group’s lawyers with the aim of improving clarity in the drafting of legal documentation.

Accessible service and channels



Sign language assistance for people with hearing disabilities (SVisual)

In the first quarter of 2025, CaixaBank expanded its sign language video interpretation service to its entire branch network, improving service for customers with hearing impairments.



The Social Banking Support Centre is launched

It is a specialised service whose primary objective is to support branches in managing queries related to customers in vulnerable situations and to channel specific and specialised transactions.



Publication of the Protocols for the assistance of persons with disabilities

These are specific protocols designed to guide the workforce in their interaction with customers with disabilities. They include guidelines for all stages of the visit, with the aim of ensuring an appropriate, respectful and accessible experience at every interaction.



Accessibility Portal

CaixaBank has an Accessibility Portal that brings together all the information on the measures implemented to deliver an inclusive experience across all channels. It includes details on accessible service, the removal of barriers in branches, the adaptation of ATMs, etc..



Setting up of a dedicated mailbox

A dedicated email mailbox has been created for customers to send queries or suggestions on accessibility (soporte.discapacidad.accesibilidad@caixabank.com).

Physical environment, branches and ATMs



Installation of induction loops and accessible queue management systems

These measures aim to ensure inclusive service for people with hearing disabilities and to improve the in-branch experience for all customers.



Further progress in ATM accessibility

In relation to ATMs, 70 % of the population already allows for cash withdrawals with the customer’s own card through an accessible operating process. In addition, the development of cross-cutting functionalities such as keyboard navigation, high-contrast mode and voice solutions has begun.

Design of accessible products and services

At CaixaBank, **accessibility is embedded as a core principle in the design of products and services**, with the aim of ensuring inclusion for the majority of people. This vision is reflected in universal solutions that make use easier for all customers. To this end, the Group applies a specific methodology for the design of products and services, based on principles that ensure accessibility, usability and an inclusive experience across all its channels.

It also highlights the importance of designing digital applications and services that address the needs of people with disabilities or technological barriers, ensuring that digital transformation leaves no customer behind.



*The CaixaBank Group has an **accessible corporate design system**. These are the technological components that enable the development of products and services launched onto the market through any of the channels available to the Group.*

_ACCESSIBLE DESIGN PRINCIPLES FOR DIGITAL PRODUCTS AND SERVICES



Perceivable

Information must be capable of being captured by different senses, such as sight or hearing.



Operable

The functions should be able to be used in a variety of ways, without relying on a single method of interaction.



Understandable

The content should be clear, coherent and facilitate the correction of errors.



Robust

The design must remain accessible and functional across different technologies, both present and future.

Aside from designing products and services that meet accessibility criteria to ensure they can be used by most people, CaixaBank goes a step further and is committed to developing solutions that are not only inclusive but also adapted, creating specific products to meet the particular needs of certain groups. These solutions are detailed in the **section “Products and services for vulnerable groups – Solutions for persons with disabilities”**.

Accessibility in distribution channels

CaixaBank has distribution channels designed to ensure access for the majority of people in a convenient, secure and barrier-free manner. The main measures adopted in each of these channels are set out below.

Branch accessibility

CaixaBank branches apply the **zero-level concept**, which involves eliminating the unevenness between the pavements and the inside of the branches or, if this is not possible, bridging it with ramps or lifts.

90%

Accessible branches in Spain

89 % in 2024

75 %

Accessible offices in Portugal

75 % in 2024

44

Branches where barriers have been removed

18 in 2024



ATM accessibility

The accessibility of ATMs is based on, among other things:

- | **Visual aids and features.**
- | **Acoustic and tactile features.**
- | **Mobility features.**
- | **Features for senior citizens.**

An expert analysis was carried out by ONCE, with positive results.

Furthermore, in recent years the visual appearance of ATM screens has been redesigned to increase contrast and improve visibility and the accessible user experience provided, and to adapt to the new regulatory requirements.

100% ATMs have advanced accessibility features for people who are blind or have low vision.

Accessibility app – CaixaBank

CaixaBank is immersed in a major technological overhaul that will have an impact on all its digital channels. The project has prioritised the app channel and will soon commence the updating of the operations that are used on a daily basis. The improvements include:

- | **Compliance with UNE-EN 301549**, which is aligned with the Accessibility Guidelines, WCAG 2.2, also taking into account increased font size and landscape orientation.

- | **Review** with specialised equipment thanks to a **partnership agreement with ONCE** to guarantee an optimal accessible experience.

- | **Test with users with disabilities** to regularly analyse possible friction points and to be able to solve them.

The **CaixaBank app is constantly being improved**, focused on creating an inclusive experience for customers. The improvements range from enhancements to colour contrasts and font sizes to the use of plain, simple language.

Web accessibility

With regard to website accessibility, CaixaBank takes into account, among other aspects, colour and size contrast, the structure and layout of the website, and the provision of subtitles for audiovisual content.

ILUNION carries out **audits** every six months of the entire commercial portal. These audits detect any errors arising from the constant updating of content.

The corporate portal complies with the AA accessibility level of the W3C-WAI Web Content Accessibility Guidelines 2.0. It is the sole commercial banking portal with this accreditation.

Proximity

At CaixaBank, proximity means truly being close to people. For this reason, the Group's objective is to create an omnichannel experience that integrates all customer touchpoints. To achieve this, CaixaBank has digital channels operating 24 hours a day, 365 days a year, complemented by remote support through telephone services that make it possible to accompany and assist each person at any time and from any location.

However, for CaixaBank, proximity is not limited to the digital sphere, but **also includes physical proximity as a core pillar of its inclusion strategy.** To ensure this proximity, the Group offers various face-to-face solutions, including:

- | The physical network is the largest in Spain and Portugal, with 4,552 branches and 12,272 ATMs. *See section titled "Distribution model".*
- | Mobile branches.

Physical presence in the territory

To ensure access to all customers in rural areas and the senior group to the physical network, CaixaBank has committed to maintaining its presence in municipalities where it is the only bank. **CaixaBank has 1,397 rural branches,** located in towns with fewer than 10,000 inhabitants.

2,234 Spanish towns in which CaixaBank is present. 2,234 in 2024	92% Citizens with a branch in their municipality (Spain). 92 % in 2024
99% Spanish towns and villages with >5,000 inhabitants with the presence of CaixaBank. 99 % in 2024	463 Spanish towns where CaixaBank is the only bank. 459 in 2024
59.1% Portuguese towns with > 5,000 inhabitants with a CaixaBank presence. 60 % in 2024	

CaixaBank aims not to abandon municipalities in which it is the only bank.

Commitment to financial inclusion in rural communities through mobile branches.

To reinforce service in rural areas, CaixaBank has **29 mobile branches (ofibuses)**, serving more than **644 thousand people** in **1,413 towns** in **17 provinces**: Ávila, Barcelona, Burgos, Castellón, Ciudad Real, Girona, Granada, Guadalajara, La Rioja, León, Lleida, Madrid, Palencia, Tarragona, Segovia, Toledo, and Valencia.

Each one of the mobile branches makes different daily routes and, depending on demand, visits the towns it serves once or several times a month. **As well as avoiding the financial exclusion** of rural communities, this service **preserves the direct relationship with customers** living in these environments, by maintaining its commitment to the senior citizens and the agricultural and livestock sector.

1,413 Towns served in 17 provinces	78,000 km/month
644,000 Potential beneficiaries	70% Users over 65 years of age
29 Mobile branches (plus 4 on standby)	

*The **mobile branches** are key to CaixaBank's strategy to prevent financial exclusion in rural areas.*

Products and services for groups in vulnerable situations

CaixaBank, as part of its commitment to proximity and quality of service, has designed financial products and services to meet the financial needs of vulnerable groups.



CaixaBank promotes inclusive finance for vulnerable groups through various **services and products designed to facilitate access to basic financial services and promote equal opportunities.**

CaixaBank offers a specific range of products and services aimed at facilitating access to financial resources for people in vulnerable situations. This inclusive proposal seeks to respond to the needs of groups with greater difficulties in accessing the traditional banking system, thus promoting their economic autonomy and social integration. In this regard, CaixaBank promotes solutions such as:



A specific inclusive microcredit offering

Solutions such as microcredits without collateral, designed to support families without access to conventional financing.



Inclusive finance solutions for groups in vulnerable situations

It includes solutions such as basic payment accounts, which allow people at risk of exclusion to operate without fees and commissions.



Solutions for people with disabilities

Offer adapted for people with disabilities, guaranteeing physical and digital accessibility to financial services.



Specific offer for social entities

Specific financial solutions for social entities, with the aim of strengthening their sustainability and capacity for impact in the territory.



Social housing programme

CaixaBank has a social housing programme, which facilitates access to decent housing solutions for vulnerable families.

A specific inclusive microcredit offering

In line with its commitment to financial inclusion and social development, **CaixaBank, through MicroBank, is promoting a specific line of financing aimed at families in vulnerable situations** or with difficulties in accessing traditional credit.

MicroBank, the Group's social bank, is a benchmark in financial inclusion through microcredits.

Its offer includes the following **products linked to the areas of family, health and people in vulnerable situations:**

Families

Microcredits for families

Microloans aimed at people with limited income, up to three times the Iprem¹ (public income index), who wish to finance projects related to personal and family development, as well as needs arising from unforeseen circumstances.



Health

Health loan

Loans for family members or legal guardians who want to care for patients who require temporary assistance in specialised centres for specific treatments and specialised medical care for people suffering from mental health conditions (eating disorders, behavioural disorders, etc.), with a view to helping improve their quality of life and personal autonomy.

People in situation of vulnerability

Confianza project

In 2016, MicroBank signed a partnership agreement with Asociación Proyecto Confianza to **contribute to the social and financial inclusion of people in situations of extreme vulnerability.**

In 2025, 113 loans were granted for a total amount of around € 317,500 to people in a situation of extreme vulnerability, who have previously received support through group dynamics aimed at improving the self-esteem and dignity of their members.

Value propositions for financial services aimed at vulnerable groups

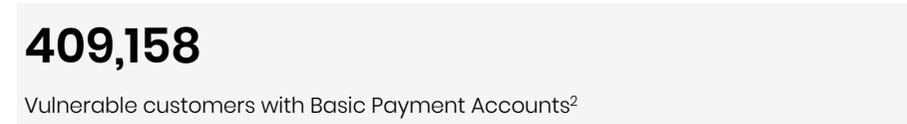
With the aim of ensuring access to essential banking services and promoting financial inclusion, CaixaBank offers inclusive solutions for people at risk of financial exclusion.

Basic Payment Account

Any person resident in the EU can have a basic payment account that guarantees access to basic personal financial services. If the customer is also at risk of financial exclusion or vulnerability, such an account may be exempt from fees.

This includes, among other services, account maintenance, fund deposits, cash withdrawals, debit card payment transactions, SEPA transfers, and withdrawals from third-party ATMs.

Account + debit card + basic financial services



¹ Up to 25,200 euros/year.

² This includes 21,325 holders of Insertion Accounts. The Insertion Account is a solution for those who need to have social benefits paid into an account or access employment. It guarantees the financial inclusion of vulnerable individuals who, due to their background or lack of verified income, are unable to open an account at a bank.

Plan for equal treatment and non-discrimination in the provision of financial services to CaixaBank customers

CaixaBank has a **Plan for equal treatment and non-discrimination in the provision of financial services**, which complies with the requirements of Law 15/2022, of 12 July, on equal treatment and non-discrimination and which seeks to prevent and, where appropriate, remedy situations of discrimination that may occur in different areas and, in particular, in the offer, access and provision of services.

Identification of vulnerable groups

CaixaBank carried out an analysis to identify vulnerable groups, resulting in the **following priority** groups being established:

- | Minors.
- | Elderly people (senior citizens).
- | People living in rural areas.
- | People with physical disabilities (sensory and/or motor).
- | People with intellectual disabilities.
- | Migrants, refugees and seasonal workers.
- | Low-income people
- | Prisoners (including those in the third degree of imprisonment).
- | Victims of gender-based violence.

Protocols and measures implemented

CaixaBank has a wide range of measures aimed at guaranteeing equal treatment and non-discrimination in all its actions. These initiatives are developed and detailed throughout this section, with the aim of promoting a more inclusive and equitable society.

In this regard, the Bank has established specific protocols for serving groups that require special consideration, ensuring a service tailored to their needs. These protocols include:

The **Protocol against financial abuse of people with disabilities or cognitive impairment**, which includes an internal procedure for the detection, analysis and reporting to the Public Prosecutor’s Office of clients exposed to abuse, conflicts of interest or undue influence posing a risk of loss of assets. The branch network uses a list of indicators to flag suspicious cases to the Legal Department, which then decides whether to alert the Public Prosecutor’s Office for protective measures.



Specific Management Protocol, with measures to ensure the autonomy of victims and providing them with decision-making information, like aiding in the orderly separation of joint accounts with an alleged abuser.

The **Protocol for dealing with clients who are victims of gender-based violence in the management of financial products and services**, which enables CaixaBank branches to apply specific measures to ensure the confidentiality and safety of clients who are victims of gender-based violence and to facilitate better service.



Measures implemented in 2025

During 2025, various actions were carried out to further strengthen CaixaBank's commitment to accessibility and equal treatment, adapting customer service so that anyone can carry out their transactions with safety, autonomy and confidence. These include:

- | **Four new in-branch service protocols have been developed to ensure an inclusive and respectful experience for people with disabilities.** These protocols adapt communication, support and the environment to the needs of each group:
 - | people with **intellectual disabilities**, for whom clear language, support with understanding and an adapted pace are prioritised.
 - | people with **hearing impairments**, for whom resources such as SVisual and guidelines are provided to ensure effective, barrier-free communication.
 - | people with **visual impairments**, whose protocol includes safe orientation within the branch, support with reading documentation and respectful treatment of guide dogs.
 - | people with **neurodevelopmental disorders**, for whom guidelines are established to promote a predictable, understandable and sensory-friendly environment.
- | Moreover, **SVisual** is implemented across all branches, as a video interpreting service in sign language (see "[Accessibility](#)" section).



Solutions for people with disabilities

CaixaBank has doubled down on its commitment to inclusion by **developing specific products and services that address the particular needs of people with disabilities.**

Accessible products

These solutions complement the accessibility initiatives (*see section "Accessibility"*), by offering adapted tools that guarantee autonomy, safety and equal opportunities for interaction with the Group.

Braille Pack

CaixaBank has the Braille Pack: the first financial card in Braille literacy code, developed in collaboration with ONCE, which enables people with visual disabilities to enjoy full autonomy when making purchases across all types of channels, both physical and online.

5,282

Braille cards

A POS terminal for the visually impaired

In collaboration with ONCE, the accessibility of the POS terminals for the visually impaired was improved. This new function enables the POS terminal to activate the 'Accessible Mode', which speaks the amount to be paid out loud.

100%

POS terminals featuring accessible mode (out of total Android POS terminals)

Sign language assistance for people with hearing disabilities

Provides sign language support for people with hearing disabilities through a simultaneous video interpretation system with a specialised interpreter.

CaixaBank has extended its sign language video-interpretation service to its entire branch network in the first quarter of 2025.

Financial solutions for people who require support in exercising their legal capacity

As part of its commitment to inclusion and equal opportunities, CaixaBank develops specific solutions for clients who require support in managing their financial decisions. These initiatives aim to strengthen autonomy, facilitate understanding of information and ensure the safe and appropriate use of financial services.

Día a Día programme: Legal Capacity Support

CaixaBank has a programme designed to simplify the day-to-day banking operations of people who require support. These individuals can manage their finances at a branch or through digital banking, where both the account holder and their support person have differentiated profiles. This model makes it possible to take part in decision-making while respecting the client's autonomy and ensuring the security of transactions.

50,679

ACJ Día a Día Accounts

Documentation accessible to customers requiring support

With the aim of ensuring proper understanding of products and associated rights, CaixaBank prepares documentation for customers who require support in easy-to-read formats, with clear structures, plain language and detailed explanations. This adaptation facilitates an autonomous and reliable understanding of essential information, both for people who require support and for their families and accompanying entities.

Products tailored to specific needs

The offer includes solutions such as:

- | The **Protected Assets Account**, intended for people with certain degrees of disability to manage assets designated to cover their present and future essential needs. This account, fully fee-free and operated exclusively through branches, makes it possible to channel contributions from family members within the legally established limits, in line with the framework for the protection of people with disabilities.

| **Pension plans specifically for people with disabilities**, which incorporate increased contribution limits and additional tax benefits for both account holders and contributors. In addition, the Group makes an extraordinary supplementary contribution to strengthen accumulated savings, helping to improve the future financial protection of people with disabilities.

Support for social and professional organisations

CaixaBank also offers digital services for support organisations, family members and professionals who provide formal support. These services make it possible to centrally manage accounts, cards and support profiles, ensuring a secure, traceable support model tailored to each individual situation.

Solutions for Social Organisations

CaixaBank has a specific value proposition of financial products and services to support third sector organisations:



Accounts for charitable social entities

CaixaBank offers accounts for charitable social entities to assist with an assistance-based focus, aiming to provide the services these entities need for their daily operations in exchange for a fee that may be waived if certain requirements are met.

20,232

Accounts for charitable social entities



NGO Cards

Customers can support the social organisations they identify with through NGO cards. CaixaBank makes an annual contribution to the social organisations linked to the cards, consisting of either a fixed amount per active card or a percentage of the annual amount of purchases made by the customer, depending on the card chosen by the customer.



Donation platform

CaixaBank offers social organisations access to the donation collection platform, a free tool that allows them to receive donations securely and in a traceable manner through CaixaBank's channels. This platform strengthens support for social organisations and contributes to broadening the scope of their solidarity initiatives (*see section "Affected Communities – Fundraising Platform"*).



Social housing programme

*CaixaBank remains committed to **being close to people to contribute to their financial wellbeing**, especially in times of greatest difficulty. With this goal in mind, CaixaBank is developing an active policy of assisting with first-time homebuyers' housing problems.*

This policy of supporting first-time homebuyers with housing problems is structured along two axes:

- | Early and specialised care for mortgage customers in hardship.
- | Promoting social housing programmes.

Early and specialised service

CaixaBank has a dedicated **team of risk managers specialising in social housing cases**. The main function of the team is to detect and manage cases of vulnerability and social emergency in primary residences.

CaixaBank has also set up the **Mortgage Customer Service (MCS)**, as a free telephone service for customers whose property is affected by a foreclosure suit. As a result, families have a helpline available in which specialists help to resolve any queries regarding the phases of and impact of the foreclosure on their primary residence.

In the event of detecting situations of social exclusion or vulnerability, they can review the cases and propose alternative measures to the foreclosure.

752

Files managed by the MCS in 2025

32,912

Since it was initiated in 2013

Code of Good Practices

CaixaBank is a signatory to the **Spanish Government's Code of Good Practice for the viable restructuring of debts secured by mortgages on primary residences**, aimed at families at risk of exclusion and regulated by Royal Decree-Law 6/2012.

The Bank also adheres to the **Code of Good Practices** established by Royal Decree Law 19/2022, **aimed at mitigating the impact of the increase in interest rates on mortgages on primary residences**.



Promotion of social housing programmes

The CaixaBank Group has a **social housing programme** creating positive impacts across all of Spain, mainly for former debtors and Group tenants who are in a situation of vulnerability and at risk of residential exclusion.

For all these people, rents are adapted to suit their ability to pay, with special consideration being given to: families with a disabled member, single-parent families with dependent children, families with minors and family units in which there is a victim of gender violence or elderly people.

As part of the social housing programme, CaixaBank maintains its commitment to the government's **Social Housing Fund** by making a total of 3,000 housing units available. CaixaBank has also signed cooperation agreements with various public administrations on housing.



5,931

Properties without a subsidy
€ 246.70 average rent amount.

6,391 in 2024

2,915

Subsidised homes
€ 334.58 average rent amount.

3,145 in 2024

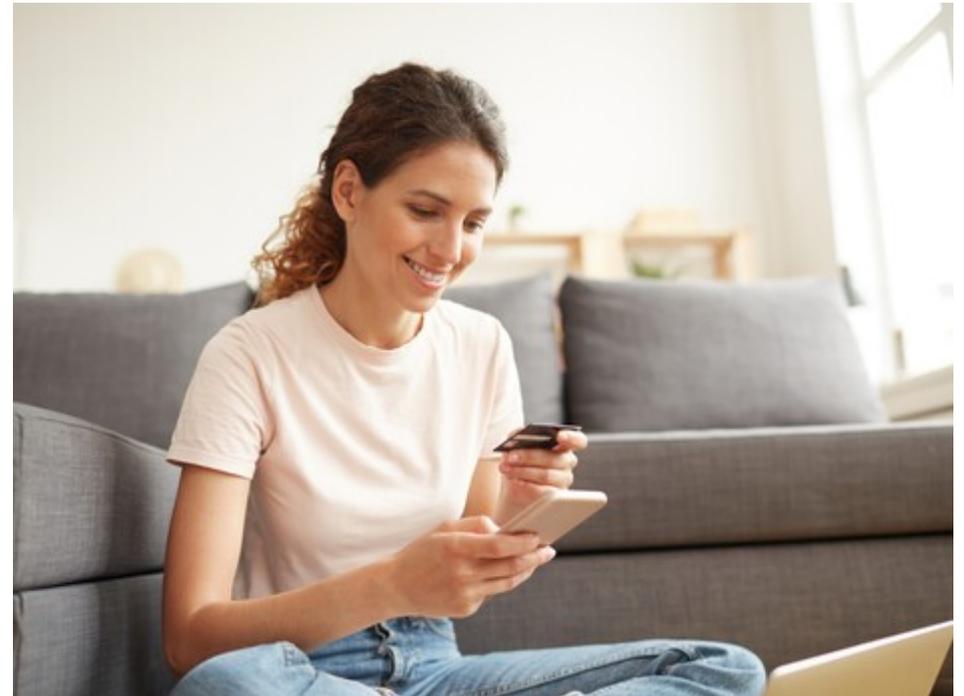
8,846

Social rent housing programme¹.

9,536 in 2024

Impulsa programme

Its goal is to help improve the socio-economic situation of tenants. The main implications for tenants are social support to help them get back into work (through referrals to the "la Caixa" Foundation's Incorpora programme and other existing labour programmes) and to process benefits and energy aids.



¹ Number of housing contracts in social housing programmes.

Financial culture

Financial literacy is a key element in achieving financial inclusion. **CaixaBank is committed to improving the financial culture of its customers and, in general, of society as a whole.**

CaixaBank promotes multiple initiatives aimed at different groups with the objective of **improving people's financial literacy** and, in particular, enhancing their understanding of financial products, concepts and risks, in order to facilitate informed decision-making that has a positive impact on their financial well-being.

This objective in the area of financial education forms part of the financial inclusion objectives set out in the 2025–2027 Sustainability Plan. However, CaixaBank **has not defined quantitative targets**, as these may not adequately reflect the diverse nature of the impacts, which depend on the socioeconomic context and the specific needs of each group. Setting uniform targets could undermine the purpose of generating knowledge.

To maximise the impact of this objective, **CaixaBank tailors content and formats to the specific needs of each of the identified groups.** More precisely, CaixaBank has identified the following as priority groups:

- | Minors and young people.
- | Elderly people (senior citizens).
- | People in situations of vulnerability.
- | People with intellectual disabilities.
- | Shareholders and society in general.

Financial literacy initiatives

For each of these groups, CaixaBank has developed resources in a range of formats tailored to their specific needs, which have made a significant contribution to improving the financial literacy of participants.

CaixaBank's approach to financial literacy can be grouped into three broad types of initiative:

_KEY FIGURES ON FINANCIAL CULTURE

Conferences

1,356 **58.4 thousand**

Conferences	Attendees
1,366 in 2024	39.7 thousand in 2024

Courses, workshops and training sessions

105 **3,078**

Courses	Workshops
46 in 2024	3,040 in 2024

70.1 thousand

Attendees
75.2 thousand in 2024



Digital content (webinars, podcasts, videos)

11	21
Webinars	Podcasts
11 in 2024	22 in 2024

65	159 M
Videos	Views
73 in 2024	72 M in 2024

Outreach

CaixaBank has a range of initiatives aimed at disseminating and promoting basic financial concepts to bring finance closer to society and foster a greater understanding of economic matters.

Tiempo Extra

New

Society at large

Edutainment content for social media that brings together sport and financial culture. An influencer hosts the programme and talks with three well-known athletes about values such as effort and planning, linking them to financial topics. **Six videos** that include activities and challenges that enable agile and engaging learning, bringing economic concepts closer to younger audiences through real-life stories from the world of sport.

Results of the programme



49.8 M

Impressions



17.9 M

Views

Cosas que importan

New

Society at large

Digital programme of **13 pieces of content** that connect financial culture and emotions. A well-known host talks with four experts about saving, household finances, cybersecurity and investments, linking each topic to everyday emotions. Each episode shows how improving financial literacy can contribute to personal well-being and help manage what really matters.

Results of the programme



42.7 M

Impressions



23.3 M

Views

Influencers Invisibles

New

Society at large

A digital series of **six shorts** that highlight everyday actions by ordinary people who, thanks to the support of financial institutions such as CaixaBank and to financial education, generate a positive impact in their communities: creating jobs, championing sustainability or improving access to the labour market. Each story conveys a strategic pillar of how banks act as facilitators of societal progress.

Results of the programme



37.2 M

Impressions



15.7 M

Views

Doublecheck

New

Society at large

Informative content for social networks that, through its didactic approach, offers tools and tips on cybersecurity in everyday situations in order to have safe digital habits. It explains how to identify risks such as phishing or scams and promotes the “double check” before taking action. **The 15 pieces** are anchored to moments with the highest risk of fraud, facilitating prevention and bringing cybersecurity closer to every user’s day-to-day life.

Results of the programme



68.4 M

Impressions



32.3 M

Views

imaginAcademy

Young People

It is a programme aimed at bringing finance closer to young people in an accessible, direct and entertaining way through digital channels. It provides content on key financial concepts, economic management methods and practical information that can be applied both in everyday life and in future projects. This initiative is carried out on a recurring basis every year.

It includes the following formats:

01. Financial tips for young people

Short videos aimed at young people through the imagin app and social media to provide knowledge, tools and training on financial education. This initiative is carried out on a recurring basis every year.

02. End of Month Podcast

Podcast featuring open, honest and approachable conversations with relevant guests from different fields, aimed at deepening the discussion and normalising talking about money. It includes a section called “**Clases de repaso**”, in which a financial educator explores financial and business education concepts in greater depth.

Results of the programmes



1.1 M

Social media interactions



69.8 M

Views

42 M in 2024

03. Financial literacy blog

Web channel in which financial content is developed in greater depth, with more context and continuity, complementing the existing digital channels.

CaixaBank Talks

Customers

Talks on savings, protection and financial planning in different vital situations. This initiative is carried out on a recurring basis every year.

Results of the programme



1,100

Conferences held

1,213 in 2024



58,416

Attendees

39,788 in 2024



Training

CaixaBank offers specific training courses with the aim of promoting a solid financial culture that improves the financial and business management knowledge of the target groups.

Programa Aula

Shareholders

Training on economics and finance, aimed at CaixaBank's retail shareholder base. This initiative is carried out on a recurring basis every year. It includes the 'Training on Wheels' programme.

Results of the programme



4

In-person courses, with 411 attendees and 822 hours delivered.

4 in 2024



11

AULA Webinars. Online seminars with 7,669 views.

11 in 2024



12

New episodes of the AULA financial education podcast, with 41,338 views.

12 in 2024

01. Formación sobre ruedas

Didactic resource in video format that focuses on those economic, financial and sustainability concepts that may seem complex at first glance, but which are explained in a language accessible to all audiences. With the participation of various experts, everyday economic topics are discussed during a short car journey.

Results of the programme



25

Chapters aired

23 in 2024



22,182

Views

28,346 in 2024



CaixaBank Volunteering talks and workshops

The CaixaBank Volunteers Association delivers talks and workshops aimed at various groups, such as young people, the elderly and those in vulnerable situations.

01. Finances for young people

Young People

It seeks to equip young people in 4th year of compulsory secondary education (ages 14–15) with tools, resources and skills that enable them to make more responsible financial decisions in the short term. These workshop are held regularly during the year.

Results of the programme



54,470

Attendees

54,175 in 2024



2,259

Workshops

2,289 in 2024

02. Workshops for people with intellectual disabilities

Vulnerable people

It aims to teach basic financial concepts that help people with intellectual disabilities to improve their autonomy and to make a responsible use of money. These workshop are held regularly during the year.

Results of the programme



2,508

Attendees

1,686 in 2024



183

Workshops

114 in 2024

03. Workshops and talks for adults

Vulnerable people

It aims to provide tools to improve both the knowledge of basic financial concepts and the financial decision-making skills of people in vulnerable situations. These workshop are held regularly during the year.

Results of the programme



10,238

Attendees

10,487 in 2024



554

Workshops / talks

611 in 2024

04. Talks and discussions on financial education for older people

Senior segment

It aims to teach the basic concepts that enable older people to manage their day-to-day finances with peace of mind. These workshop are held regularly during the year.

Results of the programme



1,931

Attendees

525 in 2024



82

Workshops / talks

26 in 2024

05. MicroBank Academy

Entrepreneurs

MicroBank Academy offers entrepreneurs specialised training 100 % online, developed in collaboration with Google and Accenture. The platform offers nearly 100 training courses designed to strengthen key skills in the world of entrepreneurship, ranging from digital skills and business management to content related to artificial intelligence, digital transformation and customer service strategies. A free training platform available to all, regardless of whether they are customers. This initiative is carried out on a recurring basis every year.



Results of the programme

94

Courses available

16 own courses, **27** with Google and **51** with Accenture

27 in 2024



50,885

Visits



4,309

Newsletters

Courses with elBulliFoundation

Hospitality sector

elBullifoundation

On-site courses in restaurant business management, aimed at customers in the sector. Participants receive training and guidance from elBulliFoundation, with access to Ferran Adrià's Management recipes. This initiative is carried out on a recurring basis every year.

Results of the programme



7

Restaurant management courses

2 in 2024



525

Attendees

160 in 2024



200

Training hours

32 in 2024

Knowledge generation and analysis

In an ever-evolving economic environment, the creation and dissemination of knowledge become fundamental pillars for strengthening financial literacy and promoting informed decision-making.

CaixaBank Research

Customers Society in general

Creation and dissemination of knowledge through research and economic analysis, to contribute to public debate and to society's economic awareness. This initiative is carried out on a recurring basis every year.

Results of the programme



256

Conferences

199 in 2024



671

Articles

707 in 2024



9

Podcasts

10 in 2024

PROMOTING EMPLOYABILITY AND ENTREPRENEURSHIP

CaixaBank is committed to delivering training and support for entrepreneurship, as well as to the economic development of the territories in which it operates.

CaixaBank maintains a firm commitment to value creation and the economic development of the territories. In order to drive this commitment, within the framework of the 2025–2027 Strategic Plan, CaixaBank has set the **objective of reaching 150,000 people who have improved their employability and access to employment**. This objective is monitored quarterly by the Board of Directors.

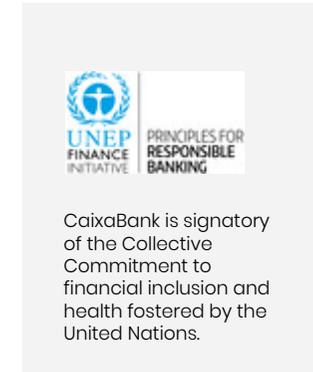
_CAIXABANK IS COMMITTED TO JOB CREATION



*CaixaBank has set itself the objective, under the 2025–2027 Strategic Plan, of enabling **150,000 people to improve their employability and access to employment.**¹*

¹Includes the direct jobs created with the support of financing for MicroBank businesses and its Skills & Student Education loans, the students benefiting from Dualiza, and people benefiting from the Tierra de Oportunidades programmes (rural entrepreneurship).

To contribute to the achievement of this objective, CaixaBank has promoted various **lines of action that foster employment, entrepreneurship and social development**. Notable examples include those promoted by MicroBank, the Group’s social bank, which provides financing for business projects and training programmes, and **CaixaBank Dualiza**, which contributes to promoting vocational training and its dual modality.



MicroBank's support for entrepreneurship and employment

In line with the commitment to foster social well-being, employment, entrepreneurship and economic development, the financing offered by MicroBank stands out. In addition to its contribution to financial inclusion described in the **section "Specific inclusive microcredit offering"**, MicroBank is committed to job creation, the promotion of productive activity and people's development through:

- | the start-up or expansion of businesses through the **granting of microcredits to entrepreneurs and financing for social enterprises**.
- | The **granting of financial support to self-employed professionals and micro-enterprises** as an instrument to stimulate the economy.
- | The **funding for individuals and companies wishing to invest in their training and education** with the aim of improving their employability.
- | The **free training offering for entrepreneurs (see section "Financial literacy – MicroBank Academy")**

To support these initiatives, MicroBank is **backed by the main institutions of Europe**, including the European Investment Fund (EIF), the European Investment Bank (ECB) and the Council of Europe Development Bank (CEB), which are dedicated to fostering entrepreneurship and microfinance, and acts as a bridge between these institutions and the end customer, channelling funds from the European Commission.



_CONTRIBUTION TO ECONOMIC DEVELOPMENT AND JOB CREATION

30,170

Direct jobs created with support for entrepreneurs and microenterprises

32,245 in 2024

€ 55.2 M

Destined to social businesses

€ 60 M in 2024

9,941

Businesses created with financial support Aimed at improving employability through training and education

9,541 in 2024

€ 52.5 M

€41 M in 2024

€ 46.5 M

In microloans for entrepreneurs who have received support from social entities

€ 43.9 M in 2024

With the aim of contributing to economic development and job creation, MicroBank offers entrepreneurs, professionals, companies and students a range of financial solutions adapted to their needs, including:

Entrepreneurs

Funding to support entrepreneurs and microenterprises to boost job creation and the opening of new businesses.

Microcredits for entrepreneurs

Microcredits aimed at entrepreneurs and microenterprises with fewer than 10 employees and a turnover of no more than 2 million euros a year that need financing to start, consolidate or expand their business or to meet working capital needs.

30,506

Transactions

23,253 in 2024

€ 662 M

Amount granted

€ 317 M in 2024

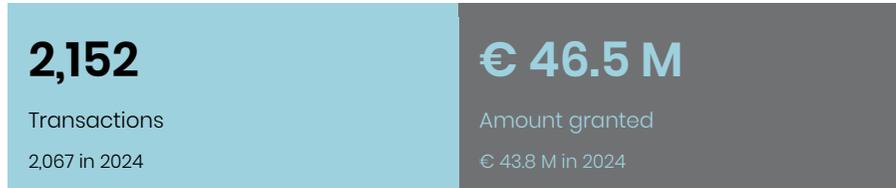
€ 21,713

Average amount

€ 13,646 in 2024

Microcredit for businesses in partnership with entities

Microcredits aimed at entrepreneurs who have difficulty accessing the traditional credit system and who receive advice from one of MicroBank's partner organisations.



“Agro relevo generacional” microcredit

Microloan aimed at financing sustainable investments related to an agricultural, livestock, and farming business for self-employed individuals and microenterprises, especially young people who have joined the sector, to promote economic development in rural areas, as well as to address generational renewal.

Sustainable economy

Financing to support a just transition towards a sustainable economy.

“Agroinversión sostenible” loan

New in 2025

Loan aimed at entrepreneurs and microenterprises with fewer than 10 employees and turnover of up to €2 M, operating in the agricultural sector. To finance sustainable investments linked to an agricultural holding:

- | Reduction of emissions from machinery → tractors/harvesters and other machinery.
- | Climate resilience → drought/flood resistant crops.
- | Water efficiency.



Social enterprise

Loans for social interest companies

Loans aimed at social entities and businesses, with up to 249 employees and up to €50 million in turnover, that seek a positive and measurable social impact through business activity:



Economic



Environmentally sustainable



Local Energy Communities (CELs) Loan

A loan to finance shared self-consumption at the local level. Local Energy Communities (hereinafter CELs) promote citizen participation in distributed energy projects, encouraging the generation of renewable energy within the city or municipality where the community members reside.

The purpose is for these CELs to generate economic, social, and environmental benefits not only for their members but also for their local community.

Education

Funding access to education and training to improve skills and employability.

Skills and Education Programme (S&E)

The Skills & Education programme, in partnership with the EIF, enables access to financing for individuals and for organisations that can provide education, training and skills development services.

Loans Skills and Education Students

Loans aimed at people who want to further their education or improve their professional skills.



Loans Skills and Education Businesses

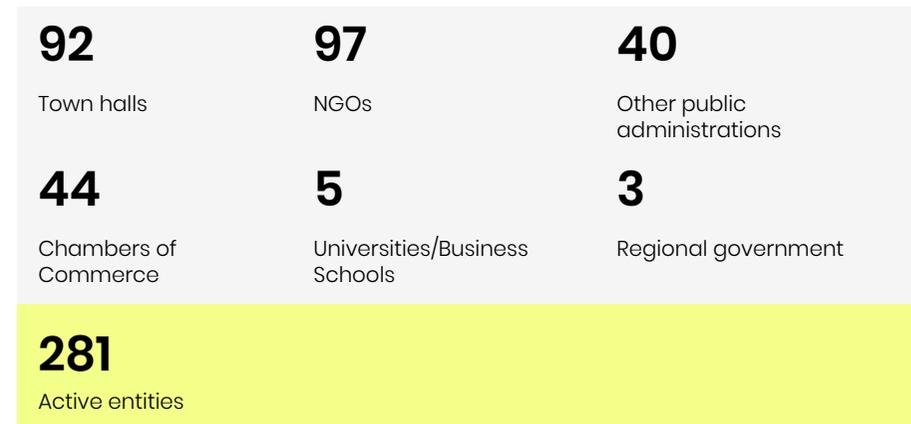
Loans to education and training centres to finance infrastructure, intangible assets and working capital.



Non-financial services for entrepreneurs

Partnerships to promote self-employment

A key element is the partner entities that promote self-employment. The collaborating entities enable better assessment of operations thanks to their knowledge of customers. They provide technical support to entrepreneurs, facilitating non-financial services, especially among groups at risk of financial exclusion.



SERVICES THEY PROVIDE



Technical support for business project development



Assessment of the feasibility plan



Training and monitoring

Educational offer for entrepreneurs

MicroBank Academy

It was created to offer support and training to entrepreneurs. It includes online courses that are completely free of charge and open to both customers and non-customers, with content designed to adapt to different levels of knowledge and different needs. [See “Financial culture” section.](#)

CaixaBank Dualiza's boost to training

CaixaBank Dualiza is a foundation dedicated entirely to the promotion and support of Vocational Training, especially in the dual mode. CaixaBank Dualiza supports the demands of companies and works with Vocational Training (VT) centres and teachers to attract future professionals and improve their employability.

_ACTIVITY 2025

dualiza		
<p>Promotion and dissemination</p> <p>VIII Call for Dualiza Grants</p> <p>32 projects, with 2,329 students, 320 educators, 50 vocational training centres, and 83 collaborating entities.</p> <p>Dualiza Breakfasts, Meetings and Workshops</p> <p>64 Dualiza Breakfasts and Meet-Ups: involving 1,403 companies and 493 VET centres</p> <p>12 sectoral workshops (Hospitality, Agriculture, Construction, Metal or multi-sector), involving 181 companies.</p> <p>Initiatives aimed at improving the professional qualifications of students and teachers</p> <p>MOOC "Digitalisation and VET", the 4th InnovaProfes Congress, Dualiza InnovaLab, or various training courses. 929 educators taking part.</p> <p>programmes to develop soft skills, training in robotics and programming, or hackathons and innovation events: 4,037 learners taking part.</p> <p>Active participation in vocational training conferences</p> <p>11th Annual FP Empresa Congress</p> <p>Supported VET meetings and events, such as the La Básica en Red event, the "Digitalisation and Sustainability" Congress and the 7th National VET Meeting.</p>	<p>Focus</p> <p>Workshops and seminars</p> <p>26 training actions aimed at raising awareness of vocational training among more than 1,000 guidance counsellors from all over the country.</p> <p>7th Dualiza-Orienta Call for Proposals. 28 projects, with 5,073 learners, 28 VET centres and 170 collaborating entities.</p> <p>18 regional workshops on the new integrated VET system, with 1,134 guidance counsellors taking part.</p> <p>Dualiza Vocations</p> <p>Awakening an interest in VET: 15 programmes developed with the participation of 6,140 students, 75 VET centres and 91 companies.</p> <p>"La Básica" platform</p> <p>A reference space for Basic VET teachers: more than 1,300 teachers and 685 VET centres.</p> <p>VET and employment fairs</p> <p>Events that allow students to learn first-hand about training and career opportunities: more than 20,000 attended.</p>	<p>Investigation</p> <p>Studies and reports</p> <p>Studies and reports such as: "key green competences for Spanish VET", "Integrated VET centres in Spain: current situation, trends and future challenges", "Spanish youth and the primary sector" and "Spanish industrial VET".</p> <p>6 vocational training analyses carried out</p> <p>"Modular performance of VET "Modular performance in VET: the barometer of the dropout challenge"; "Teachers as the backbone of the VET system in Spain"; "VET and the generational gap in the Spanish population"; "Green jobs and wages"; "Women, VET and green occupations"; "The foreign population in Vocational Education and Training".</p> <p>VET Observatory</p> <p>The only platform with regionalised data and time-series evolution, which has strengthened its position as a national benchmark by expanding content and tools to support evidence-based decision-making.</p>

_BENEFICIARIES 2025



_INVESTMENT 2025



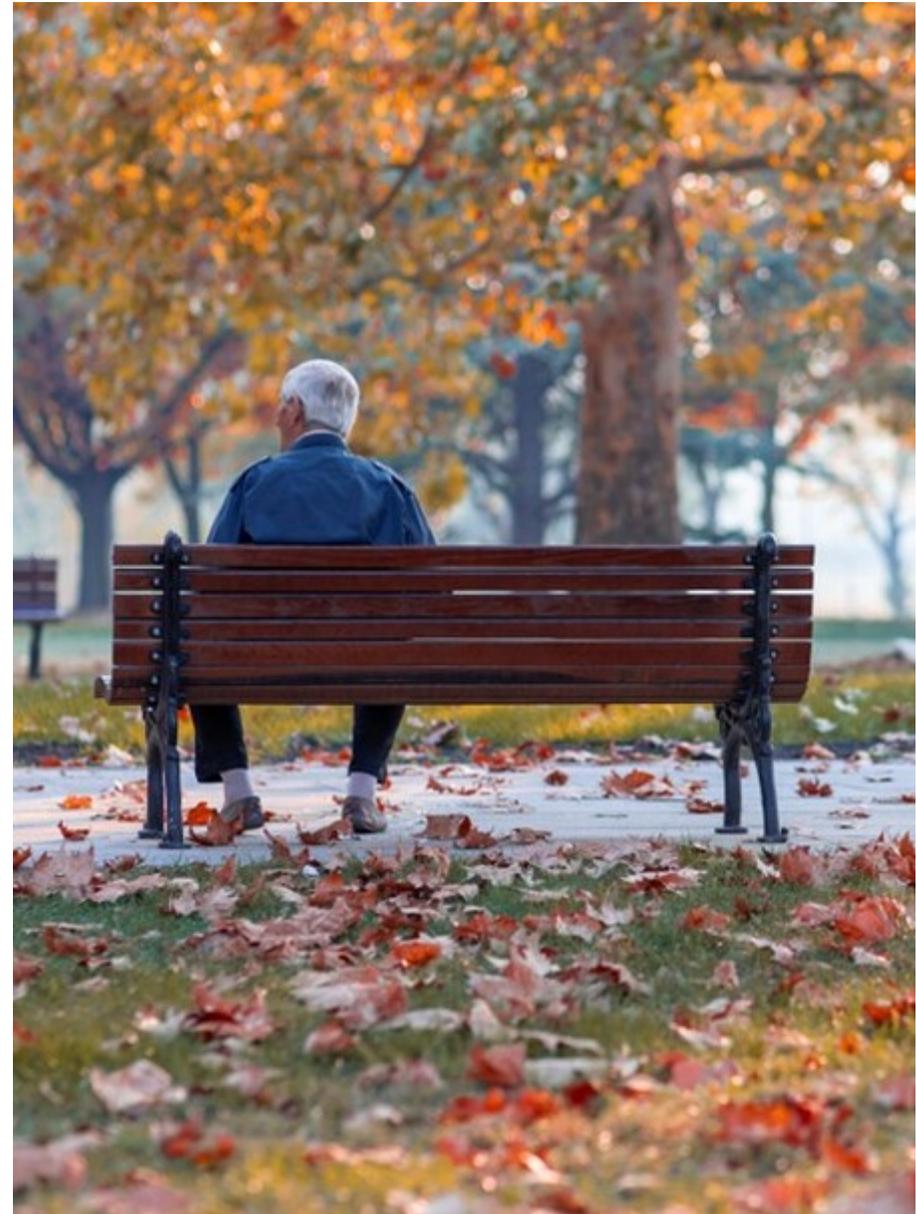
RESPONSES TO INCREASING LONGEVITY

In a context of steadily increasing life expectancy, Spain now has more than 12 million people aged 60 and over. By 2030, it is estimated that this group will represent 23% of the population.

In view of this growing longevity, CaixaBank is strengthening its commitment to society and, in particular, to the senior demographic through its value proposition **Generación+**. This reinforces its purpose of supporting customers throughout their lives and promotes a package of innovative products that provide planning and support for retirement and improvements in the quality of life during ageing.

From the point of view of long-term savings, CaixaBank offers specialised solutions for planning, with products such as MyBox VidaCare and its value propositions for flexible incomes. This offer is complemented by initiatives to adapt to the way this group interacts and the specialisation of the teams that serve them.

Awareness-raising and financial education activities are also carried out, such as the CaixaBank Talks sessions, which promote informed decision-making on long-term savings and investment (*see section "Financial culture"*) and programmes to promote savings for a specific purpose, as well as alliances and collaborations, including the promotion of volunteering. In this area, the Group develops specific initiatives aimed at older people, focused both on disseminating financial concepts to foster their economic autonomy and on support actions designed to mitigate unwanted loneliness (*see section "Social action"*).



Generation +

Generación + drives a new stage of senior well-being, planning and support

In 2025, CaixaBank strengthened its commitment to the senior segment through the evolution of its preferential service model, consolidated since 2022, with the **launch of Generación+, the Group's new comprehensive offering** to address the challenges of longevity and retirement planning. This initiative is aligned with CaixaBank's purpose of supporting people throughout their lives, adapting to their needs at each stage of life.

Generation+ marks a qualitative leap forward in relation to elderly customers, offering a more personalised, proactive model of care aimed at improving their wellbeing. The offering integrates **financial planning** solutions tailored to each stage of life, liquidity alternatives that make it possible to supplement the pension through real estate assets, and an **exclusive space with products and services focused on well-being**: travel, mobility, protection, training and care services.

In also incorporates **support services in situations of dependency**, including the management of public benefits and access to specialized resources, thus reinforcing CaixaBank's commitment to comprehensive support that goes beyond financial matters.



_ACCOMPANYING PEOPLE

Training

99% of the employees of the commercial network have undergone specialised training in care and quality treatment for elderly people, guaranteeing closer attention adapted to the needs of each person.

_ADAPTATION TO THEIR WAY OF INTERACTING

100 %

User-friendly ATMs and adapted for passbook use.

Opening times

Unrestricted cash withdrawal.

Advance

Payment of the monthly pension payment on the 24th.

Personal

Personal service by telephone and WhatsApp.

900 365 065

Direct assistance by a specialised agent, with no automated filters.

_CAIXABANK WORKS TO IMPROVE FINANCIAL INCLUSION

Advisory Committee

A pioneering initiative in the banking sector. Creation of a forum for analysis, reflection and exchange of opinions with leading personalities.

Branch network

Presence in 3,699 municipalities through 3,542 branches, 450 retail service centers and 11,034 ATMs in Spain.

CBK does not abandon

towns, and we have expanded the ofibus service (covering 1,413 towns and villages across 17 provinces)

Chair

for active and healthy longevity. Collaboration between Esade, Deusto, Comillas, "la Caixa" Banking Foundation, VidaCaixa and CaixaBank.



CaixaBank launches Generation+, a new range of products for retirement planning and support for the elderly.



CaixaBank renews AENOR certification and obtains CEOMA certification for its commitment to elderly people

Three years after becoming the first company to be certified by AENOR as an entity committed to elderly people, CaixaBank has renewed this certification and has added CEOMA accreditation, thus reinforcing its historical commitment to elderly people.

_ SENIOR SOLUTIONS

€ 44,421 M

in Life Annuities and VAUL¹

¹ Portfolio at 31/12/2025.

62%

Life annuity payment



_ BY THE SIDE OF OUR SENIOR CUSTOMERS

4.3 M

Senior customers

45%

Penetration rate among 65 and over

34.3%

Share of pension direct deposits

Figures for 2025.

PRIVACY AND PERSONAL DATA PROTECTION

CaixaBank is governed by the highest standards of respect for the fundamental right to the protection of personal data, as well as the preservation of the confidentiality of the information it processes. These are main pillars underpinning trust, a core value of its activity.

CaixaBank works on the basis of principles that allow individuals to maintain greater control over their personal data ensuring that only the data strictly necessary for the specific purposes for which they are collected are used. Measures are also implemented to delete or correct data that may be unnecessary, inaccurate or incomplete, as well as to retain it only for as long as strictly necessary for its legitimate use. Lastly, **CaixaBank has and applies security measures aimed at preserving the confidentiality, integrity, availability and resilience of the systems and services associated with data processing activities**. These measures are set out in the CaixaBank Group's Information Security Policy and are described in the [section "Cybersecurity"](#).

From a preventive and proactive approach, the regulatory framework establishes the measures that must be applied to information systems to protect data throughout its entire life cycle. In any event, the definition and specific implementation of such measures are determined on the basis of the analysis and assessment of the specific risk associated with each data processing activity carried out by the Group, in accordance with the methodology established for data protection impact assessments (PIAs).

CaixaBank has not established quantitative targets in the area of privacy, but it does aim to achieve the following:

- | Continuous improvement in all aspects related to privacy, particularly in proactive responsibility and the application of the principle of data protection by default and by design.
- | A culture of data protection and privacy.
- | The protection of information in general and personal data in particular.
- | Establish Governance and analysis of AI in the framework of data protection.
- | Ensure data quality and data governance.



GOVERNANCE FRAMEWORK

CaixaBank ensures the correct management of data protection risk. For this reason, it has a solid governance model. The **pillars on which the CaixaBank Group's data protection and privacy risk governance framework is based are:**



Compliance with the principles set out in the Corporate Privacy Policy¹ by all CaixaBank Group companies within its scope of application.



Corporate oversight carried out by CaixaBank's corporate function for the Group's companies.



Alignment of the data protection and privacy strategy among all the Group's companies, as well as alignment with best practices, supervisory expectations and current regulations.



Involvement of the governance and management bodies of all Group companies.



Internal control framework based on the Three Lines of Defence model ensuring strict segregation of duties and several layers of independent control.



The **Data Protection Officer** performs the **function of advising, informing and supervising compliance with data protection regulations** in the companies of the Group.

The highest body responsible for privacy and data protection risk management is the Board of Directors. Among other duties, it sets the strategy and core principles for managing privacy and data protection risk within the Group, overseeing their implementation and periodically assessing their effectiveness, and, where appropriate, adopting suitable measures to remedy any potential shortcomings. It is also responsible for defining the framework for monitoring and the evolution of privacy and data protection risk, as well as ensuring respect for the fundamental right to data protection. Further responsibilities include the approval and monitoring of compliance with the **Corporate Privacy Policy¹**.

The **Data Protection Officer (DPO)** is responsible for reporting periodically to the governing and management bodies on matters relating to privacy and data protection. In this regard, the DPO collects and reports, at least on a six-monthly basis, the following information to the **Privacy Committee and the Chief Executive Officer:**

- | **Status of specific projects** in light of the inherent risk to data subjects' rights in the area of data protection.
- | **Any breaches of data protection regulations** that may have been detected, risks arising from these incidents and recommended measures on how best to mitigate them.
- | Start and status of **inspection and sanctioning procedures** by the AEPD or any other supervisory authority.
- | **Requests for any additional resources** needed to adequately fulfil their duties.
- | **Indicators tracking** the exercise of rights and security breaches.

In addition, the DPO reports this information on a six-monthly basis to the **Management Committee** and annually to the **governing bodies**.

¹ The principles of this Policy are publicly available: General principles of the corporate data protection and privacy policy.

Framework of privacy policies and principles

CaixaBank's Corporate Privacy Policy

CaixaBank's Corporate Privacy Policy¹ sets out the governance framework for privacy and the ethical use of data. It defines the principles applicable to the processing of personal information, the rights granted to data subjects and the internal governance framework in this regard. It also regulates the role of the Data Protection Officer (DPO) and ensures the existence of the procedures and measures necessary to ensure that privacy and data protection risk management is aligned with the Group's risk appetite.

The **Policy is updated every three years**, and the latest version was approved by the Board of Directors in 2024. However, the Policy is reviewed annually by the responsible areas and submitted to the Board for updating where required.

Data protection protocols

The Group has a set of data protection protocols that to enhance the management of personal data:

- | **Protocol for the preparation and maintenance of the Register of Processing Activities (RAT)**, which incorporates the Register of Artificial Intelligence Components (RCIA), so that the AI components are associated with the data processing in which they are involved.
- | **Data retention protocol.**
- | **Personal data breach management protocol.**

Privacy and personal data protection committees

In addition to the framework of privacy policies, **the Group has two corporate committees** that monitor the day-to-day management of privacy and data protection risks.

Corporate Privacy Committee

Its purpose is to ensure that the fundamental right to data protection (enshrined in the Charter of Fundamental Rights of the European Union) is respected across all activities carried out whilst adhering to prevailing legislation, resolving any incidents detected and, where appropriate, leading the implementation of regulations and establishing interpretive criteria in this respect.

	Frequency monthly		Reports to Management Committee		Risks managed: legal, regulatory and conduct
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Impact Assessment and Risk Management Committee (PIA Committee):

It analyses and, where applicable, authorises new activities in involving the processing of personal data and the ethical use of data and the components of artificial intelligence. Its decisions are ratified in the Corporate Privacy Committee.

	Frequency monthly		Reports to Corporate Privacy Committee		Risks managed: legal, regulatory
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¹ The principles of this Policy are publicly available: General principles of the corporate data protection and privacy policy.

Corporate model

All companies belonging to the CaixaBank Group have common rules and policies (adapted to the jurisdictions and sectors in which they operate) governing the privacy and data protection of data subjects. Likewise, the CaixaBank Group companies have common infrastructures in place both for managing possible personal data breaches and for attending to the exercise of data subjects' rights.

In addition, there is a **Data Protection Monitoring Group for Group companies**, through which the DPO communicates to Group companies the criteria adopted by the Corporate Privacy Committee. This group is attended by the privacy officers of the Group's companies, as well as the national DPOs of international subsidiaries.

DATA PROTECTION MANAGEMENT FRAMEWORK

CaixaBank has a data protection management framework that incorporates a set of measures designed to ensure the appropriate and secure processing of customer data. It is also complemented by communication channels made available so that customers can resolve any queries relating to privacy, as well as by specific procedures for incident management, ensuring an effective and consistent response to any situation that may affect personal data.

Main actions taken in relation to the commitment to data protection

CaixaBank has a set of management measures aimed at reinforcing its commitment to data protection. In line with this commitment, during 2025 various initiatives were promoted and strengthened to consolidate the data protection model, as described below.

Communication with data subjects

CaixaBank provides data subjects with documents that include information on the processing of personal data by the Group and offers them various communication channels so that they can inform the Group of their concerns regarding privacy (**see section "Customer communication channels regarding privacy"**).

Notably, CaixaBank has a **Customer Privacy Policy²**, which describes the processing of personal data carried out by the Group. This Policy includes a direct channel for contacting the DPO, as well as specific channels for exercising rights, consulting key aspects of processing carried out on a joint responsibility basis, and managing preferences regarding data processing, in order to comply with the General Data Protection Regulation (GDPR) and the principle of transparency.

The Policy is publicly available on CaixaBank's website and is **reviewed and updated every six months** in order to accurately reflect all data processing activities that are carried out. CaixaBank informs its customers individually of each update of the Policy through the current account statement sent to them monthly in a separate section and/or through the usual channels.

In addition, CaixaBank has **specific privacy policies detailing the processing of the personal data of other groups linked to the Bank**, such as employees, professionals from temporary employment agencies and shareholders. These policies complement the general data protection framework and ensure that each group has transparent and adequate information on the use of their personal data.

Data processing consent collection process

CaixaBank has established a process for **obtaining consent for the processing it intends to carry out**, which relies on this legal basis, ensuring that the customer has full control over their decisions. This process ensures that, before accepting or refusing a processing activity, the customer receives all the necessary information to assess the available options and make an informed decision.

² Privacy policy of CaixaBank, S.A.

Record of processing activities: modification of existing processing activities and new processing activities, and data protection impact assessment (DPIA)

CaixaBank maintains an **up-to-date record of all its data processing activities**, which includes the information legally required under the GDPR, as well as additional information that helps improve the management of privacy, data protection, and data governance. This record is dynamic and is updated in line with the Bank's activities and developments, so that any modification or new processing activity requires a risk assessment and, where applicable, a **data protection impact assessment (DPIA)**. To this end, the areas have privacy coordinators who provide information on the characteristics of the processing for analysis.

Carrying out a DPIA involves the participation of the promoting area and the evaluating teams—CAIO, CISO, and DPO—who assess the risks, propose mitigating measures, and prepare a dossier that is subsequently submitted for **review by the DPIA Committee and the Corporate Privacy Committee**.

The Group has a robust and regularly updated methodology, in accordance with the pronouncements of the data protection authorities, mainly the Spanish Data Protection Agency and its guidelines on risk management, impact assessments and processing with Artificial Intelligence. This methodology analyses data processing in three phases:

1st phase: Verification of compliance of processing with data protection legislation

2nd phase: Analysis, evaluation, and, where applicable, mitigation of any material and immaterial harm that may be caused to the data subjects as a result of data processing

3rd phase: Analysis, evaluation, and, where applicable, mitigation of the impacts on the fundamental rights of data subjects

Under this methodology, CaixaBank initially verifies whether the proposed processing activity is compliant with the GDPR using a checklist and then calculates potential the potential damage or loss for data subjects using inherent and residual risk factors based on a list of material and non-material damage and loss in order to calculate the interent and residual risk, considering the measures implemented by the Group to mitigate such damages.

This analysis is completed by the assessment of the impact of the processing on fundamental rights and freedoms, together with the measures envisaged to mitigate it.

Privacy culture: training and awareness-raising

For the CaixaBank Group, it is essential that employees understand the importance of ensuring confidentiality and respecting the right to data protection. For this reason, **the Group provides mandatory periodic training to its employees**, complemented by awareness campaigns aimed at reinforcing the importance of regulatory compliance and obligations arising from data protection legislation.

This training includes a **mandatory course**, which is conducted biennially, and successful completion is linked to the receipt of variable remuneration.

In addition, the **members of the Privacy Committee, the Risk Management and Impact Assessment Committee, the DPO and the members of the Privacy Office** receive continuous updates through the **specialised training** on data protection and information security provided by the ISMS Forum.

In addition, **specialised training** was provided to those teams whose roles require specific knowledge of data protection. In particular, the DPO team trained the Digital Communication Transformation area, the legal counsels of the subsidiaries, the Group's privacy coordinators, and, more broadly, the Legal Department.

Last but not least, **awareness and sensitisation activities** were carried out. The Privacy Office periodically prepares and distributes a specialised newsletter on privacy and data protection, sharing the most relevant news affecting the Group in this area.

Specific reviews on compliance with data protection regulations

One of the pillars on which the governance framework rests is the internal control framework based on the Three Lines of Defence model (DPO Office, Regulatory Compliance and Internal Audit), thus ensuring the strict segregation of functions and the existence of various independent control layers.

Internal Audit carries out specific reviews of compliance with data protection regulations as part of its annual audit programme.

Existence of data security measures

The Group implements procedures for managing security incidents and establishes security measures aimed at preserving the confidentiality, integrity, availability, and resilience of the systems and services associated with data processing activities (*see section “Cybersecurity”*).

Continuous monitoring of regulatory developments

The Group has a specific department responsible for monitoring and implementing regulations, through which the study and assessment of the impact, as well as the necessary action plans, are channelled by the specialist areas. Additionally, the DPO office conducts continuous monitoring of statements from data protection authorities and judicial activity and, where appropriate, these are presented to the privacy committee for awareness, follow-up, and, if necessary, the adoption of action plans.

Channels for communicating with customers on privacy issues

CaixaBank offers its customers various communication channels through which they can contact it to discuss privacy and data protection issues:

- | **The CaixaBank website.** The Privacy Policy published on the Group’s website provides a link that directs users to an online form, allowing them to contact the DPO directly or to exercise all the rights granted to data subjects under the applicable data protection regulations.
- | **CaixaBank branches:** Customers can exercise their rights under data protection regulations at any CaixaBank branch.
- | **CaixaBank digital banking and mobile applications:** In digital banking and in all the other mobile applications that the Group makes available to customers, a space has been set up where privacy preferences can be configured, such as the management of consents for the processing of personal data and/or the exercise of rights.
- | **Post office box.**
- | **Telephone customer service (SAC):** Through the SAC, customers can submit inquiries and complaints regarding matters related to the protection of their personal data. These enquiries/complaints are forwarded and directly answered in writing by the Group’s Data Protection Officer.





Processes for addressing incidents

CaixaBank is committed to the early detection and management of events that may affect personal data. For this reason, it has a **Protocol for the management of personal data breaches**. This protocol details the process by which incidents potentially affecting personal data are handled, involving the DPO, the CISO, and the relevant business areas that may be implicated in each specific case. If necessary, the involvement of Audit may be requested.

In this regard and to improve the handling of incidents, CaixaBank and the other Group companies have a single communication channel in place for this type of event known as the **Data breach management procedure**.

The personal data breach management procedure is also connected to other procedures and circuits that exist within the Group which, due to their nature, could give rise to incidents affecting personal data. These include the **procedure for analysing and managing potential confidentiality breaches, the Customer Service, the channels for exercising rights, and the contact channel with the DPO**. This way, if any of these channels detect signs of potential personal data breaches, the incident is logged into the **single reporting channel**, ensuring its analysis and management from the perspective of privacy and data protection.

The **results of the Personal Data Breach Management Procedure are reported monthly to the Corporate Privacy Committee**, where they are analysed, and additional action plans are determined and implemented, complementing those established individually in each analysis.

In the event that an incident affecting personal data originates from the actions of Group personnel or third parties involved in the provision of professional services within their respective professional roles, in addition to the analysis of the incident through the Data Breach Management Procedure, the corresponding management and analysis will be carried out by the Human Resources Department. If necessary, the Incidents Committee will exercise its disciplinary powers. **The disciplinary activity of the Incidents Committee is also reported monthly to the Corporate Privacy Committee.**

Governance

*The CaixaBank Group is subject to strict national and international regulatory requirements, which translate into internal policies backed by control and supervision mechanisms to ensure their effectiveness and compliance. These policies embody the Group's **commitment to carry out all activities in accordance with current legislation and the highest ethical standards, promoting a culture of integrity, respect, honesty, transparency, and professional excellence.***

CaixaBank's business conduct places people at the centre and bases its commitment on the highest legal and ethical requirements, such as: Transparency vis-à-vis customers, shareholders and investors; prevention of money laundering and terrorist financing; the fight against corruption and bribery; the non-contracting of direct interest representation services to lobby the authorities (lobbying); and compliance with personal data protection regulations.

This commitment is supported by **a robust corporate culture**, rooted in CaixaBank's foundational values and **based on the Group's corporate principles, serving as a key enabler for strategy development and** guiding daily decisions in interactions with customers, suppliers, shareholders, and society at large.

The CaixaBank Group's business conduct and corporate culture are rooted in sound corporate governance which permeates all the Group's decisions. This governance model ensures accountability, effective oversight and alignment with sustainability principles, reinforcing stakeholder confidence. It also ensures an **open and safe working environment** in which employees can raise their concerns, which is essential to reinforce the Group's integrity and transparency. Encouraging an environment that promotes communication contributes positively to the

execution of the strategy and enables the early identification of potential breaches of conduct and behaviour.

In the same vein, **monitoring, addressing and combating bribery and corruption** are essential for CaixaBank and for this reason are given high priority. It should be noted that, following an assessment of the materiality of business conduct issues, activities related to anti-money laundering and counter financing of terrorism (AML/CFT), among others, were flagged as material. CaixaBank is aware that its role as a financial institution requires remaining alert to a growing level of financial crime in order to safeguard the integrity of the banking system.

CaixaBank endeavours to **extend its ethical principles all along its supply chain**, requiring its suppliers to observe a set of responsible and sustainable standards. The Group also promotes initiatives that facilitate their transition to more sustainable practices, encouraging collaboration and the joint development of solutions that create long-term value.

Similarly, CaixaBank maintains a strong commitment to **transparency in its lobbying activities**, which are conducted through sector associations.



DESCRIPTION OF PROCESSES FOR IDENTIFYING AND ASSESSING MATERIAL IROS RELATED TO BUSINESS CONDUCT

Within the framework of the Group's half-yearly risk profile self-assessment exercise (**Risk Assessment**), the Group has **identified and assessed risks in the area of business conduct**. These risks are included in conduct and compliance risk, within the corporate risk catalogue (*see section "Risk management - Corporate risk catalogue"*) of the CaixaBank Group. The results of the *Risk Assessment* have been considered in the Double Materiality Assessment (*see section "Materiality Assessment"*), together with stakeholder expectations, market practices, expert knowledge of the areas involved in this risk and market trends. The following material risks have been identified as a result of this process:

- | Lack of adaptation, transparency or non-compliance with environmental, social and governance regulations.
- | Lack of an adequate risk management framework aligned with the company's risk appetite including conflict of interest management.
- | Non-compliance with the requirements set out in the AML/CFT regulations.
- | Lack of transparency in relations with public institutions.

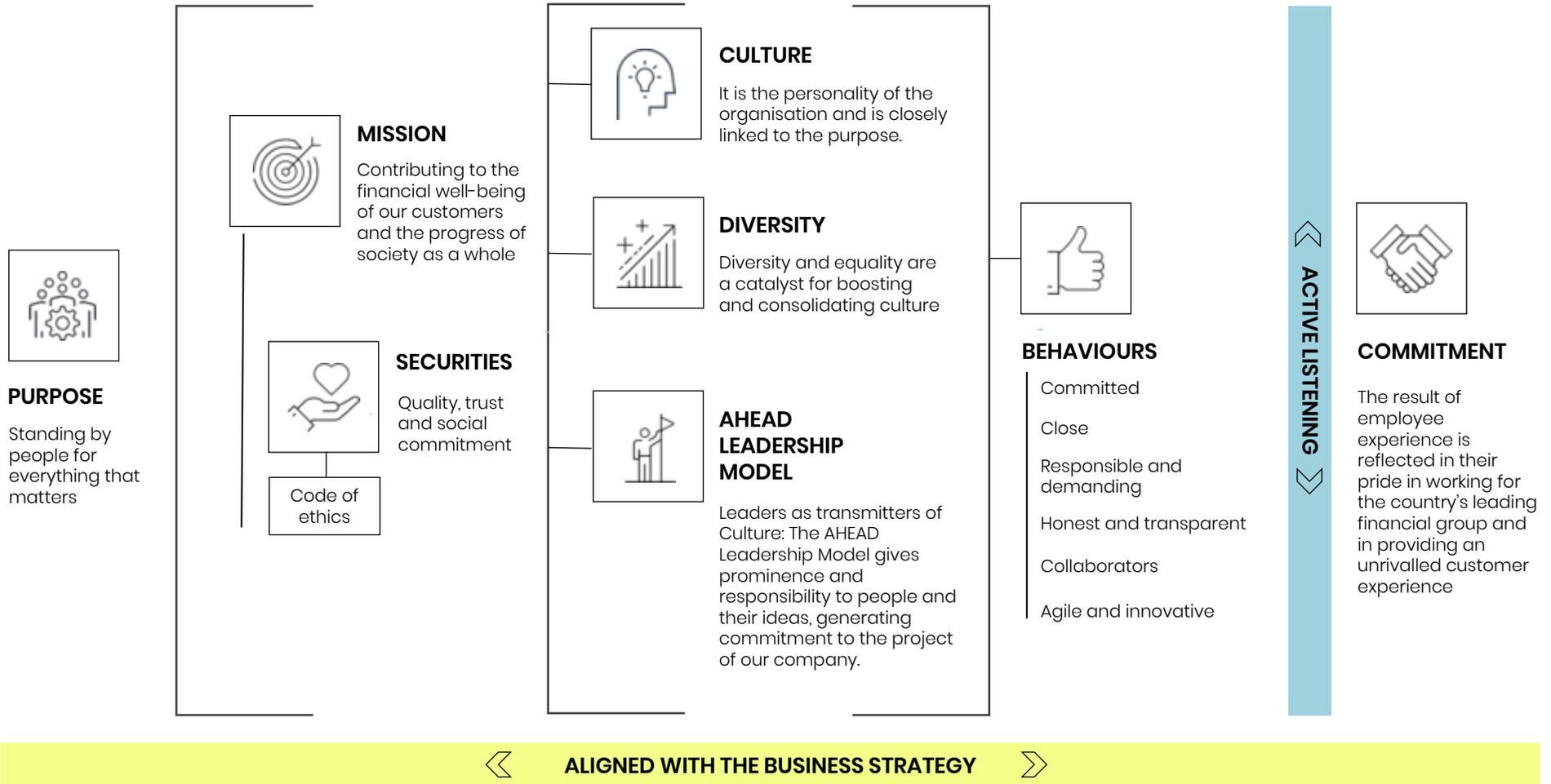
In the same vein, CaixaBank employs a **systematic approach to identify and assess impacts related to business conduct**. This process considers context analysis and *feedback* from stakeholders, as well as key criteria such as the nature of the Group's activities, supplier relationships and services offered to customers in order to assess the potential impact these areas may have on the Group's transparency and integrity.

- | Promoting an ethical culture and acting with integrity towards customers, suppliers and other *stakeholders*.
- | Loss of confidence on the part of *stakeholders* due to lack of transparency or incorrect management of the complaints channel.
- | Increased compliance with ESG standard requirements in commercial relations with suppliers as a result of the conducted audits.
- | Contribution to the public coffers through the payment of taxes by the Group.



CORPORATE CULTURE

The corporate culture stems from CaixaBank's founding roots and is the way of being and doing of all the people who form part of CaixaBank. Based on the corporate values of quality, trust and social commitment, its essence is reflected in the action principles reflected in the **Code of Ethics**, which are mandatory and form the backbone of the decision-making process at all levels of the Group. Alongside diversity as a lever to drive and consolidate the AHEAD culture and leadership, a set of **behaviours** emerge, connecting with employee engagement through active listening.



CODE OF ETHICS

The corporate culture of the CaixaBank Group is embodied in its **Code of Ethics**, which sets out the values and ethical principles that guide the actions of all its members. The Code of Ethics **constitutes the highest-level internal standard** and, as such, is mandatory for all individuals within the Group. Accordingly, all employees sign their commitment to comply with the Code of Ethics upon joining the company.

Subsequent updates of the Code of Ethics are communicated to employees through various dissemination and awareness-raising measures (*see section "Dissemination, training and awareness-raising on the Code of Ethics"*).

In 2025, the Board of Directors approved an **update to the Code of Ethics**, involving the following modifications:

- | Inclusion of the definition of corporate culture.
- | Incorporation of the concept of business conduct.
- | Revision of the Internal Reporting System section, aligned with the provisions of Law 2/2023 on whistleblower protection.

The new version of the document is published on CaixaBank's corporate website, and its update was communicated to employees through the **launch of regulatory training**.

The values and principles set out in this Code are **conveyed to the Group's suppliers** through the **Supplier Code of Conduct** (*see section "Supplier relationship management"*), which disseminates and promotes these values and principles in the suppliers' activities, as well as to any third parties whose contractual relationship requires compliance.

The **Code of Ethics** contains the following **principles for action**:

Compliance with current laws and standards

Everyone at CaixaBank must comply with prevailing laws, rules and regulations at all times.

Respect

We respect people, their dignity and fundamental values. We respect the cultures of the territories and countries where CaixaBank operates. We respect the environment.

Integrity

By conducting ourselves with integrity, we generate trust, a core value for

Transparency

We are transparent, publishing our main policies and relevant information about our activities on our corporate website.

Confidentiality

We uphold the confidentiality of the information that our shareholders and customers entrust in us.

Social responsibility

We have a commitment to society and the environment, and take these issues into account in conducting our business.

Excellence and professionalism

We work rigorously and effectively. Excellence constitutes one of CaixaBank's fundamental values. For this reason, we place our customers' and shareholders' satisfaction at the centre of our professional activity.

DISSEMINATION, TRAINING AND AWARENESS-RAISING ON THE CODE OF ETHICS

CaixaBank promotes the effective application of its Code of Ethics, fostering a culture of integrity, compliance and responsibility throughout the Group. To succeed in this task, **it delivers regular information, training, and awareness activities to improve awareness of, and proper adherence to, the Code of Ethics.**

The main dissemination and awareness-raising measures include the following:

01 CaixaBank carries out **regulatory training** periodically, which all employees must complete, thus ensuring that they are constantly updated. In this context, in 2025 a training course linked to variable remuneration was published, covering the main guidelines on the Code of Ethics, Anti-Corruption, and the Internal Reporting System.

(see section "Governance - Training and dissemination of business conduct").

02 The Code of Ethics is **available to all employees** on the intranet and on CaixaBank's corporate website¹. Moreover, updates are announced on the corporate intranet when changes are made.

03 CaixaBank enables various **internal channels to resolve doubts** regarding the interpretation of the Code of Ethics.

(see section "Internal Reporting System (SII)").

¹ Available in the main languages:

https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Sostenibilidad/Codigo_Etico_ENG.pdf

With these initiatives, CaixaBank reinforces its commitment to transparency, corporate responsibility and the consolidation of a solid ethical culture throughout the Group.

ETHICAL BEHAVIOUR

The corporate culture is conveyed on a day-to-day basis through a series of attributes and behaviours, that guide the actions of all the people who form part of CaixaBank. These behaviours are grouped into three main areas:



People, our priority

- | **Committed:** we foster sustainable actions with a positive impact on people and society.
- | **Close:** we tailor our relationships and communicate by generating bonds of trust.
- | **Responsible and demanding:** we are proactive in providing maximum value to others, acting with excellence, and we make decisions independently, minimising risks and without fear of making mistakes.
- | **Honest and transparent:** we build trust with integrity, honesty and consistency.



Collaboration, our strength

- | **Contributors:** we think, share and work together as a single team.



Agility, our attitude

- | **Agile and innovative:** we champion the generation of ideas and change with anticipation, speed and flexibility.

DISSEMINATION, PROMOTION AND EVALUATION OF THE CORPORATE CULTURE

With the aim of reinforcing corporate culture, the Group has the **AHEAD Culture and Leadership Model**, which is implemented through the **Somos CaixaBank** programme.

OBJECTIVES OF THE AHEAD LEADERSHIP AND CULTURE MODEL

- 01** Promote a team culture committed to our purpose and proud to work in the CaixaBank Group.
- 02** Reinforce knowledge of cultural attributes and behaviours to facilitate cultural integration and give recognition.
- 03** Promote close, motivating, non-hierarchical leadership, with transformational capacities.

The implementation of the Model is supported by six key levers, which help drive, communicate and consolidate the corporate culture across the Group, actively engaging all employees. The main initiatives that have been implemented throughout 2025 are described below:

_TO PROMOTE AND DISSEMINATION THE CORPORATE CULTURE

Ambassadors

- | **Culture trainers.** As agents of transformation who contribute to spreading the Culture model, brand purpose and pride of belonging.
- | **Human Resources Business Partners (HRBPs) and regional heads of HR.** Acting as **agents of cultural and organisational transformation**, facilitating the connection between business strategy and talent management.

Training

- | **Onboarding "First Experience" sessions** aimed at new recruits. The aim is to present the purpose, culture and values of the Group.
- | **Participatory dynamics:** aimed at deepening purpose, culture and sense of belonging.

Promotion/Communication

- | **Launch of actions to promote knowledge of the We are CaixaBank culture** and the behaviours associated with it in order to foster meeting the strategic goals and reinforce the pride of belonging.
- | **Dissemination of the Code of Ethics** and provision of the **regulatory framework** through the corporate website and intranet.
- | **Welcome Pack** for new employees.
- | **Recognition initiatives** for employees who have completed 25 or 35 years with the Group.

Employee value proposition

- | Adaptation of the **employee value proposition aligned** with the attributes of the **CaixaBank Culture**.

_FOR THE ASSESSMENT OF THE CORPORATE CULTURE

Active listening

- | In 2025, a series of focus groups were conducted to complement the quantitative data from the 2024 Engagement, Culture, and Leadership Study, providing qualitative insights and exploring the root causes of pain points in order to fine-tune each improvement initiative.
- | CaixaBank carries out the **Engagement Survey** every two years to measure employees' experience and their perception of the working environment. In the intervening years, a **Engagement Radar** is carried out on a representative sample of the workforce (20 %).
- | Implementation of **12** automatic listening touchpoints at key moments in the employee journey. These touchpoints make it possible to continuously gather feedback from the workforce and improve the work experience.

Management development

- | Conducting the **management assessment (AHEAD Review)** based on the behaviours of the AHEAD Leadership Model.
- | **Specific training on the Culture and Leadership Model** for the heads of the Business Areas (BAHs).
- | **Specific actions through managerial channels** to promote the AHEAD Leadership Model.
- | Training in AHEAD Culture and Leadership model to **employees entering management positions**.

BUSINESS CONDUCT POLICIES

The **Code of Ethics**, as described in the “*Corporate culture – Code of Ethics*” section is the highest-level standard within the CaixaBank Group, **servicing as a bedrock** and giving purpose to all the other rules and regulations. On this basis, the CaixaBank Group **develops other specific policies on business conduct**, as detailed below and serve to complement and reinforce the ethical commitment undertaken by the organisation.

The “*Framework of sustainability policies, principles and statements*” section describes all the **Group’s policies relating to ESG matters**, including those detailed below in the field of business conduct:



KEY BUSINESS CONDUCT POLICIES

Framework of policies			
Ethical conduct policies among employees	Code of ethics	Corporate internal reporting system policy	Corporate criminal compliance policy
	Corporate policy on conflicts of interest of the CaixaBank Group	Internal Rules of Conduct in the Securities Market (IRC)	Corporate regulatory compliance policy
Policies to combat corruption and bribery	Corporate anti-corruption policy	Corporate anti-money laundering and counter terrorist financing and for management of sanctions and international financial countermeasures risk management policy.	
Codes of conduct applied to suppliers	Corporate procurement policy	Supplier code of conduct	
Fiscal transparency policies	CaixaBank’s Tax Risk Control and Management Policy		

INTERNAL RULES OF CONDUCT ON MATTERS RELATING TO THE STOCK MARKET (IRC)

The CaixaBank Group has the duty and intention to behave with the utmost diligence and transparency in all its actions, to minimise the risks of conflicts of interest and, in short, to ensure that investors are properly and promptly informed, all in the interests of market integrity. For this reason, CaixaBank has an **Internal Conduct Regulation in the securities market¹**, which aims to **align the actions of the Group, as well as its governing and management bodies, employees, and agents, with the conduct rules on market abuse** applicable to them when carrying out activities related to the securities market. The aim is to promote transparency in the markets and to preserve the legitimate interest of investors at all times.



The IRC is an indispensable measure for the management of and compliance with the rules of conduct in the securities market in order to **avoid and in any case detect situations that could lead to practices contrary to the regulations established for this purpose by means of the following obligations:**

Personal transactions and persons subject to the IRC

Obligation to carry out personal transactions through CaixaBank and communicate personal transactions, and the prohibition of carrying out speculative actions and operating in limited time periods in negotiable securities or other financial instruments.

Inside information

Those who have inside information must refrain from acquiring, transmitting or transferring, communicating and recommending such inside information to third parties. CaixaBank has measures in place to protect inside information by means of separate areas and insider lists.

Market abuse

Obligation to detect and report illicit use or attempt of use of inside information and market manipulation or attempted manipulation by third parties.

Conflicts of interest in the securities market

Identify the types of conflicts of interest that may arise when providing investment or ancillary services, or a combination of the two, by using the catalogues of potential conflicts of each business segment, establishing the general principles of action and mitigation measures in the event of encountering one and registering them.

Treasury shares

The criteria for managing treasury shares is established in terms of volume, price and the carrying out ordinary treasury share transactions if action were required.

¹ Available on the corporate website: [Internal Rules of Conduct | CaixaBank](#)

CORPORATE POLICY FOR THE INTERNAL REPORTING SYSTEM

The corporate Policy on the Internal Reporting System¹ **sets out the regulatory framework governing the operation and management of the Group's Internal Reporting System**, the main channel of which is the **Whistleblowing Channel**. It is complemented by the **Information Management Procedure** which establishes the necessary provisions to ensure that the Internal Reporting System and the existing internal channels comply with the requirements established in Law 2/2023, regulating the protection of persons who report regulatory infringements and the fight against corruption.

The **general principles of the Internal Reporting System** highlight:

- | **Commitment of the governing bodies:** CaixaBank's Board of Directors is responsible for implementing the Internal Reporting System.
- | **Independence and Autonomy:** the Group Compliance Officer is the head of the Group's compliance function and assumes the role of system manager. The Compliance Officer performs his duties independently and autonomously from the rest of the Group's management bodies. In addition, to ensure the objectivity of its decisions, the Regulatory Compliance Department operates under the principal of functional independence with regard to those areas in relation to which it supervises and monitors risks.
- | **Integration of Channels:** the Internal Reporting System integrates the various internal information channels of the CaixaBank Group companies, the main channel being the "Whistleblower Channel".
- | **External information channel:** at any time, any data subject may contact the independent authority for the protection of informants or the competent regional body.
- | **Good faith:** communications submitted must always be made in good faith, failing which appropriate legal or disciplinary action may be taken.

¹ Some of the principles of this Policy are publicly available on the corporate website: https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Sostenibilidad/Politica_corporativa_Sistema_interno_de_informacion_ENG.pdf

The main actions carried out in the Internal Reporting System, as well as the functioning of the Complaints Channel are described in the section "Internal Reporting System (SII)".



CORPORATE CRIMINAL COMPLIANCE POLICY

The Corporate criminal compliance policy¹ is the reference framework for the CaixaBank Group's crime prevention and management programme.

This programme, which aims to **strengthen the organisation, management and control model**, covers the entire management cycle (prevention, detection, reaction, reporting and monitoring) and is aligned with national and international standards on criminal liability (UNE/ISO Standards on Criminal Compliance Management Systems and Anti-Bribery Management Systems).



The main **elements of the Model** are:

- 01** The existence of a body with autonomous powers of initiative and control for the supervision of the functioning and compliance with the prevention model in place. In CaixaBank and the companies within its Group, these duties are held by the **Corporate Crime Management Committee**.
- 02** The **identification of the activities** within the scope of which the offences to be prevented may be committed.
- 03** Implementation of **organisational measures and procedures** to steer the process of forming opinions, making decisions and acting on those decisions with the aim of preventing crimes.
Guidelines for action in the event of a possible conflict of interest.
- 04** The **appropriate resources** to prevent the commission of offences that must be avoided.
- 05**
- 06** The **obligation to report possible risks and non-compliances** to the body responsible for monitoring the proper functioning and observation of the prevention model;
- 07** The existence of whistleblowing channels for the detection and reporting of possible criminal offences.
- 08** The existence of a **disciplinary system** that operates in response to internal non-compliances in accordance with internal regulations and applicable law as set forth in the Collective Bargaining Agreement and the Workers' Statute.
- 09** **Periodic verification of the model** and its modification where appropriate or where changes occur in the organisation, control structure or activity undertaken.

¹Some of the principles set out in this Policy are publicly available on the corporate website: https://www.caixabank.com/deployedfiles/caixabank/Estaticos/PDFs/Informacion_accionistas_inversores/Gobierno_corporativo/Politica_Penal_web_eng.pdf

CORPORATE ANTI-CORRUPTION POLICY

Through the Corporate anti-corruption policy that complements the Code of Ethics, an integral part of the CaixaBank Group Crime Prevention Model, CaixaBank underlines the total **rejection of any conduct that may be directly or indirectly related to corruption**. In this respect, the Group operates under the basic principle of compliance with the laws and regulations in force at all times and bases its actions on the highest responsible standards. As a signatory of the United Nations Global Compact, CaixaBank is committed to complying with the 10 principles that comprise it. Among them is Principle 10, which promotes the fight against corruption in all its forms, including extortion and bribery.

The Policy serves as an **essential tool to prevent** the Bank, the other Group companies, and their external partners, directly or through third-parties, from engaging in any conduct that is unlawful or **runs contrary to CaixaBank's basic principles of action set out in its Code of Ethics**.

The Policy **is available on CaixaBank's corporate website**¹. Moreover, **specific training** is delivered to employees, and awareness-raising news is published when it is updated. Similarly, training is also provided to agents and temporary employment agencies regarding the corporate anti-corruption policy and the legal entity criminal prevention policy.

Finally, it should be noted that the Policy sets out the prohibited and restricted conducts, practices and activities to avoid situations that may constitute extortion, bribery, facilitation payments or influence peddling, as well as **sets out the standards of conduct to be followed in relation to:**

Gifts

Prohibition on accepting gifts of any amount if the purpose is to influence the employee, if they come from authorities or public officials, if they are given in cash or equivalent means, or if they come from persons or companies involved in supplier bidding processes at any of the Group companies, provided that the recipient participates in such processes or can influence them. If none of the above premises are met, a number of criteria, among others, must be fulfilled: gifts with a market value of over 200 euros may not be accepted; they must be voluntary, aligned with CaixaBank's ethical principles and values and received in the work place.

Institutional gifts

Defined as those received in an institutional or protocol context that preclude their rejection. In case of acceptance, the criteria set out in the previous point must be met. If, on the other hand, they are not met, they will be accepted institutionally, but rejected in a personal capacity. In such cases, a raffle will be held and the funds raised will be donated to charity.

On the other hand, in relation to the giving of gifts, they may only be offered if they are worth an amount <€200 or are included in the Christmas catalogue approved annually on an institutional basis. Giving gifts to public civil servants and authorities is prohibited.

¹Some of the principles of this Policy are publicly available on the corporate website:https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Sostenibilidad/Principles_Corporate_Anti_Corruption_Policy_ENG.pdf

Hospitality and social invitations

These expenses must be reasonable and related to the Bank's activity, always at the expense of CaixaBank and paid directly to the service provider. They will always be understood as being offered on an institutional basis.

In order to assess the possibility of attending the event or function, the following factors, among others, will be evaluated:

- | the location of the event is consistent with the business.
- | the gift giver is a sponsor of the event or function.
- | companies from the sector or other related companies attend.

Accepting hospitality and social invitations is prohibited when:

- | the end goal is to influence the employee in their decision-making, in breach of their obligations to give preference in granting goods or services, directly or indirectly, to a gift-giving individual or entity.
- | it is from a public authority or official.
- | the gift is from people or companies who are involved in supplier tender processes, where the employee is in a position to influence them.

Relationships with political institutions and officials

It is prohibited to make donations to political parties and their associated foundations or companies. Total or partial debt write-offs cannot be carried out in favour of political parties. CaixaBank will not contract direct lobbying or interest representation services to position itself with authorities, but rather it will share its opinions through various associations to try to come to an understanding on the industry's position.

Sponsorships

Sponsorship activities include agreements with third parties that enable CaixaBank or its subsidiaries to carry out communication, advertising, institutional, public relations and commercial activities, linking the CaixaBank Group's brands with the sponsored third party's brand. The sponsorship agreement shall regulate all collaboration activities and initiatives between the sponsored party and CaixaBank, including hospitality, invitations, tickets or access to spaces that the sponsored party makes available to the CaixaBank for its relations with its stakeholders. Any payment awarded or perceived beyond what is set out in the sponsorship agreement shall be deemed a Gift and, therefore, be subject to compliance with the regulation established in this Policy.

Donations

CaixaBank collaborates via the 'La Caixa' Foundation and on its behalf to introduce its social welfare activity to its entire scope of action. Consequently, donations to foundations and other non-government institutions must be justified by the activities of the "la Caixa" Group Welfare Projects and be in accordance with action guidelines set out for its charitable activities and pertinent procedures be established to that effect. These procedures will include controls to prevent donations and contributions to foundations and other non-governmental institutions from being used as a subterfuge to carry out practices contrary to this Policy and the Code of Ethics.

Suppliers

CaixaBank shall require their suppliers to take the appropriate measures to ensure fair conduct and competition on the market, having to establish mechanisms to fight against all forms of corruption. As stated in the CaixaBank Supplier Code of Conduct, suppliers shall not accept nor offer gifts, benefits, favours or provisions free of charge that are intended to improperly influence their business, professional or administrative relationships.

CORPORATE REGULATORY COMPLIANCE POLICY

The purpose of the Corporate Policy on Regulatory Compliance¹ is to **define the Regulatory Compliance function**, which is articulated through the following objectives:

- | Supervising the Conduct and Compliance and the Legal and Regulatory risks derived from the processes and activities carried out by the Bank.
- | Fostering, championing and promoting the corporate values and principles enshrined in the Code of Ethics that guide the Bank's actions.
- | Promoting a culture of control and compliance with the law and with all rules and regulations in force (both external and internal) so as to help ensure that they are known and respected across the entire organisation.

In addition, the scope of entities under the supervision of Regulatory Compliance is defined, determining that these companies must supervise and coordinate the implementation of the corporate management and supervision model in the companies that report to them.

It establishes that the Corporate regulatory compliance function will report functionally to the Chair of the CaixaBank Risks Committee and hierarchically to the Compliance and Control and Public Affairs² Department. This functional dependence means that the CaixaBank Risks Committee participates in the appointment and dismissal of the corporate Chief Compliance Officer, as well as in the setting of objectives, the evaluation of their performance and their fixed and variable remuneration.

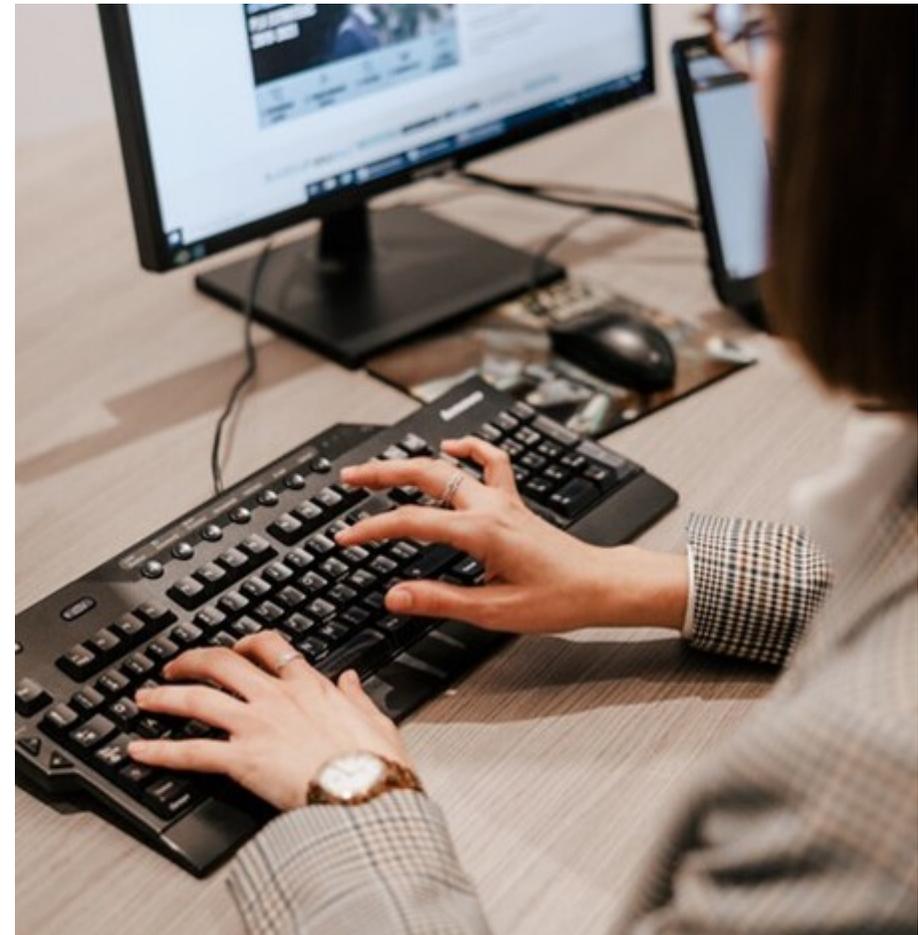
It is the responsibility of the Board of Directors to appoint the Chief Compliance Officer. The appointment must be made:

- | In accordance with the European Central Bank's fit and proper assessment guide.
- | Taking into account their knowledge, skills and experience, regarded as being suitable for the performance of their duties.
- | The appointment and removal of the corporate *Chief Compliance Officer* will be communicated to the relevant authorities.

The Chief Compliance Officer carries out their duties, independently and autonomously with regard to the rest of the Bank's bodies. This figure therefore cannot receive instructions of any kind in the exercise of their role and has all the personal and material resources necessary to carry them out.

¹ Available on the corporate website: https://www.caixabank.com/deployedfiles/caixabank_com/Documentos/Accionistas_Inversores/Gobierno_Corporativo/General_Principles_of_the_Regulatory_Compliance_Policy.pdf

² As from December 2025, the Compliance Division is hierarchically dependent on the Risk Management and Compliance Division.



CORPORATE CONFLICT OF INTEREST POLICY

This Corporate Conflicts of Interest Policy¹ sets out to furnish a global benchmark framework for Group companies, stating, in a standard harmonised way, the general principles and procedures of action to be taken to address any real or potential conflicts of interest arising in the course of their respective activities and services.

This Policy serves as a guide for CaixaBank Group companies mainly in relation to the following:

- | Identification of areas and situations the nature of which makes them more vulnerable to potential conflicts of interest.
- | Definition and adoption of measures to prevent, identify, manage, and disclose conflicts of interest.

The main content of this Policy includes:

- | Strategy or general principles governing how conflicts of interest are managed.
- | Definition of the general concept of conflict of interest.
- | Establishment of the general principles of conflict of interest risk management applicable to the Policy and the persons subject to it.
- | Breakdown of the framework for managing conflicts of interest.
- | Identification of the different categories according to the persons subject to the conflict of interest involved.
- | Identification of the prevention mechanisms to be applied to potential conflicts of interest.
- | Management mechanisms applicable to the persons subject to the conflict of interest and resolution criteria.
- | Communication procedures and conflict of interest record.

¹ Some of the principles of this Policy are publicly available on the corporate website: https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/AccionistasInversores/Gobierno_Corporativo/20240530_PG_conflictos_de_interes_ENG.pdf

CORPORATE POLICY ON ANTI-MONEY LAUNDERING AND COUNTER TERRORIST FINANCING (AML/CTF) AND MANAGEMENT OF SANCTIONS AND INTERNATIONAL FINANCIAL COUNTERMEASURES

The Corporate Policy on AML/CTF and Sanctions¹ sets out the basic principles regulating the risk of money laundering and terrorism financing (ML/TF) and sanctions. The purpose of the policy is to provide a framework of compliance at Group level that every company has to observe over the course of its activities, business and relationships, both nationally and abroad, to prevent money laundering and terrorism financing, as well as to comply with the various international financial sanctions and countermeasures programmes that may apply.

The **main principles and standards constituting the prevention framework** regulated by this Policy are as follows:

- 01** Risk Assessment
- 02** Due Diligence
- 03** Detection, control and examination of transactions
- 04** Reporting of suspicious transactions
- 05** Control of sanction lists and reporting of matches
- 06** Retention of documentation
- 07** Training
- 08** Consolidated risk management

¹ Some of the principles of this Policy are publicly available on the corporate website: https://www.caixabank.com/deployedfiles/caixabank/Estaticos/PDFs/Informacion_accionistas_inversores/GeneralprinciplesAMLandSanctionsCorporatePolicyEN.pdf

TRAINING AND DISSEMINATION OF BUSINESS CONDUCT



Training and awareness-raising actions are key elements for the proper implementation of codes and policies on conduct and ethical behaviour.

BUSINESS CONDUCT TRAINING

Ongoing training in business conduct is a fundamental pillar in ensuring ethical and responsible behaviour in all CaixaBank Group operations. **Training and education are key elements in strengthening awareness of business conduct.** The Group therefore promotes training programmes that not only inform, but also encourage reflection and the practical application of ethical standards in day-to-day business. These initiatives help create an environment where responsibility and trust form the basis of internal and external relationships, and they reinforce a corporate culture founded on integrity, transparency, and respect.

In 2025, all CaixaBank employees have attended compulsory training courses on regulatory matters or issues of particular sensitivity with regard to conduct. The mandatory training carried out in 2025 and 2024 is shown below:



_TRAINING CARRIED OUT IN 2025

Training	Target	Contents	Total employees who completed the training (%)	Total number of employees targeted for the training	Linked to variable remuneration	Frequency
Generation +1	<p>Improve the service provided to senior customers, both in commercial interactions and support, based on a better understanding of their distinctive needs and characteristics.</p> <p>Specific targets:</p> <ul style="list-style-type: none"> Raise awareness of demographic realities, the different stages of ageing, and the challenges they entail. Provide guidance on improving service to senior clients, based on trust and respect, while avoiding ageism and infantilisation. Familiarise employees with the protocols for priority and personalised service in branches, as well as the range of products and services specifically for the senior segment. 	<ol style="list-style-type: none"> 1. The Demographic Reality of the Senior Population and the Challenges of the Future. 2. Key guidelines for providing better service to older customers. 3. Priority and Personalised Service: Transforming the Senior Customer Experience. 	99.94%	29,672	Yes	Yearly
Code of ethics, anti-corruption and whistleblower channel	<p>Promote professional integrity by correctly applying the Code of Ethics, properly managing gifts and hospitality, and using the Internal Reporting System and whistleblowing channel responsibly and confidentially.</p> <p>Specific objectives:</p> <p>Understand the principles of the Code of Ethics and how they should be observed while at work. Identify and apply the criteria for the acceptance of gifts, hospitality and invitations, ensuring compliance with internal rules and the prevention of conflicts of interest.</p> <ul style="list-style-type: none"> Make appropriate use of the questionnaire and the management framework on gifts and hospitality in the context of anti-corruption. To be familiar with the functioning of the internal reporting system. Ensure the correct and responsible use of the complaints channel. 	<ol style="list-style-type: none"> 1. Code of ethics. 2. Gifts, hospitality, and invitations (concepts, acceptance criteria, and management framework). 3. Functioning of the Internal Reporting System. 	99.72%	44,877	Yes	Every four years, provided there are no material changes
Accessibility Act	<p>Understand the legal obligations of the Accessibility Law, and provide practical tools to implement accessible solutions and adapt products and services to its requirements. Moreover, share best practices that consider the needs of people with different disabilities and promote inclusive and equitable service.</p>	<ol style="list-style-type: none"> 1. Context and legal framework. 2. Requirements of the 2025 Accessibility Law. 3. Best practices in serving people with disabilities (types of disability and service protocols). 4. Practical exercises. 	99.91%	39,282	Yes	Every four years, provided there are no material changes

Training	Target	Contents	Total employees who completed the training (%)	Total number of employees targeted for the training	Linked to variable remuneration	Frequency
Prevention of money laundering and terrorist financing at CaixaBank (SC)	Understand CaixaBank's strategic role in preventing money laundering and terrorist financing, recognise emerging risks (particularly those associated with digital transformation and crypto-assets), and familiarise with the new European regulatory framework, including the AMLA. In addition, properly apply internal policies and controls—including the management of PRPs and the obligations to report suspicious transactions—and use the internal AML/CTF support resources and channels independently and responsibly.	<ol style="list-style-type: none"> 1. Introduction: Awareness and sectoral context. 2. Emerging risks and the trend in financial crime (including money laundering, fraud, cybercrime, crypto-assets, and the MiCAR framework) 3. New European regulatory framework (EU AML Package). 4. Internal controls at CaixaBank. 5. Key legal obligations (including reporting to SEPBLAC and case management). 6. Internal resources and support. 	99.70%	42,707	Yes	Annual ²
Security, fraud prevention and artificial intelligence	Recognise and address the main security and fraud risks in daily activities, acting appropriately to minimise risks and respond to scams in branches and corporate environments. In addition, understand Occupational Risk Prevention regulations in emergencies and know how to act in different types of emergency situations. Lastly, understand the responsible use of artificial intelligence in the workplace, including its benefits, limitations, and prohibited practices.	<ol style="list-style-type: none"> 1. Information Security (including protection of passwords and access, safeguarding information, prevention of identity theft, device security, and commitment to cybersecurity). 2. Prevention of customer fraud. 3. Physical security in buildings (including the emergency plan, covering types, organisation, and procedures). 4. Centre administrators. 5. Introduction to AI (including challenges and opportunities, prohibited practices, safe daily use, and the AI Regulation). 	96.40%	37,246	No	Yearly

¹Training course within the annual "Conduct and market risks" programme. In 2025, the course within the "Conduct and market risks" training programme was the one related to Generación+.

²From 2026 it will be biennial for Central Services.

_TRAINING CARRIED OUT IN 2024

	Target	Contents	Total employees who have passed the course	Total number of employees targeted for the training	Linked to remuneration	Frequency
Risks and markets conduct ¹	Prevent irregular practices in the marketing of products and services.	<ol style="list-style-type: none"> 1. Investment services and products – Market abuse. 2. Investment services and products – Marketing. 3. Banking services and products. 4. Insurance and pension plans. 5. Other products and issues common to all products (including vulnerable groups). 	99.79%	35,455	Yes	Yearly
Equality plan training	Know the different types of harassment that may arise in the workplace, as well as the detection and prevention mechanisms used by CaixaBank to manage them.	<ol style="list-style-type: none"> 1. Prevention of Harassment in the professional environment of CaixaBank. <ul style="list-style-type: none"> Introduction. Type of harassment. Sexual Harassment. Harassment prevention measures. Actors involved in managing instances of harassment. Disciplinary action. Harassment Complaint Management Procedure. 2. Employment rights of victims of gender-based or sexual violence. <ul style="list-style-type: none"> Definition of VVS or VVG. Legally recognised employment rights of gender-based violence victims. Equalisation of rights in the CaixaBank environment to cover sexual violence victims. Rights currently regulated internally at CaixaBank. Processing of personal data. 	95.97%	39,431	No	-
Data protection	Understand what data protection entails, who it applies to, which personal data is specially protected, and what it means to process such data. Additionally, the aim was for employees to be aware of the existing regulations regarding data protection and how they are applied at CaixaBank.	<ol style="list-style-type: none"> 1. What is data protection? 2. To whom does data protection apply? 3. How is data protection regulated? 4. Measures adopted at CaixaBank. 5. When do we process data at CaixaBank? 6. How do we process data at CaixaBank? 7. Rights of data subjects. 8. Remember your obligations. 9. Did you know that...? 10. Put yourself to the test. 11. Why is it so important to comply with data protection regulations? 12. Data protection at CaixaBank: overview. 	99.94%	37,946	Yes	Biennial

	Target	Contents	Total employees who have passed the course	Total number of employees targeted for the training	Linked to remuneration	Frequency
Information security and prevention of customer fraud	Understand the different types of banking fraud that can occur, such as <i>phishing</i> , <i>mishing</i> , <i>vishing</i> and malware, among others, as well as their specific characteristics. Additionally, understand how to detect a banking fraud attempt and the security and prevention measures to protect oneself from them.	<ol style="list-style-type: none"> Situations that test information security and how to manage them correctly. The different types of banking fraud (<i>phishing</i>, <i>mishing</i>, <i>vishing</i> and malware). Warning signs for the detection of attempted fraud. Recommended security and prevention measures. 	99.94%	37,602	Yes	Yearly
Anti-Money Laundering (AML/CFT)	Be familiar with Anti-Money Laundering and Countering the Financing of Terrorism regulations, as well as the main aspects to be taken into account in order to apply them correctly.	<ol style="list-style-type: none"> Know the key issues to consider when admitting customers in order to prevent non-compliance with anti-money laundering and counter-terrorist financing regulations. Explain the systems CaixaBank has in place to detect suspicious money laundering operations and all related operations. Acquire an in-depth knowledge of international financial sanctions, specifying their nature and purpose, the countries currently affected by sanctions, and the measures in place to ensure compliance with any imposed sanctions. 	99.35%	40,618	Yes	Yearly

¹ Since 2024, training programmes on conduct-related matters, such as transparency in commercial practices or vulnerable groups, have been grouped under the Conduct and Market Risks training.

CaixaBank has established as a mechanism to promote training that **certain training actions are linked to the receipt of variable remuneration** and must be completed and passed in order to be eligible for such remuneration.

44,990 employees

with training-linked bonus

Moreover, members of the Regulatory Compliance area, as well as professionals from other areas of the Group, take part in specialised training programmes, notably the CaixaBank Compliance **Postgraduate** programme delivered by Pompeu Fabra University (UPF). This programme aims to strengthen professional development in regulatory compliance.

Meanwhile, specific training was delivered to the **Management Committee** in 2025 on conduct and market risks, primarily the course on Generación+ (seniors segment) and regulatory updates, which included sessions on business ethics, the new Anti-Corruption Policy, the new Accessibility Law, and training on anti-money laundering and counter-terrorist financing. In addition, specific training on regulatory updates was provided to the **Board of Directors**.

AWARENESS-RAISING AND COMMUNICATION ACTIONS ON BUSINESS CONDUCT

During 2025, complementary to the training courses, specific awareness sessions were held for the branch network and specialised areas, along with the publication of news, FAQs, and circulars on the intranet (*PeopleNow*).

291

awareness and communication actions

The actions mentioned are reinforced by **incorporating objectives linked to an indicator that includes conduct-related variables (such as due diligence in client management and proper documentation in the marketing of products, services, and transactions) into employees' variable remuneration schemes (see section "ESG metrics in variable remuneration schemes")**. This indicator directly affects variable remuneration, reducing it if the relevant targets are not met.



MECHANISMS FOR DETECTING AND INVESTIGATING UNLAWFUL BEHAVIOURS

The CaixaBank Group has a comprehensive framework aimed at preventing, detecting and managing unlawful conduct that may affect its business, reputation or regulatory compliance. This framework is underpinned by internal policies, operational procedures and technological tools that allow for early identification of potential irregularities.

Among the mechanisms implemented are the **Regulatory Compliance** function, communication channels, the internal control model, and the **monitoring of key integrity indicators**, among others.

REGULATORY COMPLIANCE FUNCTION

The Regulatory Compliance Function is a corporate function, integrated into the second line of defence, entrusted by the **Board of Directors with overseeing and managing conduct and compliance risks**, as well as the legal and regulatory risks identified in the Corporate Risk Catalogue (*see section titled “Risk management”*). Conduct and compliance risk includes, inter alia, the monitoring of integrity-related regulatory risk.

Supervision and monitoring of these risks is carried out in accordance with the Group’s compliance model. This model incorporates the Internal Reporting System and specific management indicators that facilitate the monitoring and evaluation of the policies and controls established to identify unlawful conduct. In addition to the monitoring indicators included in this section, CaixaBank has established specific indicators for conduct with customers, which are described in the *section “Customers”*.

The **function acts independently from the business units**, ensuring that risk management and control policies are in place, monitoring their application, assessing the control environment and reporting all material risks. In order to strengthen its independence in the performance of its activities, **the function regularly reports to the Board of Directors through the Global Risks Committee, as well as to the supervisory bodies** (Bank of Spain, ECB, SEPBLAC (Executive Service of the Commission for the Prevention of Money Laundering and Monetary Offences), Treasury, CNMV and other bodies).

The Compliance function of CaixaBank, S.A. is corporate in nature and cross-cutting for all Group companies at which conduct and compliance risks and legal and regulatory risks are material.

There is a Group-level coordination model in which the various compliance functions of the Group’s companies are supervised, and these functions are functionally dependent on CaixaBank’s Compliance function. For entities that do not have their own teams, the function is centralised at the parent company. This model ensures the deployment of the Compliance programme in a coordinated manner at Group level, which includes: policies, activity planning, risk assessment, and detection and remediation of potential weaknesses, among others.

Aimed at the appropriate performance of its duties, the Function is configured in such a way and has internal organisational systems in place in accordance with the internal governance principles established by the national and European guidelines in this area.

COMPLIANCE CERTIFICATIONS

CaixaBank holds **various certifications** issued by AENOR in **relation to regulatory compliance**, which attest that the Group’s compliance model meets the highest standards.

These certifications remain **valid for three years** and include annual follow-up audits throughout the period. They cover a wide range of ethical aspects, such as the management of conflicts of interest, responsible relationships with clients and suppliers, and respect for human rights. **In 2025, follow-up audits were carried out for the following certifications**, with no non-conformities or observations identified:

UNE 19601 – Criminal Compliance Management Systems

It is the national criminal compliance standard, developed by the Spanish Association for Standardisation (UNE), and sets out the structure and methodology required to implement organisational and management models for crime prevention. CaixaBank has had this certification since 2020.

UNE 37001 Anti-bribery Management Systems

It is the international standard (ISO) that specifies requirements and provides guidance for establishing, implementing, maintaining, reviewing and improving an anti-bribery management system. CaixaBank has had this certification since 2021.

UNE 37301 – Compliance Management Systems

It is an international standard that specifies requirements and provides guidance on compliance management systems and recommended practices. CaixaBank has had this certification since 2021.

INTERNAL COMMUNICATION CHANNELS IN THE AREA OF BUSINESS CONDUCT

CaixaBank provides all employees and the Group's main stakeholders with various internal channels designed to ensure responsible and transparent management of business conduct. Through these channels it is possible to report, confidentially and with full guarantees, any conduct that may be unlawful or contrary to internal regulations. They also allow for consultations on the interpretation of the Code of Ethics, business conduct policies, the identification and treatment of potential conflicts of interest, as well as the assessment of the appropriateness of accepting or refusing gifts and hospitality. These mechanisms help to reinforce the culture of integrity and compliance, making it easier for professionals to act in accordance with the highest ethical standards.



INTERNAL REPORTING SYSTEM (IRS)

The **Internal Reporting System** integrates the various internal reporting channels, among which the **Whistleblowing Channel** serves as the main means to report actions or omissions that may constitute violations of European Union law and/or may amount to serious or very serious criminal or administrative offences, in accordance with Law 2/2023 and the Group's Corporate Policy on the Internal Reporting System.

The **general principles of the Internal Reporting System** are as follows:

- | **Commitment of the governing bodies:** CaixaBank's Board of Directors is responsible for implementing the Internal Reporting System.
- | **Independence and autonomy:** the Group's Compliance Officer is the head of the Group's compliance function and assumes the role of System manager. The Compliance Officer performs his duties independently and autonomously from the rest of the Group's management bodies. In addition, to ensure the objectivity of its decisions, the Regulatory Compliance Department operates under the principal of functional independence with regard to those areas in relation to which it supervises and monitors risks.
- | **Integration of Channels:** the Internal Reporting System integrates the various internal information channels of the CaixaBank Group companies, the main channel being the Whistleblower Channel.
- | **External information channel:** at any time, any data subject may contact the independent authority for the protection of informants or the competent regional body.
- | **Good faith:** communications submitted must always be made in good faith, failing which appropriate legal or disciplinary action may be taken.

The general principles of the Internal Reporting System are set out in the **Corporate Policy on the Internal Reporting System** (see section "**Business conduct policies**").

The Compliance Function aims at the **continuous improvement of the Group's Internal Reporting System** and the **analysis of its activity in order to keep the governing bodies informed**.

Every six months, the Compliance Function reports to the Audit and Control Committee on the activity of the Group's channels and the main statistics, as well as the improvements implemented in the period and the action plans to be carried out to improve the Internal Reporting System.

Whistleblower Channel

The CaixaBank Group has a **Whistle-blowing Channel** that complies with current regulations and with national and international best practices. This channel is designed to facilitate the confidential and agile communication of possible irregularities detected in the supply chain or in the development of professional activity, which may constitute a serious or very serious criminal or administrative offence, in accordance with the provisions of Law 2/2023 of 20 February. The operation of the Channel is periodically reviewed by Internal Audit and by independent third-party experts.

The **main features of the Whistleblower Channel** are as follows:

- | **Groups with access.** Directors, employees, staff of Temporary Employment Agencies (ETT in Spanish), agents and staff working for or under the supervision of suppliers, shareholders, former employees (whose employment relationship has ended) and job applicants have access to the Whistleblower Channel.
- | **Accessibility.** Access to the Whistleblower Channel platform 24 hours a day, 365 days a year and from any type of device (corporate or personal), through:
 - | CaixaBank's corporate website (Whistleblower Channel).
 - | Corporate intranet.
 - | E-mail.
 - | Post.
 - | The whistleblower may ask to meet face-to-face.

- | **Type of complaints:** The reports are classified into categories, which are the same as those listed in the form provided on the previously mentioned corporate platform. Notable categories include: unlawful conduct in the workplace (workplace and sexual harassment and occupational risk prevention), breaches of Securities Market regulations, and conduct contrary to anti-corruption and anti-money laundering and counter-terrorist financing regulations.

- | **Communication in different languages:** Communications may be presented in Spanish, Catalan, English and Portuguese.

- | **Confidentiality throughout the handling process:** prohibition on disclosing any information on the content of the complaints to third parties, whereby only those persons directly involved in the handling process are aware of the content.

- | **Protection measures:** prohibition of any act constituting retaliation and taking such measures as may be necessary for the protection of the whistleblower. The protective measures are described in more detail in the **section "Protection of whistleblowers and affected individuals"**.

- | **Anonymity and non-traceability:** communications may be nominative or anonymous. Firm commitment to respect anonymity when this is the option chosen by the informant, in addition to the prohibition of tracking and tracing.

- | **Rights of the affected individuals:** presumption of innocence and honour of those individuals affected, along with their right to be heard.

Procedure for investigating and monitoring complaints

The Whistleblowing Channel is managed by the Compliance Function, which follows a structured process involving different phases. In addition, the **Corporate Policy on the Internal Reporting System (SII)** and the **Procedure for handling disclosures** describe the framework for handling reports submitted through the channel. This management framework consists of the following phases, which are common to all reports, although each report is treated on a case-by-case basis:

1. Reception

Any individual who forms part of one of the groups with access to the CaixaBank Group's Internal Reporting System may submit a report through the Whistle-blowing Channel.

To do so, the reporter must complete the form provided on the platform, which is common to all categories of infringement.

With the exception of certain categories and in order to ensure independence, objectivity and respect for the guarantees set out in the Internal Reporting System, **the reception of communications sent through the Channel is, as a general rule, the responsibility of an external expert.** This external expert **performs a pre-analysis of admissibility** to verify that the communications comply with the requirements set out in Law 2/2023, in relation to the subjective and objective scope of the Channel.

This preliminary analysis must be carried out within a maximum of 72 business hours from the request, in accordance with the agreed terms and conditions for submission and response. Likewise, the external expert is obliged to communicate, within a period not exceeding 24 working hours, any circumstance relevant to the proper handling of the complaint.

CaixaBank monitors all communications received and documents all actions taken for analysis.

2. Analysis

Communications submitted through the Whistleblowing Channel are subject to an **admissibility analysis**, carried out by the channel manager in accordance with the criteria established in the internal procedure.

This admissibility analysis concludes with the application of the inadmissibility exclusions set out in the procedure. Once the decision has been taken, the Channel manager shall notify the reporter whether the communication has been accepted or rejected.

In case of admission, the relevant steps will be initiated, including interaction with stakeholders, communication of progress and compliance with personal data protection requirements. This phase culminates in the **appointment of the team responsible for heading up the investigation**, which will fall to Internal Audit, although other specialised areas may also be brought in when the circumstances warrant their involvement. In the specific case of communications categorised as workplace or sexual harassment, in accordance with the Harassment Prevention Protocol, the

initial analysis is carried out by specialised managers, who, if they detect any indications, will refer the case to the Human Resources area for specific handling.

3. Investigation

The investigation is conducted in accordance with defined internal procedures, ensuring confidentiality, impartiality, and the prevention of potential conflicts of interest, as well as safeguarding the rights of whistleblowers and affected individuals. **The investigation procedure may include:**

- | **Personal interviews with the whistleblower** to collect further information.
- | **Personal interviews with the departments and/or persons directly or indirectly involved** in the potentially irregular events/conduct, at the discretion of the team responsible for the investigation.
- | **Data analysis** and information gathering.
- | **Request for expert evidence** from professionals inside or outside the CaixaBank Group.
- | **Any other investigative or evidentiary measures** considered appropriate, being as unobtrusive as possible in relation to the legal position of the person concerned.

The investigation process is duly documented, detailing the background, objective, scope, and conclusions reached.

4. Resolution

Once the investigation is completed and if misconduct is confirmed, remediation and improvement measures are taken as appropriate in each case, including possible disciplinary sanctions in the case of non-compliance attributable to employees.

In accordance with the provisions of Law 2/2023, the **timeframe for managing and resolving communications is three months** from the time they are received. However, in exceptional cases of particular complexity, this period may be extended by up to an additional three months, with the whistleblower and the affected party being notified of the potential extension.

Protection of whistleblowers and affected individuals

CaixaBank has measures in place to ensure the protection of whistleblowers and affected individuals, as set out in the **Corporate Policy on the Internal Reporting System** and the **Procedure for handling disclosures**. Section 5 of the Policy describes the safeguards for users of the Whistleblowing Channel:

- | **Confidentiality:** It is prohibited to disclose to third parties any information related to the communications. The content shall only be accessible to persons strictly necessary for its management.
- | **Protection measures:** Prohibition of any action or omission constituting retaliation and taking such measures as may be necessary for the protection of the whistleblower. CaixaBank maintains an absolute **zero-tolerance commitment to any behaviour that, directly or indirectly, results in unfavourable treatment placing whistleblowers at a disadvantage**, with internal procedures in place to adopt protective preventive measures, such as reassignment of duties and, if necessary, disciplinary action against retaliation.
- | **Anonymity and non-traceability:** communications may be nominative or anonymous. The Group is firmly committed to respecting anonymity when this is the option chosen by the informant, as well as the prohibition of tracking and tracing, without preventing the informant's participation. In this regard, the Whistleblower Channel has technical measures in place to request and provide additional information while guaranteeing the anonymity of the informants at all times.
- | **Rights of the affected individuals:** among other rights, the presumption of innocence, the right to honour, and the right to be heard by affected individuals are ensured, as well as the right to be informed of the actions or omissions attributed to them, through specific notification within the timeframe established in the Group's Information Management Procedure.

Training of the Whistleblower Channel managers

CaixaBank has the necessary human and technical resources to guarantee the correct functioning of the Internal Reporting System. Individuals involved in managing the channel possess the required knowledge, experience, and qualifications, as well as the professional integrity standards that ensure the proper performance of their duties.

Channel managers receive regular training, which enables them to update their knowledge, strengthen their skills and ensure proper application of established procedures. In addition, through the **Corporate Crime Management Committee**, training and regulatory update sessions are organised to ensure that teams remain constantly up to date with the latest developments.

In the same vein, managers participate in the *Compliance* CaixaBank postgraduate course offered by Pompeu Fabra University (UPF), which includes a specific block dedicated to the whistleblowing channel, addressing regulatory, operational and management aspects.

The external expert appointed to perform the pre-analysis of the communications maintains an ongoing relationship with CaixaBank aimed at updating and improving the management model. Along these lines, **regular working sessions** are organised to review volumes, applied criteria, conclusions, and opportunities for improvement, as well as to share regulatory updates and industry trends that may impact the system.



Raising awareness of the Whistleblowing Channel

With the aim of ensuring that all employees are aware of and use the Whistleblowing Channel appropriately, CaixaBank continuously conducts **training** and **awareness-raising activities**. These initiatives seek to reinforce the culture of integrity and transparency, ensuring that professionals have the necessary information about the functioning of the channel, its guarantees and the importance of its use in situations that require it. The main initiatives carried out during 2025 are detailed below:

User training

All employees undertake a **mandatory training course on ethics and integrity**, which includes a specific module on the Internal Reporting System/Whistleblowing Channel. This training takes place every four years, as long as there are no regulatory updates or new regulatory developments.

In addition, **new hires** must complete a **mandatory training package** covering the **main rules of conduct**, including the aforementioned Ethics and Integrity course.

See section “Training on business conduct” for more information on the training programmes.



Communication to users

In addition to training, awareness-raising and sensitisation actions are carried out via email or other channels such as the corporate intranet. These actions are aimed at all employees and are intended to raise awareness of the Whistleblowing Channel's features, when to use it, its safeguards, and other relevant information.

In 2025, CaixaBank carried out the following **dissemination and awareness-raising actions**:

- | **Awareness sessions on ethical values and integrity**, including a module dedicated to the Internal Reporting System/Whistleblowing Channel, for new hires.

See section “Awareness and communication actions on business conduct” section for more information on awareness activities.

- | **Announcements/news published on CaixaBank's Intranet (PeopleNow)**. These publications are made periodically according to an established schedule, with several each year that directly or indirectly mention the internal reporting system/whistleblowing channel.

Evaluation of employee perception of the channel

In 2025, a voluntary and anonymous survey was launched, including two questions designed to assess, on a scale from 1 to 10, **CaixaBank employees' perception of the level of trust the Whistleblowing Channel inspires for reporting potential misconduct**, as well as its effectiveness in investigating irregularities. The survey received an average score of 8.8 out of 10.

_TYPOLOGY OF COMPLAINTS RECEIVED IN THE WHISTLEBLOWING CHANNEL



125

Complaints¹

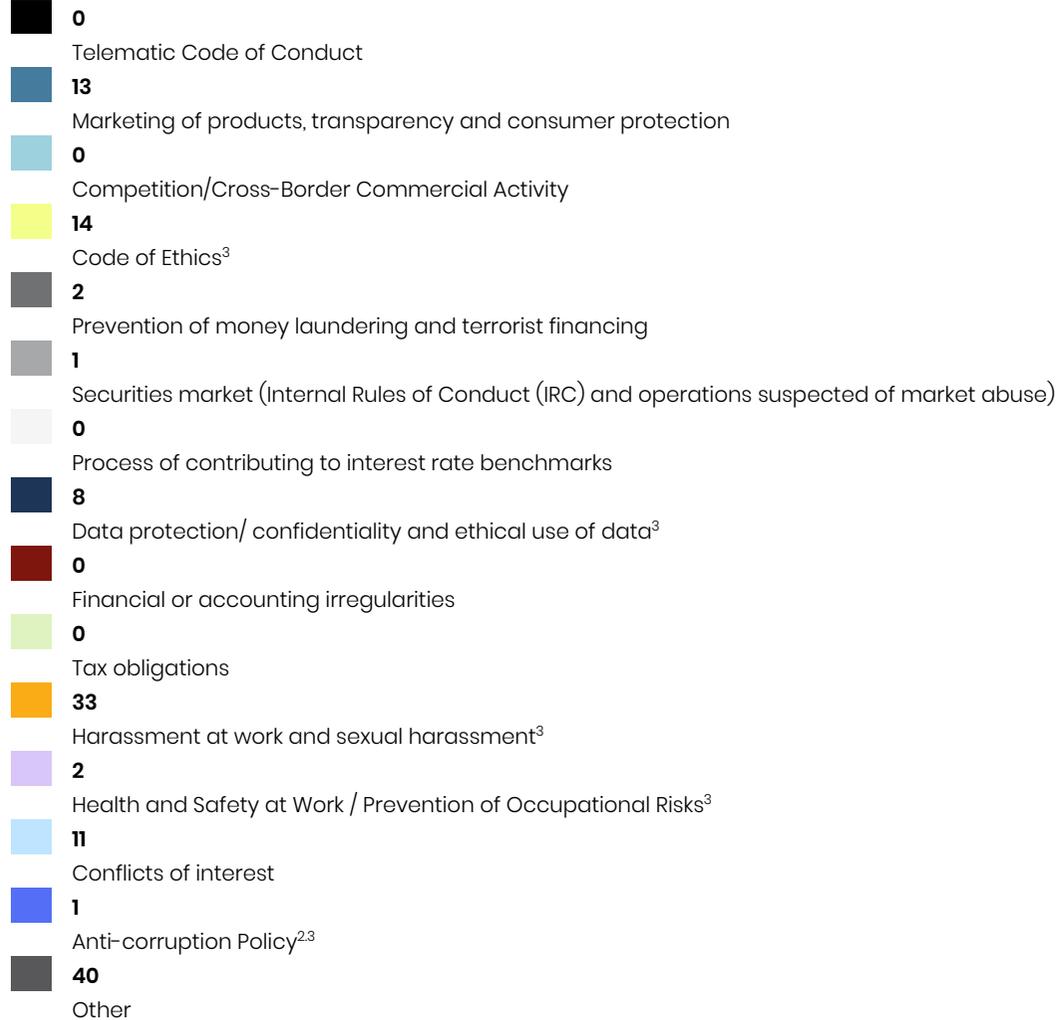
101 in 2024

¹ Of the total reports, 86 are from employees.

² Refers to communications in the field of corruption and bribery.

³ Typology of complaints related to the risk of human rights violations.

Reports by type



In 2025, a total of 125 communications were received through the CaixaBank Group's Internal Reporting System (IRS) from groups covered by the Law: 77 communications (62 %) were made by employees, 24 were anonymous (19 %), 6 came from former employees (5 %), 5 from agents (4 %), 4 from shareholders (3 %), 3 from suppliers (2 %), 2 from collaborators (2 %), 3 from ETT personnel (2 %) and 1 from a candidate (1 %).

At company level, 99 communications came from CaixaBank (79 %), 18 from BPI (15 %) and the rest of the Group's subsidiaries accounted for 6 % of the communications received (8 in total).

Of the 125 reports, 54 (43 %) were accepted, and 69 (55 %) were rejected for not meeting the acceptance criteria. Two reports (2 %) are being analysed by Regulatory Compliance.

Of the 54 communications admitted, 46 have been finalised and 8 are in progress at the close of the 2025 financial year. Of the finalised communications, non-compliance has been identified in 6 cases and the appropriate remedial measures have been adopted, of which 3 have been disciplinary in nature (one dismissal and two suspensions of employment and salary). In the other cases, various measures have been applied according to the specific circumstances of each case. None of these cases involved breaches associated with corruption or bribery.

With regard to the 69 inadmissible communications, it should be noted that the main reason for inadmissibility (81 %) is the communication of facts not included in the scope of Law 2/2023. As regards the other reports, they have not been admitted for other reasons expressly envisaged in the Information Management Procedure (for example, facts reported as part of police/court proceedings, related to previously inadmissible reports or without sufficient data).

On an annual basis, the 125 communications in 2025 represent an increase of 24 % compared to 2024 (125 vs. 101). In addition, it is worth noting that despite the overall increase in reports, management time has been reduced by more than 30 % compared to 2024.

Other communications received through the Whistleblowing Channel

Moreover, 1,069 communications were received in 2025 through the Internal Reporting System from groups not covered by the scope of Law 2/2023. However, all of them were duly handled and, as the case may be, relayed to the competent areas for proper review and resolution.

Discrimination, harassment, and other claims from employees

In 2025, no significant fines, sanctions, or compensation related to discrimination were irrevocably assumed. CaixaBank is not aware of any serious human rights incidents involving its employees.



ENQUIRIES CHANNEL

The Enquiries Channel is another means of communication that the CaixaBank Group makes available to the groups defined for the formulation of doubts arising from the application or interpretation of the Code of Ethics and the Conduct policies.

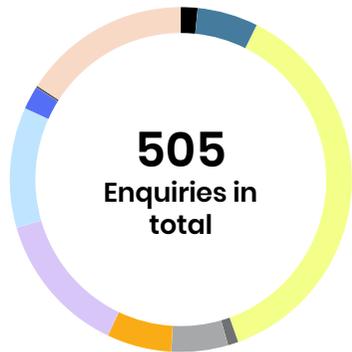
The **main features of the Enquiries Channel** are:

- | **Groups with access to the channel.** Directors, employees (includes any type of employment contract and interns), temporary staff, agents and suppliers all have access.
- | **Accessibility.** Access to the Queries Channel 24 hours a day, 365 days a year, and from any device (corporate or personal), through the following access routes:
 - | For **advisors, employees, staff of temporary employment agencies and agents**, through the following access routes:
 - | **Access via the website:** https://silkpro.service-now.com/canal_consultas
 - | Corporate intranet or similar platform for each Group company with access to the Channel.
 - | *Compliance* portal at *PeopleNow*.
 - | Financial Terminal.
 - | For **suppliers**, through the:
 - | Supplier Portal, both in the public section and in the private section following supplier identification.
 - | Email.
 - | Post.
- | **Communication in different languages:** Enquiries can be submitted in **Spanish, Catalan, English or Portuguese**.

- | **Confidentiality** throughout the management process, with the express prohibition of disclosing to third parties any information on the content of the consultations (this information will only be known by the persons directly involved in the management).
- | **No traceability:** establishment of the appropriate IT means to ensure the automatic deletion of accesses to the Query Channel.
- | **Protection of the inquirer's identity.** While queries cannot be submitted anonymously and require user identification, the confidentiality of the inquirer's identity is fully ensured.
- | **Access via the website:** https://silkpro.service-now.com/canal_consultas



TYPE OF ENQUIRIES RECEIVED VIA THE ENQUIRIES CHANNEL



505

Enquiries
535 in 2024

Reports by type

	8	Telematic Code of Conduct
	29	Marketing of products, transparency and consumer protection
	0	Competition/Cross-Border Commercial Activity
	188	Conflicts of interest
	5	Commercial and professional integrity in the distribution of insurance products
	27	Non-compliance with anti-money laundering regulations
	0	Inside information
	0	Financial or accounting irregularities
	0	Crime prevention
	0	Process of contributing to reference interest rate indices
	31	Data protection/confidentiality and ethical use of data
	68	Anti-Corruption Policy (Gifts, Attendance at events, etc.)
	57	Securities market – Internal Conduct Regulation (RIC)
	11	Code of Ethics
	1	Tax obligations
	80	Other

A total of 505 enquiries were received, of which 370 were admitted (73.3 %), 132 were redirected to other areas (26 %) and 3 were cancelled (0.7 %).

In aggregate terms, 188 conflict of interest queries were received, accounting for more than 37 % of the total and in relation to the risk of corruption and bribery, 68 queries have been resolved, accounting for more than 13 % of the total.

It should be noted that 80 queries were received, categorised as "Other" (16 %). In general, these reports were rejected, as they did not relate to issues covered by the admissibility criteria defined and were referred to other channels or departments.

Finally, 57 queries were received on the Securities Market/IRC (11 %); 31 queries on data protection/confidentiality (6 %); 29 on product marketing, transparency and customer protection (5.7 %), 27 on the prevention of money laundering (5.3 %) and 11 on the Code of Ethics (2.2 %).

In terms of Group companies, CaixaBank received 335 queries (66 %), followed by BPI with 91 queries (18 %). The remaining subsidiaries have lower volumes and together account for 16 % of the enquiries received.

CONFLICT OF INTEREST COMMUNICATION PLATFORM

Employees can report or enquire about situations that may involve a conflict of interest using the corporate Conflict of Interest Communications platform and obtain the necessary guidelines for action through mitigating measures.

Such reporting is voluntary, except in cases where the employee wishes to conduct activities related to the main activities conducted by CaixaBank. In this context, employees have at their disposal a Conflict of Interest Catalogue identifying the most common situations and activities that may constitute a conflict of interest, with the mitigation measures proposed for each of them.

CONFLICT OF INTEREST COMMUNICATIONS TYPOLOGY IN 2025



288

Communications

174 in 2024

Reports by type

- **7** Between employee(s) and the entity – Managing family members/ associates
- **134** Between employee(s) and the entity – Simultaneous employment
- **60** Between employee(s) and the entity – Belonging to an association, political party, or holding a public office
- **33** Between employee(s) and the entity – Other
- **27** Between employee(s) and customer(s)
- **16** Between employee(s) and supplier(s)
- **0** Between the entity and another company in the CABK Group
- **11** Other

In terms of companies, CaixaBank received 141 reports of conflicts of interest in 2025, representing 49 % of the total. For Group companies, the weight of reports received at BPI is particularly significant, amounting to 127 and accounting for 44 % of the total. As for the other Group companies, no significant volumes were reported.

The most recurrent typology in Conflict of Interest communications is that of simultaneous second activities, which accounts for 47 % of the total, followed by communications related to membership of an association, political party or holding public office (21 %).

Awareness-raising actions on conflicts of interest

In 2025, awareness-raising activities were carried out in the area of conflicts of interest. Notably, this included the release of a five-episode mini-series, viewed more than 21,000 times, illustrating everyday situations that could give rise to potential conflicts of interest and showing the correct course of action.

QUESTIONNAIRE ON GIFTS, HOSPITALITY AND SOCIAL INVITATIONS

In 2025, CaixaBank made a new corporate tool available to employees: a questionnaire designed to help them assess specific aspects of the appropriateness of accepting or declining gifts, hospitality, or invitations. This tool is available through the corporate intranet.



Generally speaking, requests for gifts and hospitality are in line with the Corporate Anti-Corruption Policy and for the most part have been accepted. The offers rejected were in exceptional circumstances where the minimum conditions envisaged in the internal regulations were not met (e.g. the maximum market value was exceeded or potential conflicts of interest were identified).

Taking advantage of its launch, CaixaBank conducted a survey that included a question aimed at assessing employees' perception of the new gifts and hospitality questionnaire on a scale from 1 to 10. The survey received an average score of 8.9 out of 10.

MONITORING OF CONDUCT

In addition to the Internal Reporting System and other channels, CaixaBank has established a **series of specific indicators that facilitate the monitoring and identification of unlawful conduct**. In this regard, these specific indicators, alerts, and automated controls are implemented in the main tools used for banking operations, allowing the identification of actions or behaviours not authorised by users.

In this regard, Internal Audit, in its role of detecting internal fraud cases, has specialised teams in the design, development and implementation of indicators, which are constantly evolving, improving and adapting to changes in processes, business models, technology possibilities and others. It has also developed an internal fraud questionnaire that is incorporated into process audits to coordinate Audit reviews, delve into possible cases, raise awareness in the area, uncover fraud situations, identify control weaknesses, generate other specific tasks, expand the scope of planned tasks according to Risk Assessment methodology, and facilitate reporting on the audit approach to internal fraud risk.

In the event that investigations have to be initiated, the procedures are detailed in the **section "Prevention and detection of corruption and bribery"**.



PREVENTION AND DETECTION OF CORRUPTION AND BRIBERY

CaixaBank reaffirms its commitment to integrity and transparency in all its activities, carrying out its business in an ethical and responsible manner, with a zero tolerance policy towards corruption and bribery. To ensure this principle, the Group has in place a regulatory and corruption risk management framework that includes specific procedures to prevent, detect and manage potential internal and external cases.

REGULATORY FRAMEWORK FOR THE MANAGEMENT OF CORRUPTION RISK

CaixaBank has a series of policies, including the **Code of Ethics**, the **Corporate Criminal Compliance Policy**, and in particular the Corporate Anti-Corruption Policy. They are all aligned with the principles set out in the UN Convention for the Prevention of Corruption. These Policies are described in the **section "Business conduct policies"**.

CaixaBank also applies **specific procedures to prevent cases of corruption and bribery throughout its value chain**, paying particular attention to relations with suppliers. In this regard, during the approval process, CaixaBank requires its suppliers to accept the Supplier Code of Conduct, section 3.4 of which contains information on the Corporate Anti-Corruption Policy (**see section "Supplier relationship management"**).



STAFF PARTICULARLY EXPOSED TO THE RISK OF CORRUPTION

CaixaBank considers all **employees, managers and members of the Board of Directors that make up the CaixaBank Group to be personnel who are particularly exposed to the risk of corruption and bribery**. However, the areas with the highest exposure to corruption and bribery risk are:

- | In the **branch network**, there is a risk of corruption and bribery as a result of cash handling, recording of transactions/banking operations or handling of confidential data, among other factors.
- | At **Central Services**, certain activities are carried out that may involve an inherent risk of corruption or bribery:
 - | Sponsorship initiatives/*marketing*.
 - | Donations and other charitable initiatives.
 - | In the procurement process, during the registration, approval and contracting of suppliers.
 - | Human Resources.

CORRUPTION RISK MANAGEMENT FRAMEWORK

CaixaBank's anti-corruption risk management framework consists of the aforementioned body of regulations and, in accordance with the crime prevention model, has a programme that includes the following elements:

1. A RISK MAP

Conducting the annual corruption risk assessment exercise (*Risk Assessment*).

2. A SPECIFIC GOVERNANCE MODEL

All activities related to the management and monitoring of corruption and bribery risk are reported to the **Corporate Criminal Management Committee**, which meets on a monthly basis. This Committee reports an annual summary of its activities to the **Global Risks Committee**.

In addition, on an annual basis, the Compliance activity report is submitted, which includes a detailed account of the activities carried out to improve and monitor the anti-corruption model. This documentation is sent to the

Board of Directors after being reviewed by the Global Risks Committee and by the Risks Committee.

3. A SET OF MITIGATION MEASURES

A number of activities are carried out to prevent and detect the risk of corruption. Highlights include:

- | Detection of *Gaps* and follow-up of remedial action plans.
- | Certification audits in the area of corruption.
- | Review of acceptance and granting of gifts and hospitality.
- | Processing of reports received from employees.
- | Contractual review in the supplier and agent approval process.
- | Supervision of correspondent banks in the anti-corruption area.
- | In cases where specific investigations need to be carried out, the Internal Audit team is primarily responsible for their execution, starting from an independent position.

4. PROCEDURES FOR RESPONDING TO EMERGING RISK SITUATIONS

CaixaBank has an internal procedure on the Anti-Corruption Model, which describes the guidelines for monitoring corruption risk, notably including:

1. Corruption testing activities
2. Management of improvement measures, where applicable.
3. Due diligence measures with third parties.

5. TRAINING AND COMMUNICATION PROGRAMMES AND PLANS

Training programmes and plans

CaixaBank has **annual training programmes** that adequately cover corruption risks and help promote appropriate awareness among all employees in the Group. These training initiatives in the field of anti-corruption are **ongoing and are periodically reviewed** to ensure alignment with current regulations and international best practices.

In this regard, CaixaBank's anti-corruption training plan consists of:

- | **Training for all new hires:** they must complete courses related to ethics and integrity, including guidelines on corruption prevention, among other topics.
- | **Continuous training for other employees.** During 2025, specific training was provided on Anti-Money Laundering and Counter Terrorist Financing (AML/CTF). In addition, every four years—or when significant regulatory updates occur—training is provided on ethics and integrity, which includes content on anti-corruption. **See section “Training on business conduct”.**

100 % of the workforce

is trained in anti-corruption matters

Dissemination and awareness-raising actions

CaixaBank carries out various dissemination and awareness-raising actions on corruption and bribery, with the aim of raising awareness among all employees. These include the following:

- | **Implementation of the annual communication plan,** carried out through the publication of news on the intranet and the execution of specific awareness-raising activities.

- | **Sessions** on this subject held in the postgraduate course on *Compliance* organised by the Pompeu Fabra University. For more details *see section “Training and dissemination of business conduct”*.
- | **Communication** to all employees through the publication of **updates** to the Corporate Anti-Corruption Policy on the corporate intranet. The Policy is available to all employees on the corporate intranet, as well as on the corporate website.

6. INDICATORS AIMED AT UNDERSTANDING THE RISK SITUATION AND THEIR MITIGATION AND CONTROL FRAMEWORK.

CaixaBank has a system of alerts and automatic controls, as explained in the *section “Monitoring of conduct”*. In cases where investigations of specific cases need to be conducted, Internal Audit is primarily responsible for their execution from an independent position. These specific cases may arise through the SII (Whistleblowing Channel), detection by areas with functions related to supervision and control, such as Business Control, Compliance, requests from public bodies, or recurring or ad hoc audits by Internal Audit that lead to alerts or red flags which, when analysed, result in specific reviews of corruption and bribery. In these cases, in addition to the investigation conducted by specialised teams, the preparation of the report, and its reporting to the governing bodies, the fraud cases are analysed forensically to identify the root cause and any potential weaknesses in the established processes. These are then forwarded to the affected areas so they can design and implement controls that mitigate these risk situations.

7. A WHISTLEBLOWING CHANNEL

The Group encourages employees, collaborators, suppliers, and other participants to report any illegal acts through the whistleblowing channels mentioned in the *section “Internal Reporting System (SII)”*.

8. ISO CERTIFICATIONS IN ANTI-BRIBERY MANAGEMENT SYSTEMS

CaixaBank has ISO 37001 Certification – Anti-bribery management systems, an international standard (ISO) that specifies the requirements and provides guidance for establishing, implementing, maintaining, reviewing and improving an anti-bribery management system.

9. A DISCIPLINARY PROCESS

CORRUPTION AND BRIBERY FIGURES AND STATISTICS

Indicator	2025	2024
Number of convictions for violation of corruption and bribery laws ¹	0	0
Number of fines for violation of corruption and bribery laws ¹	0	0

¹ The number of convictions and fines imposed on CaixaBank as a criminally responsible legal entity is indicated. If applicable, they would be disclosed in Note 24 “Provisions” of the Notes to the Consolidated Financial Statements.



POLITICAL LOBBYING

CaixaBank's public policy actions follow a broad approach aimed at **fostering the development and economic growth of the territories in which it is present**. In particular, support for regulatory initiatives aimed at strengthening financial stability and supporting the smooth functioning of the European banking sector.

To this end, CaixaBank participates in legislative processes in the financial sector at both national and supranational level to promote a solid, consistent and coherent regulatory framework. Likewise, CaixaBank works to promote the development of a regulatory framework for sustainable finance that enables it to meet the objectives of the 2030 Agenda and the Paris Agreements on climate change.

CaixaBank wants to ensure a fair transition to a sustainable economy, which is why it also engages in initiatives related to promoting the digital transformation, improving transparency and protecting consumers.



CaixaBank does not arrange direct interest representation services to represent its interests before the authorities, but generally shares its opinions through different associations to try to reach a consensus on the industry's position, without prejudice to the fact that, in specific cases, its own messages may be transmitted directly to the public authorities. CaixaBank shares its opinions on regulatory processes with public authorities through position papers or impact analyses, either at their request or on its own initiative.

The relationship with public authorities and political parties is governed by the provisions of the **Code of Ethics and the Anti-Corruption Policy**.

The **Code of Ethics** and the **Anti-Corruption Policy** seek to ensure not only compliance with applicable legislation, but also a firm commitment to the Group's ethical principles as a signatory to the United Nations Global Compact. This reflects the Group's determination to fight corruption in all its forms.

The Head of Compliance, Management Control and Capital (member of the Management Committee) and the Head of Public Affairs are the representatives before the administrative, management and control bodies for internal supervision of the activities of public policy of CaixaBank.

Furthermore, **CaixaBank's Regulation Committee** is the body tasked with monitoring the regulatory environment and setting positions on developments of public policies that are relevant to the bank and the financial system. The Committee uses internal studies of proposed regulatory changes to identify potential unwanted effects or impacts that could be disproportionate in relation to the desired aim of the legislation. Once the proposals are analysed, the Committee decides on the regulatory strategy to be channelled through the associations, of which it is a member or transmitted directly by the institution itself.

The main associations that indirectly represent CaixaBank, of which it is a member, are as follows:

MAIN ASSOCIATIONS OF WHICH THE GROUP IS A MEMBER

Spanish Confederation of Savings Banks (CECA)	Spanish Banking Association
Institute of International Finance	Global financial industry association
ESBG	European Savings and Retail Banking Group
International Capital Market Association	International Association of Capital Market Participants.
Digital Europe	European digital technology industry organisation
UNESPA	Association of Spanish insurance companies
INVERCO	Association of Collective Investment Institutions and Pension Funds.

In addition, in accordance with current legislation, **CaixaBank is registered in the European Commission's** Transparency Register under number 055017716307-39, as well as in the Transparency Registers of the Autonomous Communities that maintain one (Catalonia, Valencia, Madrid, and Castilla-La Mancha).

MAIN ENQUIRIES ON WHICH CAIXABANK HAS ISSUED A POSITION

Below are outlined the key initiatives for the 2025 financial year where CaixaBank has publicly stated its stance through various sectoral interest associations. Some of the topics addressed are closely related to some of the IROs identified as material. However, not every initiative corresponds directly to an IRO, since the positions taken by CaixaBank extend beyond sustainability-related topics.

Specifically, these initiatives fall within the following areas with an impact on CaixaBank's activity: digital, retail, payment systems, sustainability, markets and financial stability, and strengthening of the financial sector.

Digital:

- | EBA Guidelines on third party risk management (non-ICT services). ESBG positioning. <https://www.eba.europa.eu/publications-and-media/events/consultation-draft-guidelines-sound-management-third-party-risk>
- | Preliminary Draft Law of the Ministry of Interior on Protection and Resilience of Critical Entities. [Not published]
- | Consultation of the European Commission on the European Union Data Strategy (*European Data Union Strategy*). ESBG positioning. https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/14541-European-Data-Union-Strategy_en
- | Draft Bill from the Ministry for Digital Transformation and Public Administration on the proper use and governance of AI. [Not published]
- | Guidelines for reporting serious incidents under the Artificial Intelligence Act (*AI Act*). [Not published]
- | Draft Organic Law of the Congress of Deputies for the Protection of Minors in Digital Environments. [Not published]
- | Call for evidence by the European Commission on the Digital Omnibus. [Not published]

Retail:

- | European Commission Consultation on the New Consumer Agenda 2025–2030. ESBG positioning. <https://www.wsbi-esbg.org/esbg-calls-for-simplification-and-consistency-in-eu-consumer-agenda-2025-2030/>
- | Prior public consultation by the Bank of Spain (BoS) on the drafting of the Circular on the Risk Information Centre (RIC). [Not published]
- | Prior public consultation by the Ministry of Labour and Social Economy on the Draft Royal Decree for the promotion and support of financial institutions in the social economy and ethical finance. [Not published]
- | Draft Ministerial Order from the Ministry of Economy, Trade, and Business on changes to banking advertising and the Risk Information Centre (RIC). [Not published]
- | Draft Bill of the Ministry of Social Rights, Consumer Affairs and Agenda 2030 on Sustainable Consumption. [Not published]
- | Act of the Congress of Deputies on Customer Service. [Not published]
- | Plan of the European Commission on Affordable Housing. [Not published]
- | Draft Royal Decree of the Ministry of Labour and Social Economy on the encouragement and promotion of social economy financial institutions and ethical finance. [Not published]

Payments:

- | European Central Bank (ECB) consultation on the extension of T2 operating hours. [Not published]

Sustainability:

- | Omnibus Package on sustainability simplification. Corporate Sustainability Reporting Directive (CSRD) and Corporate Sustainability Due Diligence Directive (CSDDD). ESG positioning. <https://www.wsbi-esbg.org/esbg-recommendations-on-the-omnibus-initiative/>
- | Consultation of the European Commission on delegated acts of reporting on Taxonomy and delegated acts on Climate and Environmental Taxonomy. ESG positioning. <https://www.wsbi-esbg.org/esbg-response-to-the-commissions-consultation-on-the-eu-taxonomy-as-part-of-the-omnibus-initiative/>
- | Consultation of the Platform on Sustainable Finance (PSF) on its Preliminary Report related to the update and revision of the technical screening criteria for economic activities to be included or modified in the EU Taxonomy. ESG positioning. <https://www.wsbi-esbg.org/esbg-response-to-the-psf-call-for-feedback-on-the-review-of-the-climate-delegated-act/>
- | ESMA consultation on regulatory technical standards (RTS) in relation to the Single European Electronic Format (ESEF). ESG positioning. <https://www.esma.europa.eu/press-news/consultations/consultation-esef-rt-sustainability-reporting-and-amendments-eeap-rt-s#responses>
- | EBA consultation on guidelines on ESG scenario analysis. ESG positioning. <https://www.eba.europa.eu/eba-response/90259?destination=/publications-and-media/events/consultation-guidelines-esg-scenario-analysis>
- | EBA consultation on the draft implementing technical standards (ITS) amending Commission Implementing Regulation (EU) 2024/3172 with regard to disclosures on ESG risks, equity exposures and aggregated exposures to shadow banking entities. [Not published]
- | ESAs consultation on the Joint ESG Stress Test Guidelines. ESG positioning. <https://www.wsbi-esbg.org/esbg-submits-response-to-esas-consultation-on-joint-guidelines-on-esg-stress-testing/>
- | Consultation of the European Financial Reporting Advisory Group (EFRAG) on revised drafts of the European Sustainability Reporting Standards (ESRS) under the CSRD. [Not published]

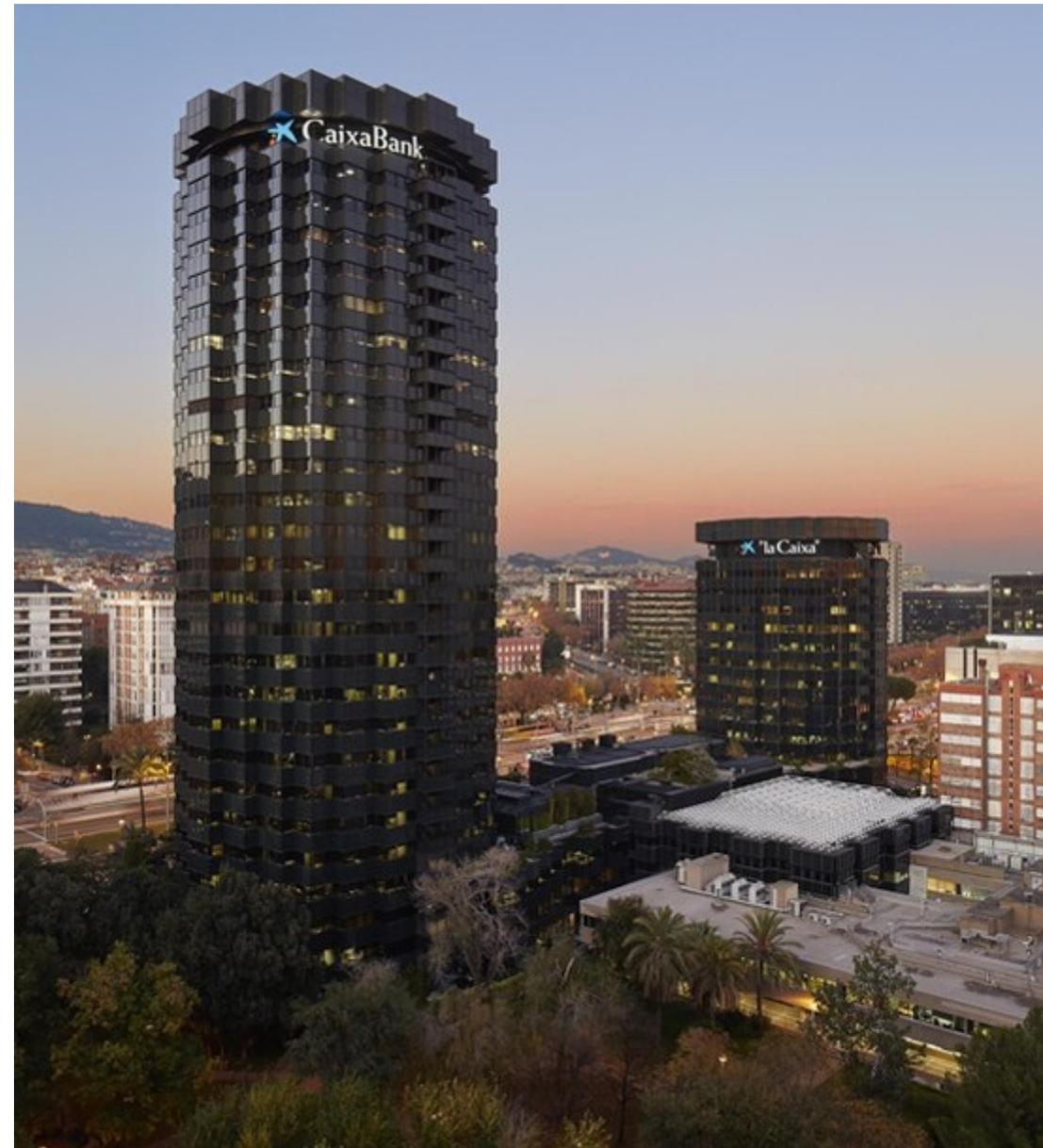
- | Public Hearing of the Ministry of Social Rights, Consumer Affairs and Agenda 2030 on the Draft Bill on Sustainable Consumption. [Not published]
- | Public Hearing of the Ministry of Labour and Social Economy on the Draft Royal Decree on the encouragement and promotion of social economy financial institutions and ethical finance. [Not published]
- | Consultation of the European Commission on the Delegated Act on the Energy Performance of Buildings. [Not published]
- | Call for evidence of the European Commission on the SFDR Regulation. [Not published]

Markets:

- | Proposals of the Comisión Nacional del Mercado de Valores (CNMV) on the OECD recommendations on the Spanish Securities Market. [Not published]
- | Draft Bill of the Ministry for Digital Transformation and the Civil Service on Open Administration. [Not published]

Financial stability and strengthening of the financial sector:

- | EBA consultation on RTS in the context of the EBA's response to the European Commission's call for advice (*call for advice*) on new AMLA mandates. Positioning ESBG. <https://www.wsbi-esbg.org/wp-content/uploads/2025/06/0354-ESBG-response-to-EBA-on-RTS-AML-ESBG-final.pdf>
- | Proposal for a Regulation of the European Parliament and of the Council amending Regulation (EU) 2017/2402 of the European Parliament and of the Council of 12 December 2017 establishing a general framework for securitisation and creating a specific framework for simple, transparent and standardised securitisation. - Positions of the ESBG and the CECA. [Not published]
- | Proposal for a Regulation of the European Parliament and of the Council amending Regulation (EU) No 575/2013 on prudential requirements for credit institutions, as regards the requirements applicable to securitisation exposures – Positions of the European Savings and Retail Banking Group (ESBG) and the CECA. [Not published]
- | Proposal for a Commission Delegated Regulation (EU) amending Delegated Regulation (EU) 2015/61 as regards the eligibility conditions for securitisations in the liquidity buffer of credit institutions. ESBG positioning. https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/14443-Amendments-to-the-treatment-of-securitisation-exposures-under-the-Liquidity-Coverage-Ratio-Delegated-Regulation/F3575998_en CECA positioning. https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/14443-Amendments-to-the-treatment-of-securitisation-exposures-under-the-Liquidity-Coverage-Ratio-Delegated-Regulation/F3579046_en
- | EBA consultation on the review of internal governance guidelines. ESBG positioning. <https://www.wsbi-esbg.org/wp-content/uploads/2025/11/0799-Executive-Summary-ESBG-response-to-EBA-consultation-on-GL-on-internal-governance.pdf>



CONTRIBUTIONS TO ASSOCIATIONS AND POLITICAL PARTIES

CONTRIBUTIONS TO SECTORAL AND TRADE ASSOCIATIONS

CaixaBank is a member of various sectoral interest representation associations (lobby) and participates and collaborates with trade associations such as chambers of commerce and other entities that promote the economic and social development of the territory. The contributions made to these partnerships are shown below:

_TOTAL CONTRIBUTION TO ASSOCIATIONS

€ million	2025	2024
Sectoral interest representation associations	5.5	5.3
Spanish Confederation of Savings Banks (CECA)	1.9	1.9
Spanish Insurance Business Association (UNESPA)	0.8	0.7
Other	2.8	2.7
Trade associations	5.0	5.2
Adecco Family Plan	2.0	1.7
Mobile World Capital Foundation	0.5	0.5
Chambers of commerce	0.5	0.5
Other	2.0	2.5

In relation to **CaixaBank, S.A.:**

€3.6 M

Paid in 2025 to sectoral associations.
€3.4 M in 2024

€4.2 M

Paid in 2025 to trade associations.
€4.6 M in 2024

CONTRIBUTIONS TO POLITICAL PARTIES

CaixaBank is committed to the principles of transparency, honesty and impartiality in its **interactions with political parties** and with other public and social entities that are also political in nature. Section 4 of CaixaBank's anti-corruption policy states that donations to political parties and their foundations, as well as total or partial debt forgiveness, are prohibited.

CaixaBank has sufficient controls in place to ensure that donations are not made to political parties.

TOTAL CONTRIBUTION TO POLITICAL PARTIES

€ million	2025	2024
Donations to political parties	0	0



SUPPLIER RELATIONSHIP MANAGEMENT

CaixaBank bases its commercial relations with its suppliers on *mutual respect, collaboration and professionalism*.

CaixaBank has a **category-specialised Procurement function** (&Facility Management and Logistics, Works and General Services, IT, Professional Services, and Marketing and Communication) with a cross-cutting view and management of the Group’s purchasing activities.

Its objective, aligned with the strategy, is **to obtain the necessary goods and services in a transparent, efficient and sustainable manner** within a framework of controlled risk and under homogeneous criteria for action for the entire Group.

In order to promote responsible practices within its supply chain, the Group has developed an ESG supplier assessment methodology that complements existing internal policies.

CaixaBank also supports its suppliers in their transition to more sustainable models, promoting training programmes and drawing up supplier development plans in ESG matters. In this regard, CaixaBank **has identified a positive impact in the double materiality study** (see section *“Materiality Assessment”*), which evidences the contribution of these initiatives to both sustainability and the creation of value for stakeholders.

THE POSITIVE IMPACT OF THE GROUP’S PURCHASES ON SOCIETY CAN BE SUMMARISED AS FOLLOWS:

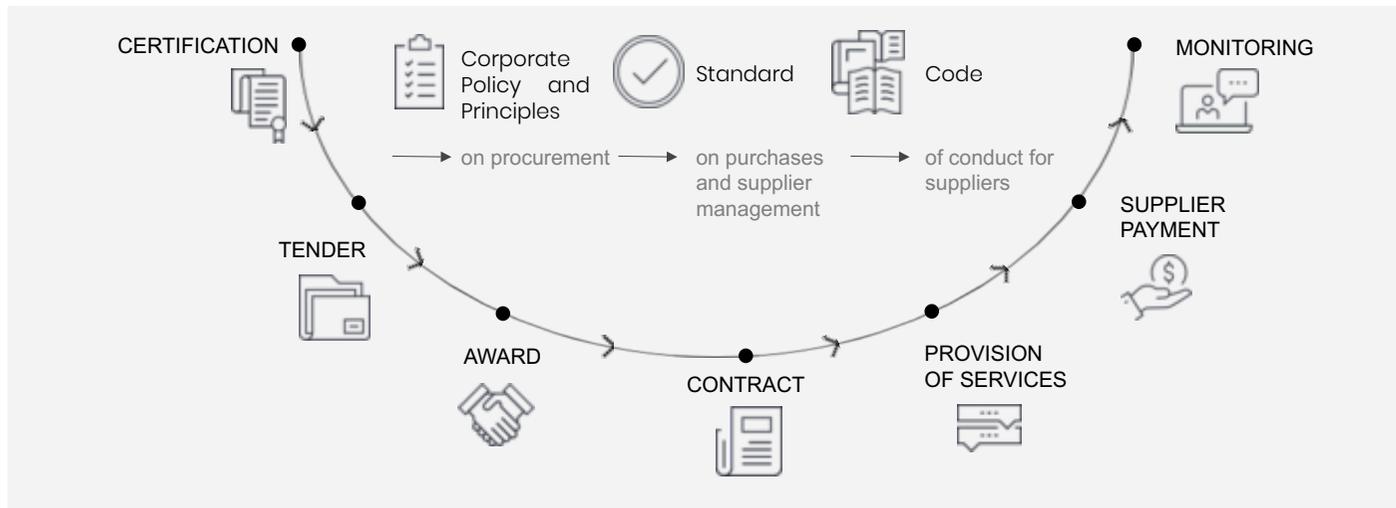
73,383

job positions generated through the multiplier effect of purchases from suppliers in Spain

7,191

job positions generated through the multiplier effect of purchases from suppliers in Portugal

PROCUREMENT AND SUPPLIER MANAGEMENT PROCESS



The Group has a **technology platform** that supports all stages of the Group's procurement process, from supplier qualification through to invoice recording and payment. CaixaBank also has a **Supplier Portal***, a digital platform designed to facilitate communication throughout the entire business relationship, providing a space where suppliers can consult information and carry out a wide range of actions, thereby increasing management efficiency. CaixaBank relies on this portal to strengthen its responsible and sustainable procurement policy, aligned with ethical, social and environmental criteria.

KEY SUPPLIER MANAGEMENT MILESTONES IN 2025

During 2025, CaixaBank, in its commitment to **continue improving its procurement and supplier management processes**, implemented a series of initiatives that delivered significant efficiency improvements:

- | **Reduction in procurement timelines:** actions have been implemented to prioritise streamlining the entire cycle, from supplier qualification through to award and contract management.
- | **Boosting digitalisation,** through the implementation of new monitoring and control tools, which make it possible to speed up processes and minimise downtime in the approval chain.
- | **Optimisation of questionnaires and the approval process,** reducing their number and simplifying indicators to avoid duplication and speed up supplier validation.

PROCUREMENT INDICATORS¹

	2025	2024
Number of active suppliers ^{2 3 6}	2,248	2,305
Volume invoiced active suppliers (€M) ³	3,698	3,036
Approved suppliers at year-end ^{4 6}	1,701	1,551
New active suppliers	120	191
Volume negotiated through electronic trading (€ M) ⁵	2,806	1,550
Volume negotiated through electronic trading	1,687	1,383
% volume from local suppliers – Spain	83%	81%

¹ Applicable to Group companies within the corporate Purchasing model. They include suppliers with billing in 2025. Creditors, public authorities and homeowners' associations are excluded.

² An active supplier is defined as one that meets one or more of the following criteria: an active contract in Ariba (supplier platform) with an agreement date after 01/01/2022; invoicing of more than €10,000 in the last 12 months; or having been awarded a negotiation in the last six months.

³ Applicable to Group companies operating under the corporate Procurement model. Also includes VidaCaixa.

⁴ In accordance with the current supplier qualification process, this includes centralised procurement suppliers that have successfully passed the financial qualification process, as well as decentralised procurement suppliers that have completed the registration process and hold the mandatory certificates in force.

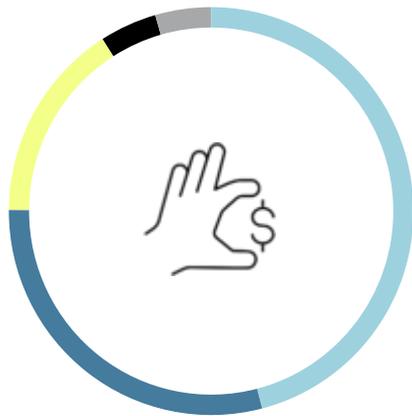
⁵ Total amount negotiated (multi-year).

⁶ The difference between the number of active suppliers and the number of qualified suppliers is mainly due to exempt suppliers, such as Forbes 2,000 companies, one-off contracts below €30,000, tests of concept, agreements or others.



*Access to the portal at <https://proveedor.caixabank.com>

PROCUREMENT PROCESSES NEGOTIATED BY PURCHASING CATEGORIES



- 46 % IT
- 29 % Professional services and operations
- 16 % Marketing and Communication
- 5 % Works and general services
- 4 % Facility Management & Logistics

REGULATORY FRAMEWORK OF THE PROCUREMENT FUNCTION

CaixaBank has a regulatory framework governing conduct, processes and decision-making within the Group in the area of procurement (the sustainability-related policies are described in the *section “Framework of sustainability policies, principles and statements”*). This regulatory framework consists of:

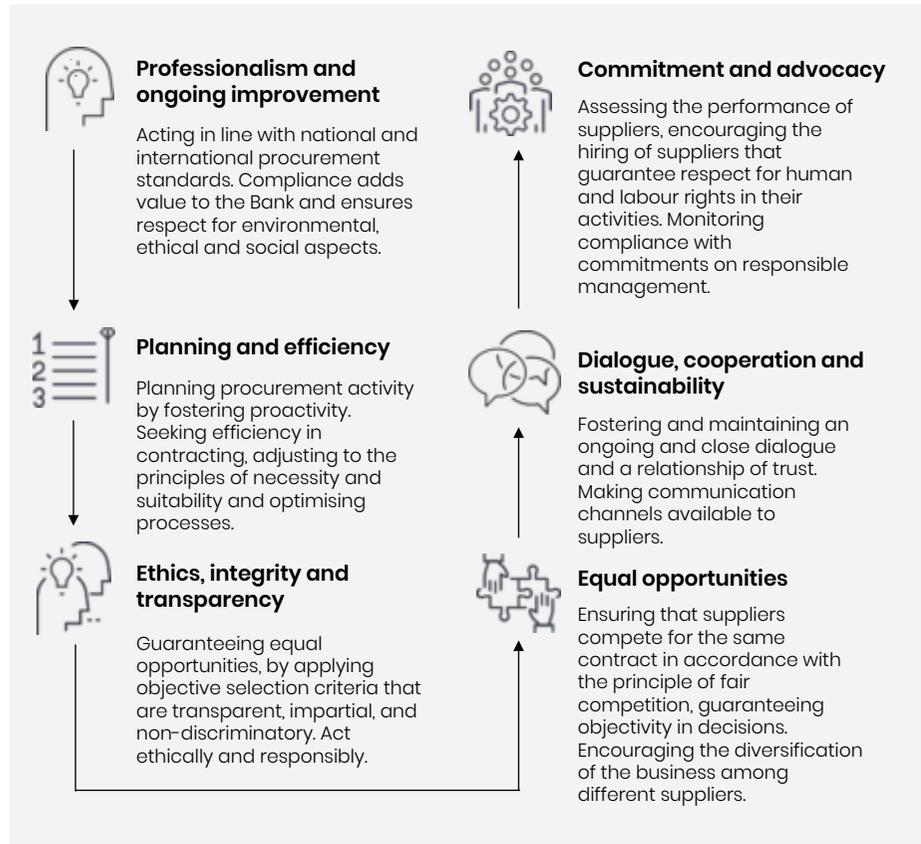
CORPORATE PROCUREMENT POLICY¹

The corporate Procurement Policy sets out the general framework within which procurement management activities are carried out and in which the supplier relationship and contracting model is defined. The Policy was updated by the Board of Directors in November 2025 and is reviewed biennially. The Policy is based on general principles designed to promote stable commercial relationships and facilitate collaboration with suppliers who align with CaixaBank’s commitments and values.



¹The Principles of the Corporate Procurement Policy are public. View on corporate website: https://www.caixabank.com/deployedfiles/caixabank/Estaticos/Principios_de_Compras_ENG.pdf. They are also available on the Supplier Portal and must be accepted at the time of registration: <https://proveedor.caixabank.com/>

PURCHASING PRINCIPLES



CORPORATE OUTSOURCING RISK MANAGEMENT POLICY

The Corporate Outsourcing Risk Management Policy sets out corporate principles and premises to regulate the process of arranging services with third parties. It falls within the regulatory framework of the recommendations of the European Banking Authority's Guidelines on outsourcing arrangements. The Standard is updated annually and its latest update was approved by the Board of Directors in July 2025.

SUPPLIER CODE OF CONDUCT¹

The aim of the Supplier Code of Conduct is **to spread and promote the ethical values and principles that will govern the activity of CaixaBank's suppliers** of goods and services, contractors and third-party collaborators. Guidelines of conduct are defined in this Code that the companies working as suppliers will follow in relation to complying with prevailing legislation, ethical behaviour and measures against bribery and corruption, safety and the environment and confidentiality. The Code is reviewed biennially and its latest update was approved by the Management Committee in January 2026.

The Supplier Code of Conduct **is based on internationally recognised standards** that ensure responsible and ethical practices throughout the supply chain. The standards and principles include:

- 01. The 10 Principles of the United Nations Global Compact** (UN Global Compact), which promote human rights, labour standards, environment and anti-corruption.
- 02. The United Nations Universal Declaration of Human Rights**, as an essential framework for the respect and protection of human dignity.
- 03. The UN Guiding Principles on Business and Human Rights**, aimed at preventing and mitigating negative impacts on people.
- 04. The conventions of the International Labour Organization (ILO)**, which lay down fair and safe working conditions.
- 05. Commitments and standards on good governance and responsible procurement (ESG)**, which strengthen transparency, sustainability and integrity in procurement processes.

¹ Available on the Supplier Portal, and must be accepted upon registration. <https://proveedor.caixabank.com/>

Principles of conduct

The Supplier Code of Conduct determines specific guidelines in the following content areas:



Human rights and labour rights



Occupational Health and Safety



Ethics and integrity



Health and safety



Environment and quality



Confidentiality, privacy and continuity

PURCHASING AND SUPPLIER MANAGEMENT STANDARD

The Procurement Standard sets out the reference framework for procurement management across the CaixaBank Group, incorporates best practices and optimises procurement processes within the Group, including, among others, ESG criteria. The Standard is updated every two years, and its most recent update was approved by the Management Committee in November 2025.

SUSTAINABLE PRACTICES WITH SUPPLIERS

CaixaBank's commitment to sustainability extends to its supply chain. In this regard, CaixaBank integrates ethical, social and environmental factors throughout the Supplier and Procurement management process.

€5.3 M

awarded to Special Employment Centres (CEE in Spanish).

€5.7 M in 2024.

303

Suppliers that have provided certificates in social and environmental matters¹.

688 in 2024.

Of which **224 suppliers** have provided **the ISO 14001 certificate**. 387 in 2024.

100%

of the Procurement with Environmental Impact category has environmental requirements.

HUMAN RIGHTS PRINCIPLES

CaixaBank insists that its suppliers show strict respect for Human Rights and Labour Rights and encourages them to embrace behaviours aligned with CaixaBank's own values in their practices and transmit them across their own value chain.

As part of its human rights due diligence process, CaixaBank assesses suppliers in order to identify, prevent and mitigate potential adverse impacts on human rights throughout the value chain (*see section "Human rights due diligence process"*).

¹The change in the number of suppliers is largely due to the review of the applicable criteria conducted as part of the questionnaire optimisation projectprocess. CaixaBank is currently in the process of updating the information provided by suppliers, a process that is expected to be completed in the first quarter of 2026.

ESG TRAINING FOR PROCUREMENT TEAMS

In order to guarantee the effective integration of environmental, social and good governance (ESG) criteria in the management of the supply chain, CaixaBank develops **specific training programmes for its purchasing staff**. These initiatives aim to equip teams with the knowledge and tools necessary to apply ESG principles in supplier selection and evaluation processes, thereby reinforcing the Group’s commitment to sustainability.

In 2025, the employees who make up the procurement team completed the **Human Rights training** titled “Promoting Decent Work in Companies through Labour Principles”, delivered by the United Nations Global Compact, the aim of which was to equip employees to integrate human rights and the 2030 Agenda into their day-to-day practices, by understanding the principles of the United Nations Global Compact and how to apply them.

Target	Train employees to integrate human rights and the 2030 Agenda into their day-to-day practices , addressing aspects such as gender and diversity, due diligence and shared responsibility, in order to prevent, mitigate and be accountable for their impact on human rights, participation mechanisms and remedies as a driver of inclusion.
Contents	Learning path with case studies to implement sustainable, responsible and inclusive practices. The topics covered are: <ul style="list-style-type: none"> Freedom of association and collective bargaining. Elimination of forced and child labour. Promotion of non-discrimination in employment and occupation. Creating safe and healthy working environments.
Total number of employees targeted for the training	29
Total employees who have passed the course	100%
Pegged to remuneration	No
Frequency	Yearly

INTEGRATION OF ESG CRITERIA IN THE PROCUREMENT AND SUPPLIER MANAGEMENT PROCESS

In recent years, CaixaBank has focused on integrating ethical, social, and environmental factors into its purchasing processes. This has ranged from verifying that suppliers comply with CaixaBank’s policies, requiring them to sign the Supplier Code of Conduct, to incorporating a weighting linked to ESG factors in the decision matrix (ESG index).



Certification

The purchasing process begins with certifying the supplier. All suppliers must undergo a certification procedure¹ to ensure transparency and traceability in the purchasing process.

The certification of a supplier involves a validation process of the information requested from and provided by the supplier in questionnaires, with the aim of assessing their overall capability to be a supplier for the Group, ensuring that they meet a set of minimum requirements.

CERTIFICATION PROCESS:

01. Register

02. Financial Rating. The validity of the qualification is 1 year.

The first step in the homologation process is the **registration**. At this stage, the supplier must **accept CaixaBank's Supplier Code of Conduct** and answer **seven blocking questions related to ethical conduct and respect for human rights**.

The questions cover statements from the supplier regarding compliance with the United Nations Global Compact Principles, measures to ensure workplace health and safety, and respect for diversity.

Once the first phase has been passed, the financial qualification of the supplier **begins**. In this phase, the supplier's financial parameters are reviewed to ensure that the supplier has sufficient financial capacity to provide products and services to the Group and that it complies with its tax and labour obligations.

In addition, once the supplier has been qualified, it is required to **complete the technical questionnaires**. Specifically, **there are eight modular questionnaires, seven of which include ESG information** and cover aspects relating to human rights and environmental matters. These questionnaires provide useful information to the Group, which subsequently enables an ESG assessment (ESG Index) to be carried out.

03. Answers to 8 technical questionnaires

- | Financial information
- | Governance, Welfare and Environmental Management
- | Occupational risks
- | Equality and family-responsible company
- | Business continuity
- | Regulatory compliance
- | RGPD (for construction suppliers only)
- | Carbon Footprint calculation of suppliers (only strategic and preferred suppliers)²

Optimisation of the technical questionnaires

During 2025, CaixaBank carried out a project aimed at **optimising the technical questionnaires**, reducing their number from 13 to eight in 2025. This initiative made it possible to establish a more streamlined and functional structure, facilitating information gathering and speeding up interaction with suppliers.

In addition, **the quality control process for the information reported** by suppliers in the questionnaires has been strengthened by involving the Group's specialist areas.

¹ Except where exempted (Forbes 2,000 companies, one-off contracts below €30,000, proofs of concept, or framework agreements).

² Relates to all suppliers with a turnover of more than 500 thousand euros.

Tender-award

This phase begins when the Group has a purchase need. CaixaBank notifies potential candidate suppliers of the technical and commercial specifications required for the provision of the service or purchase of goods. In recent years, the Group has worked to incorporate and take into account ESG criteria in tenders, with the Environmental Procurement Plan and the ESG index.

Implementation of the Environmental Purchasing and Contracting Plan in the tender process

CaixaBank has identified the product and service categories with the highest environmental impact and has defined 30 green purchasing sheets for these categories, which include both mandatory and recommended environmental criteria. These are incorporated into the tender process, reinforcing the sustainable approach and minimising potential environmental risks.

ESG index of suppliers

This index is an ESG indicator that allows the Group's suppliers to be **classified according to their level of compliance with various ESG aspects.**

This index scores suppliers from 0 to 100, based on technical questionnaires, external audits and other additional information, and classifies them according to their level of compliance with different ESG aspects (initial / intermediate / advanced).

For cases where this information is not available, either because the supplier is exempt or for other reasons, external sources of recognised standing such as Coriolis ESG by TradeSun are used. These external sources are also used to cross-check the information reported by suppliers.

The ESG Index score **obtained is fed into the decision matrix together with economic and technical criteria**, and since June 2024 **it has been applied across all procurement awards**. CaixaBank has calculated the ESG Index for **all active suppliers**.

ESG INDEX VALUATION MODEL

ESG Index [0-100 points]



(E)NVIROMENTAL

35 % of total KPI
0-100 pts

Have a certified carbon footprint calculation, a carbon footprint reduction plan, or environmental certifications such as ISO 50001, among others.



(S)OCIAL

35 % of total KPI
0-100 pts

Have EFR certification or a human rights policy, among others.



(G)OVERNANCE

30 % of total KPI
0-100 pts

Have an occupational health and safety management system certified to ISO 45001, or risk assessments for the activities it carries out, among others.

Formula: Total = Baseline + Additional

Base: Function of internal certification data. Max. 90 points

Additional: These are positive or negative points generally obtained from external information. (Complements up to a maximum of 100 points).

Maturity Level Results



Follow-up – ESG Audit Plan

ESG Audit Plan

The Group has an **ESG Audit Plan for suppliers**, which, through an on-site validation process, seeks to gather evidence to ensure that CaixaBank has the information necessary to generate a risk map for its main suppliers.

Suppliers are chosen based on the risk previously analysed, while seeking to obtain a representative sample of all categories.

In 2025, a total of 30 audits were conducted (34 in 2024), covering all procurement categories. Audits of suppliers are carried out by an independent third party to ensure transparency in the evaluation.

Once the audits have been completed, the results obtained are analysed and, where weaknesses are identified, **specific action plans are developed to address the deviations detected**. These plans are monitored to ensure their proper implementation. The **results of these audits are incorporated as a corrective factor (positive or negative) into the ESG index**.

In addition, for smaller suppliers, **CaixaBank has defined six specific development plans, including corrective measures**. A posteriori, together with the suppliers, a follow-up of the implementation of these measures is made to achieve an improvement in its commitment ESG. CaixaBank supports suppliers throughout this process through sustainable development plans (*see section “Supplier engagement”*).

Aside from audit plan, CaixaBank has a Controversies Committee, as detailed in the *section “Management of ESG controversies”*. This committee monitors a wide range of companies to detect non-compliance in any ESG area, specifically concerning human rights and environmental matters.

Compliance with the Code of Conduct

In this regard, if CaixaBank identifies inappropriate behaviour or violations of the Supplier Code of Conduct or Human Rights Principles, it may de-certify the supplier, meaning it would be disqualified from future contracting processes. Some of the reasons for de-certifying a supplier are:

- | The supplier has received legal claims for various reasons.
- | The supplier has been accused of corruption-related cases.
- | The supplier has received unfavourable results in audits and does not intend to take corrective actions.

ESG risk analysis of priority suppliers

During 2025, an **analysis was carried out from a sustainability perspective for suppliers prioritised due to higher ESG risk**. For the prioritisation of ESG risk, the criteria considered include whether the supplier’s tax domicile is located in countries considered high risk from a sustainability perspective, whether the supplier’s activity has been identified as posing a high environmental risk, or whether the supplier is linked to the defence sector.

The analysis carried out consists of a holistic ESG risk due diligence, incorporating aspects related to the supplier’s ESG control environment, as well as the existence or absence of ESG controversies. To complete this analysis, **information was consulted from public sources and external ESG data providers**, particularly in relation to information on severe controversies.

Engagement with suppliers

CaixaBank maintains an active dialogue with all its suppliers through various channels, including regular meetings during service performance review sessions, the Supplier Mailbox, the Supplier Portal, the queries and whistleblowing channel, audits, and the annual supplier survey (*see section “Engagement with stakeholders”*). These include:

- | **The Enquiries and Whistleblowing Channel**. CaixaBank makes its Whistleblowing Channel available to its suppliers (*see section “Whistleblowing channel”*), so that they can submit complaints or claims.

In this regard, CaixaBank expects its suppliers to have a complaints mechanism or a procedure similar to CaixaBank’s to ensure that its employees can submit complaints anonymously and without reprisals. However, where this is not the case, **CaixaBank makes its own Whistleblowing Channel available to its suppliers’ employees**, allowing them to raise concerns at any time.

- | **The annual supplier survey**. This survey makes it possible to measure suppliers’ perceptions—among those that have participated in a tender process (whether successful or not) in the last six months—of the Group’s procurement process. The results of the 2025 survey reveal that **83.5 %** of suppliers consider their **relationship with the CaixaBank Group to be the same as or better than that with their other customers**.

Engagement for the sustainable transition

The CaixaBank Group has committed to disseminate ethical, social and environmental considerations in its network of suppliers and partners, promote the contracting of suppliers who implement best practices, as well as good corporate governance, and implement mechanisms to assess the performance of suppliers, fostering dialogue through an various communication channels.

CaixaBank seeks to promote supplier development in the area of sustainability through dialogue with suppliers. Therefore, it has various programmes to help them in the transition.

- | **Supplier development plans.** As part of the Sustainable Procurement Project, the Supplier Development Plan was launched in 2023, with the aim of helping them to obtain a better positioning. The Plan consists of analysing its current situation and proposing improvement plans to achieve sustainability standards, including environmental aspects, aligned with those required by the Group.

- | **Training.** CaixaBank develops specific ESG training programmes for its suppliers. These initiatives aim to support them in their transition towards more responsible and sustainable practices. The following training courses were delivered in 2025:

- | Participation in the third edition of the **Sustainable Supplier Training Programme**. A project driven by the UN Global Compact, together with the ICO Foundation and ICEX Spain Export and Investment, aimed at training supply chains in sustainability under the frameworks of the Ten Principles and the 2030 Agenda. A total of 75 SMEs (all CaixaBank suppliers) took part in this edition.

- | **Training on carbon footprint calculation.** Two training sessions related to the new carbon footprint questionnaire were delivered, aimed at suppliers with a turnover of more than €500,000.

The aim of these sessions was to explain in detail how to calculate the carbon footprint:

- | **First session:** Introduction to the basic concepts and explanation of Scopes 1 and 2. **A total of 112 participants took part.**
- | **Second session:** In-depth analysis of Scope 3 categories. **97 participants took part.**



PAYMENT PRACTICES

CaixaBank believes that fair and reasonable payment terms, together with appropriate payment periods, are fundamental to establishing solid and lasting relationships with its suppliers.

To ensure efficient payment management, the CaixaBank Group has in place the **standard “Development of the budget management model”**, which elaborates on the principles set out in the **Group’s Costs Policy**. This regulation governs, among other aspects, payment terms for suppliers and lays down the applicable general terms and conditions.

In addition, CaixaBank has a **payment management model** with the following component parts:

- | **Operational controls:** They include, among other things, the generation of automatic notifications to the users responsible for the invoices and to the budget managers of the various units, informing them of invoices pending payment.
- | **Specialised back office:** Responsible for chasing invoices that are approaching maturity and those that are already overdue. From day 20 after receipt of an invoice, reminder emails are sent to the users responsible. The back office also resolves incidents and provides support to managers to facilitate invoice management.
- | **Scorecard:** A tool available to authorised users that allows them to track invoices pending payment.

CaixaBank applies the same payment terms and general conditions to all its suppliers. In 2025, the average payment period was 14.6 days, and 95.4 % of invoices were paid within the period established in the Group’s general terms and conditions, set at 30 days, in line with the applicable statutory limit.



The following details the information regarding the payments made during the 2025 financial year:

PAYMENTS MADE AND OUTSTANDING AT THE GROUP'S REPORTING DATE

(million euros) / number of invoices	2025			2024 ³				
	Amount	Percentage	Number of invoices	Percentage	Amount	Percentage	Number of invoices	Percentage
Total payments made	3,930		1,521,487		3,516		1,359,801	
Of which: Paid within the legal deadline ¹	3,550	90.3 %	1,452,119	95.4 %	3,172	90.2%	1,299,358	95.6%
Total payments pending	121		14,815		117		22,585	
Total payments for the financial year ²	4,051		1,536,302		3,633		1,382,386	

¹ In accordance with the Second Transitional Provision of Law 15/2010 of 5 July, which contains measures to combat late payment in commercial transactions, by default the maximum legal period for payments between companies is 30 calendar days, which may be extended to a maximum of 60 calendar days, provided that both parties agree.

² In 2024, the criterion for determining payments to suppliers was amended to exclude intermediary payments made on behalf of customers to the suppliers of the Group company Facilitea Selectplace, S.A.

³ Figures for 2024 have been restated to incorporate the Group company Banco BPI.

AVERAGE PAYMENT PERIOD AND PAYMENT RATIOS TO SUPPLIERS

(Day)	2025	2024
Average payment period to suppliers	14.6	14.6
Ratio of transactions paid	14.2	14.2
Ratio of transactions pending payment	26.9	29.6

As of 31 December 2025, CaixaBank has no ongoing legal proceedings with a material impact with suppliers due to overdue payments. During the 2025 financial year, CaixaBank has not had any significant legal proceedings with any supplier as a result of overdue payments.



TAX TRANSPARENCY

CaixaBank's social commitment is reflected in responsible tax management, which contributes to sustaining the public finances that fund the infrastructures and public services that are essential for progress and social development.

CaixaBank's tax strategy is based on the values that underpin its corporate culture, while it manages compliance with its tax obligations in line with its **low tax risk profile**. The minimal adjustments required to CaixaBank's tax returns reflect this low risk approach.



Corporate policy on tax risk management and tax performance of CaixaBank¹

CaixaBank defines the tax risk as the potential loss or decrease in the profitability of the CaixaBank Group as a result of changes in the legislation or in the regulation in force or due to conflicts of standards (in any field, including tax), in its interpretation or application by the corresponding authorities, or in its transfer to administrative or court rulings. It is covered under Legal/Regulatory Risk in the Risk Taxonomy.

The CaixaBank Group has fully integrated Banco BPI, so that its traditional activity in Spain—its most important jurisdiction—is complemented by the activity in Portugal as the second most important jurisdiction for all purposes, including taxes paid and those of third parties collected in favour of the tax administration. Likewise, the growing activity and subsequent generation of taxes by branches should not be underestimated.

In all jurisdictions where CaixaBank operates, it is careful to comply with any tax obligations arising from its economic activity. Tax compliance mainly refers to:

- | Payment of own taxes directly generated by its business activity.
- | Collection of taxes from third parties arising from its economic relationship with CaixaBank.

- | Contribution to the collection of taxes from third parties and their payment into the public coffers in its capacity as a collaborating entity.
- | Complying with public authorities' information and cooperation requirements.

CaixaBank has passed the third AENOR audit in relation to the UNE 19602 standard:

- | In 2022, the Bank was certified by AENOR for its Tax and Fiscal Compliance as per UNE 19602, which seeks to enhance its tax risk management system, make it easier to identify, prevent and detect tax risks, and be more transparent with the tax agency.
- | In 2025, the company successfully passed the third audit, in which compliance with the standards required by the standard for the issuance of the certification was reviewed.

In addition, in 2025, it obtained a 3-star rating in the "T" seal for Transparency awarded by Fundación Haz.

¹ Regularly reviewed. Last updated April 2025: <https://www.caixabank.com/en/sustainability/culture-responsibility/responsible-management.html>

VOLUNTARY CODES OF GOOD TAX PRACTICE

CaixaBank is a voluntary member and participates actively in the Large Companies Forum. Forum members include the Spanish tax agency (AEAT) and the main large taxpayers, and its goal is to expand and study the cooperative relationship model by means of a space where the leading tax matters can be analysed together and within the industry.

CaixaBank is a voluntary member of:

CODE OF GOOD TAX PRACTICES IN SPAIN (CBPT)

- | Approved by the Forum of Large Businesses.
- | It contains a number of recommendations voluntarily followed by both the AEAT and by companies, thereby improving the application of the tax system through:
 - | Increased legal certainty.
 - | Mutual cooperation based on good faith.
 - | Legitimate expectations.
 - | The application of responsible fiscal policies in companies, with the knowledge of the Board of Directors.
- | As proof of its adherence to and compliance with the principles included in the CBPT, every year CaixaBank submits the "Tax Transparency Report within the framework of the CBPT" to the Central Delegation of Large Taxpayers of the AEAT, together with its corporate income tax return for the previous year. The aim is to incorporate into its actions the proposals for strengthening the good practices of tax transparency of the companies adhering to the aforementioned Code.
- | This report explains the most relevant criteria used in the preparation of the corporate income tax return and comments on a series of tax-related issues that have arisen during the year. Subsequently, whenever necessary, meetings are held with the tax authorities in order to elaborate on the necessary details. All of this in order to inform AEAT of the criteria followed in tax matters prior to the start of the corresponding inspections.

CODE OF TAX PRACTICE FOR UK BANKS

- | Through the London branch.
- | Driven by the United Kingdom tax authorities, it is committed to maintaining high standards of governance and conduct in compliance with its tax obligations.

INTERPRETATION OF TAX RULES

The payment of taxes stems from the need to comply with fiscal responsibilities imposed by tax laws.

- | CaixaBank takes into consideration:
 - | The will of the legislator.
 - | Underlying economic reasonableness, in line with the OECD (Organisation for Economic Co-operation and Development) tax principles embodied in the BEPS project (*Base Erosion and Profit Shifting*).
- | The interpretation of fiscal standards is further backed by prestigious tax consultants when required by the complexity or importance of the matter in question. Tax authorities may even be asked for clarification when this is deemed necessary.
- | Decisions on tax matters resulting from these interpretations are subsequently reviewed by CaixaBank's external auditors. In order to safeguard the independence of CaixaBank's audit, it does not employ as tax advisers the assigned accounts auditor.
- | As a corollary of the reasonableness of the interpretation of tax rules, tax inspections verify compliance with tax obligations.

The interpretation of tax regulations by CaixaBank results in fair and reasonable tax management in accordance with the applicable tax legislation.

TAX CONTRIBUTION

CaixaBank is committed to paying taxes wherever it operates and generating value, so a high percentage of its taxes paid are located in Spain and Portugal. It also pays taxes in countries where it has international branches. The taxes paid in relation to representative offices are principally related to employees contracted in these countries.



TAXES MANAGED BY THE CAIXABANK GROUP

Own taxes	Third parties' taxes	Collection and cooperation
Payment of CaixaBank's taxes, excluding Other Contributions (FGD, SRF, Financial Contributions and Contributions to the Portuguese Banking Sector).	Collection on behalf of the tax authorities of taxes payable by third parties arising from their economic relationship with CaixaBank.	Contribution as a collaborating entity in the collection of taxes by the State and the regional and local treasuries.
Direct taxes	Personal income tax withholdings on salaries, interest and dividends received	Through the branch network, ATMs and online channels
Corporate tax ¹	Employees' social security contributions	Cooperating transparently and proactively with public authorities to combat tax evasion and fraud
Tax on net interest income and fee and commission income	VAT paid in to the tax authority	
Business and property taxes		
Taxes on deposits		
Indirect taxes		
Non-deductible VAT payments		
Duty on transfers of assets and documented legal transactions (ITP-AJD in Spanish)		
Employers' social security contributions		

¹Profit taxes paid or refunded in the year in each jurisdiction include tax instalments and withholding taxes paid. Refunds collected for income tax from previous years are also considered. In addition, the results of the settlements for tax assessments paid during the year are included.

OWN TAXES AND TAXES COLLECTED FROM THIRD PARTIES

BREAKDOWN OF OWN TAXES AND TAXES COLLECTED FROM THIRD PARTIES ON A CASH-FLOW BASIS

 €6,292 M²

		BY LOCATION				BY TYPE						
		€5,299 M		€828 M		€164 M		€3,541 M ¹		€2,751 M		
		Spain		Portugal		Branches and subsidiaries ²		Own taxes paid		Third-party taxes collected		
2025		€2,981 M	€2,318 M	€411 M	€417 M	€27 M	€32 M	€1,908 M	€1,057 M		€8,674 M	
		Correspond to own taxes paid in their capacity as taxpayers	Taxes payable by third parties deriving directly from CaixaBank activities and collected by CaixaBank on behalf of the relevant public authorities	Correspond to own taxes paid in their capacity as taxpayers	Taxes payable by third parties deriving from the Group's activities in Portugal and collected on behalf of the relevant Portuguese public authorities.	United Kingdom	Italy	Direct taxes	Income tax ³		RESULT CONSOLIDATED BEFORE TAX	
						€32 M	€22 M	€872 M	€120 M			
						France	Poland	Indirect taxes	Imposed on banking deposits (IDEC)			
						€36 M	€11 M	€761 M	€580 M			
					Germany	Morocco	Employers' social security	Tax on net interest income and fee and commission income			32%	
							€4 M	€151 M			TOTAL TAX RATE (TOTAL TAX RATE) ¹	
							Luxembourg	Other ⁵				
€6,151 M												
		€5,274 M		€772 M		€106 M		€3,593 M		€2,559 M		
		Spain		Portugal		Branches and subsidiaries		Own taxes paid		Third-party taxes collected		
2024		€3,125 M	€2,149 M	€372 M	€400 M	€25 M	€9 M	€2,215 M	€1,448 M		€8,319 M	
		Correspond to own taxes paid in their capacity as taxpayers	Taxes payable by third parties deriving directly from CaixaBank activities and collected by CaixaBank on behalf of the relevant public authorities	Correspond to own taxes paid in their capacity as taxpayers	Taxes payable by third parties deriving from the Group's activities in Portugal and collected on behalf of the relevant Portuguese public authorities.	United Kingdom	Italy	Direct taxes	Income tax		RESULT CONSOLIDATED BEFORE TAX	
						€24 M	€13 M	€683 M	€493 M			
						France	Poland	Indirect taxes	Levy on Banking			
						€25 M	€7 M	€694 M	€108 M			
					Germany	Morocco	Employers' social security	Imposed on banking deposits (IDEC)			34%	
							€3 M	€165 M			TOTAL TAX RATE (TOTAL TAX RATE)	
							Luxembourg	Other				

¹ The total tax rate is measured as the percentage that total taxes paid (excluding Other Contributions such as FGD, FUR, Patrimonial Contribution, Monetisable DTAs, and Contributions to the Banking Sector in Portugal) represent over the profit before tax (PBT), excluding the corporate tax paid, as it is not included in the PBT calculation $[3,541 / (3,541 - 1,057 + 8,674)] = 32\%$. The criteria of the Spanish banking sector are followed to determine this ratio.

² These amounts include both taxes paid and taxes collected from international branches and Luxembourg subsidiaries.

³ Payments of income tax in 2025 amounted to 2,361 million euros, of which mainly corresponds to payments of 1,925 million euros settled in Spain, 318 million euros in Portugal, 25 million euros in the United Kingdom, 30 million euros in France, 16 million euros in Germany, 29 million euros in Italy, 11 million euros in Poland, and 5 million euros in Morocco. The refund for advance payments on account of corporate income tax for previous years totalled 1,039 million euros in Spain.

⁴ Excludes other contributions (FGD, SRF, Financial Contributions, Contributions to the Portuguese Banking Sector).

⁵ Mainly includes the tax on economic activity and property, supplementary declarations, and other direct taxes paid. In 2024, "other paid indirects" are also included.

CAIXABANK AS A PARTNER ENTITY IN THE HANDLING OF TAX AND SOCIAL SECURITY CONTRIBUTIONS

CaixaBank plays a significant social role as a partner entity of state, regional and local tax administrations, as well as of the General Treasury of the Social Security Institute:

- | It collects taxes and social contributions from third parties.
- | It pays to said third parties tax refunds ordered by the administrations.

It also cooperates transparently and proactively with public authorities in the fight against tax evasion and tax fraud, allocating its own resources and capabilities to fraud investigation.

__AMOUNT OF RECEIPTS AND PAYMENTS OF PUBLIC ADMINISTRATIONS MANAGED

€151,911 M	€68,436 M
Collections	Payments
€139,758 M in 2024	€64,715 M in 2024

COLLABORATION IN THE FIGHT AGAINST TAX EVASION AND TAX FRAUD

6,184 requests	16,154
for information received from the Spanish authorities handled	processed on behalf of the Spanish authorities
6,111 in 2024	12,575 in 2024

OTHER CONTRIBUTIONS

Besides the taxes mentioned, CaixaBank, as a financial institution, makes other contributions to:

- | Supervisory funds for banking systems, both at the European and national level.
- | Funds for the maintenance and operation of the banking system in general.
- | Financial Contribution of deferred tax assets (DTAs).


2025
€169 M
112

Financial contribution of monetisable DTAs

27

 Extraordinary levy on the banking sector (Portugal)¹
8

Investment Guarantee Fund (FGD)

22

Supervisory fees

2024
€185 M
129

Financial contribution of monetisable DTAs

27

Extraordinary levy on the banking sector (Portugal)

9

Investment Guarantee Fund (FGD)

20

Supervisory fees

¹This amount includes the payment made, without considering the extraordinary income of +€22 million arising from BPI's right to recover the solidarity levy on the Portuguese banking sector for recent years, following a favourable ruling by the Constitutional Court of Portugal.

CONTRIBUTION BY GEOGRAPHY

CaixaBank complies with the OECD tax principles embodied in the BEPS project (Base Erosion and Profit Shifting), acting without using artificial corporate structures to shift profits to low-tax jurisdictions, so that the expansion of its activity always responds to a real economic substance.

Any international expansion of its business, therefore, has real economic substance. To that end, below is a table that includes the details of the revenue, earnings and corporate tax paid in each jurisdiction where the CaixaBank Group is present.

The “*Own workforce*” section of this report also includes details of the employees in each jurisdiction.

(In million euros)	Ordinary income ¹		Profit/(loss) before tax		Corporate tax accrued		Corporate tax paid	
	2025	2024	2025	2024	2025	2024	2025	2024
Spain	23,511	25,609	7,446	7,115	(2,439)	(2,196)	620	1,080
Portugal	1,971	2,236	786	874	(201)	(231)	318	290
France	315	285	115	75	(28)	(20)	30	24
Poland	131	118	2	33	(2)	(7)	11	7
United Kingdom	352	285	104	55	(39)	(20)	25	24
Germany	409	403	102	82	(34)	(26)	16	13
Morocco	25	21	17	13	(7)	(6)	5	3
Italy	146	128	61	48	(20)	(17)	29	8
Switzerland	0	2	(1)	0	0	0	0	0
Luxembourg	71	33	43	25	(5)	(3)	0	0
TOTAL	26,931	29,120	8,674	8,319	(2,775)	(2,525)	1,054	1,449

¹ Correspond to the following headings of the Group's Public Profit and Loss Account: 1. Interest income; 2. Dividend income; 3. Results of entities accounted for using the equity method; 4. Fee and commission income; 5. Gains or (–) losses on derecognition of financial assets and liabilities not measured at fair value through profit or loss, net; 6. Gains or (–) losses on financial assets and liabilities held for trading, net; 7. Gains or (–) losses on non-trading financial assets mandatorily measured at fair value through profit or loss, net; 8. Gains or (–) losses on financial assets and liabilities designated at fair value through profit or loss, net; 9. Gains/losses from hedge accounting, net; 10. Other operating income; 11. Insurance revenue.

Profit taxes paid or refunded in the year in each jurisdiction include tax instalments and withholding taxes paid. Refunds collected for income tax from previous years are also considered. In addition, the results of the settlements for tax assessments paid during the year are included.

The amount of cash payments and refunds of corporate income tax does not correspond to the amount of the income tax expense recognised in the consolidated income statement. The amount of the payments includes the instalments and withholdings paid on the profit for the year. However, the refunds are not directly linked to the profit for the year since they correspond to profits earned in previous years minus the corresponding instalments and withholdings. The income tax expense recognised in the consolidated income statement if it is directly related to the profit before tax for the current financial year.

CAIXABANK'S POSITION IN RELATION TO NON-COOPERATIVE JURISDICTIONS IN THE EUROPEAN UNION'S TAX MATTERS

As a general rule, CaixaBank avoids operating in non-cooperative jurisdictions. Nor does it use tax structures that involve such territories or low- and zero-tax territories when there is no real economic substance for such structures. Any investment in entities that are domiciled in non-cooperative territories is subject to a prior report on the economic basis for the investment and the approval of the governing bodies.

CaixaBank's policy on non-cooperative jurisdictions based on the principles set out in the Group's statutory documents:

- | Code of ethics
- | Tax Risk Control and Management Policy

CAIXABANK GROUP ACTIVITY IN LUXEMBOURG

Luxembourg is a key jurisdiction for the financial sector for a number of reasons:

- | The **efficiency** achieved in financial matters as a result of its specialisation in investment products, which enables it to offer attractive returns.
- | Its high **legal certainty** based on the prompt implementation of regulations and the stability of the legal system.

The CaixaBank Group is present in a leading global market in terms of managing investments, which allows it to expand its potential national and international customers.

PRINCIPLES OF THE GROUP'S ACTIVITY IN LUXEMBOURG

- | CaixaBank's operations in Luxembourg are, like those of the entire Group, completely transparent and subject to the controls required of a regulated business, supervised by bodies that adhere to common European and international standards.
- | CaixaBank complies with the OECD tax principles embodied in the BEPS (Base Erosion and Profit Shifting) project, acting without using artificial corporate structures to shift profits to low-tax jurisdictions, so that the expansion of its activity always responds to a real economic substance.
- | The identities of CaixaBank's investors in Luxembourg are disclosed to the tax authorities to ensure they meet their tax obligations within a framework of complete transparency.



CaixaBank does not currently have direct holdings in companies established in non-cooperative jurisdictions.



Sustainable finance

CaixaBank integrates sustainability into its day-to-day business, promoting initiatives that contribute to the transition towards a low-carbon economy and social welfare. In this context, **the Group plays a key role in channelling the investment needed to build a greener economy and promote economic and social development.**

Within the framework of the 2025–2027 Sustainability Plan, CaixaBank expects to mobilize €100 billion to support the transition towards a sustainable economy. This commitment is delivered through the financing of projects with a positive impact on the environment and society, such as energy efficiency, renewable energy, sustainable mobility and efficient buildings; the provision of solutions that accelerate the decarbonization of companies and households; the promotion of financial inclusion; the fostering of training and employment; and addressing the needs arising from increasing longevity.

The Group is also committed to responsible business management, **advancing in the integration of social and environmental criteria in its activity** and ensuring best practices in internal control and corporate governance.

To reinforce this commitment, CaixaBank has established a global framework for managing ESG risks. This framework aims to ensure that procedures and tools for the identification, assessment and monitoring of ESG risks arising from its activity are implemented and integrated into standard risk, compliance and operational processes. To achieve this, the Group has the **Corporate Sustainability/ESG Risk Management Policy**, which sets out the principles, premises and mechanisms needed to ensure the proper governance, management and control of these risks.

This approach enables CaixaBank to respond to the challenges of climate change, promote environmental conservation and contribute to social progress, reinforcing its role as a Group committed to sustainability and the creation of long-term value.

DESCRIPTION OF THE PROCESSES FOR IDENTIFYING AND ASSESSING MATERIAL IROS RELATED TO SUSTAINABLE FINANCE

In recent years, CaixaBank has carried out various analyses to identify both the potential risks associated with ESG factors that may affect its business and the positive and negative impacts that its own activities generate on the environment and society.

With regard to the **identification of impacts**, financial institutions are considered capable of having a significant impact in contributing to the achievement of the Sustainable Development Goals (SDGs), insofar as some of the sectors they finance or invest in have a material impact on the environment and society. In this regard, consideration has been given to the positive impact of channelling sustainable business, as well as to the financing and investment restrictions on certain sectors set out in the **corporate Sustainability/ESG Risk Management Policy**.

The **identification of ESG risks** is carried out within the framework of the assessment of the materiality of sustainability (ESG) risks, which has been used as input in the Doble Materiality Assessment. **The assessment of the materiality of sustainability risks (ESG)** focuses on the qualitative assessment of the main impacts that ESG factors may have on the risks in CaixaBank's Corporate Risk Catalogue. Sustainability risk (ESG) is included in the Corporate Risk Catalogue as a cross-cutting factor in several of its risks. There are transmission channels through which ESG risks (in particular climate-related risks) feed into credit risk and other risks in the Corporate Risk Catalogue, supporting their treatment as risk factors rather than as standalone risks. The assessment of climate risks as part of the ESG risk materiality assessment is described in the **section "Climate Change"**. The results of this assessment are part of the Group's Risk Assessment process (**see section "Risk Management"**).

Of all the ESG risks, **the most potentially material in the short, medium and long term are those related to the adverse effects of climate change**

(physical risks) **and those of the measures taken to combat it** (transition risks); *see* “**Climate change**” section.

The analysis has taken into account the risks arising from the Group’s main activities, especially those arising from financing, investment and asset management in those **sectors that are the subject of controversy** or that may **not comply with the Corporate Policy on ESG sustainability risk management**. Lastly, the business opportunities that financing may generate have also been taken into account, in view of the multiple constraints, challenges and transformations that will affect business models and technologies across many sectors in the coming years.

As a result of this analysis, the following material IROs **have been identified in the double materiality assessment** (*see* section “**Materiality Assessment**”):

- | Support for environmental projects through the offering and marketing of products and services for these purposes.
- | Contribution to societal well-being through the offering and marketing of products and services with a social impact.
- | Promotion of climate change adaptation, environmental conservation and societal well-being through the issuance of sustainable bonds, both green and social.
- | Design and marketing of products and services whose funds are allocated to environmental and social projects.
- | Financing of projects or relationships with customers that give rise to controversies or that breach the Corporate Sustainability/ESG Risk Management Policy once the project or relationship has commenced.
- | Investment of the own portfolio in companies or financial instruments that give rise to controversies or that breach the Corporate Sustainability/ESG Risk Management Policy once the investment has already been made.

These aspects are fully integrated into the Group’s activities and are aligned with the strategic priorities defined in the **2025–2027 Strategic Plan** (*see* section “**Strategy**”). In this regard, as explained in this section, ESG risk analysis is integrated into the client onboarding process (ESG onboarding) and into the financing transaction approval process.

The material IROs are grouped into the **following areas**, which are explained throughout this section:



ESG risk management



Sustainable business



ESG RISK MANAGEMENT

ESG risks require active and rigorous management to ensure business resilience. CaixaBank therefore actively manages them, based on an assessment of the materiality of ESG risks and their interrelation with the risks in the Corporate Risk Catalogue.

To manage these risks, CaixaBank has a **robust governance framework** in place, comprising various governing and management bodies, together with the corporate **Sustainability/ESG Risk Management Policy**, which sets

out the principles, premises and mechanisms that ensure the sound governance, management and control of these risks. It also has an **ESG risk management framework** which aims to ensure that procedures and tools for the identification, assessment, management and monitoring of ESG risks arising from its business are implemented and integrated into standard risk, compliance and operational processes.



ESG RISK GOVERNANCE FRAMEWORK

ESG risk management has been integrated into the Group's existing risk management systems. The **Board of Directors** is responsible for implementing a risk governance framework that addresses the Group's risk propensity. This includes the promotion of a robust and diligent risk culture, establishing the risk appetite within a RAF and well-defined responsibility for risk-taking, management and control.

Additionally, with regard to the management of sustainability/ESG risks, the **Board of Directors is responsible for approving the Corporate Sustainability/ESG Risk Management Policy and ensuring compliance with its provisions.**

The **Sustainability Committee** is the highest executive body specialised in sustainability risk management. It directly reports to the Management Committee and, when applicable to sustainability risk policies, to the Global Risks Committee, which refers the required aspects to the Risks Committee.

CORPORATE POLICY ON SUSTAINABILITY/ESG RISK MANAGEMENT

The corporate Policy on Sustainability/ESG Risk Management¹ lays out the **principles, premises and mechanisms to ensure that the ESG risks associated with Group's financing and investment activities** are subject to corporate governance, management and control criteria, and that they comply with the expectations of the Group's stakeholders while allowing the investments to take advantage of business opportunities and accompany the transformation that the Group's customers are making and will make in the coming years.

The Policy **is reviewed annually**, and its **last update** was approved by the **Board of Directors** in the month of **March 2025**. Its main lines of action are:

01. Defining and managing an internal ESG risk management plan in line with the Group's strategy.
02. Defining and managing the implementation of a framework of admission, monitoring and mitigation policies to maintain a risk profile in line with this strategy.
03. Develop the ESG risk analysis tools needed for decision-making in the customer onboarding and risk concession processes, whether in corporate or project formats.
04. Monitor the activities and operations with a potential significant impact on ESG risks.
05. Incentivise practices to mitigate the ESG risks assumed in the portfolios as part of the scope of applicability of the Policy to which these Principles refer or other types of actions (such as, for example, the issuance of green and social bonds).
06. Promoting the development of systems for identifying, marking transactions for and measuring exposure to ESG risks, in accordance with the evolution of the regulatory framework, social sensitivity to these risks and best practices in the market.
07. Assign personnel within the existing organisational structure to manage ESG risks, with the necessary separation of duties to ensure independence between the departments responsible for the processes of defining the strategy, analysing and approving operations, and monitoring and controlling said risks.
08. Establish a system of authority for onboarding ESG risks that allows said risks to be incorporated quickly but robustly into normal decision-making processes, consistent with the scope of this document.

¹ Principles of Action of the CaixaBank Group's Corporate Sustainability/ESG Risk Management Policy https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Sostenibilidad/Principles-ESG-Risks-Managing.pdf

Scope and field of application

The Policy is **applicable to all Group companies engaged in financing and investment activities with exposure to ESG risks**. In this regard, the Group companies have either adhered to this policy or approved their own policy in line with its basic principles.

In relation to the **scope**, the Policy applies to **customers who are legal entities**:

- | Companies with which the Group **is considering establishing commercial relations, enter into new credit or guarantee operations or renew/renegotiate existing ones**, as well as other financing transactions.
- | In which **own-account investments** are made in **fixed income and equity securities**.
- | Group companies managed through the **portfolio of shareholdings**.



Regulatory framework covering the Policy

The Policy is governed by **prevailing law and regulations**, both broadly and specifically for the financial sector. Among the applicable regulations, the following stand out:

- | Regulation 2020/852 of the European Parliament and of the Council on the taxonomy that lays out the definition of “green” activities.
- | Commission Delegated Regulation (EU) 2021/2139 supplementing Regulation (EU) 2020/852 of the European Parliament and of the Council by establishing the technical screening criteria for determining the conditions under which an economic activity qualifies as contributing substantially to climate change mitigation or climate change adaptation and for determining whether that economic activity causes no significant harm to any of the other environmental objectives.
- | Directive 2022/2464 of the European Parliament and of the Council, amending Regulation (EU) 537/2014, Directive 2004/109/EC, Directive 2006/43/EC and 2013/34/EU, as regards corporate sustainability reporting.
- | Regulation 2019/2088 of the European Parliament and of the Council on sustainability-related disclosures in the financial services sector

Additionally, the Policy takes into account some of the main **ESG standards and guidelines**, most notably:

- | Equator Principles.
- | EBA Guidelines on Internal Governance (EBA/GL/2017/11), adopted by the Bank of Spain as its own, and their subsequent updates.
- | Guide of the European Central Bank on climate-related risks and environmental risks of 27 November 2020.
- | EBA report on ESG risks management and supervision for credit institutions and investment firms of June 2021.

The Policy also considers **other regulations, standards or guidelines on sustainability** that address **specific topics** or apply to **particular sectors**.

Criteria for action and ESG risk factors

The Policy¹ establishes the criteria for action in ESG matters with the objective of maintaining risk levels in line with the Group's risk appetite, divided into **general criteria and sectoral criteria**.

General action criteria

The general criteria apply to all customers of the CaixaBank Group and establish exclusions for activities that may have a significant impact on human rights, climate change or nature.

General ESG factors identified



- | Violation of human rights (such as child or forced labour).
- | Impacts on the health and safety of workers.
- | Violation of the rights of indigenous or vulnerable groups, or require their resettlement, without their free, prior and informed consent.

Human rights



- | Insufficiency of decarbonisation strategies or the impact of emissions in carbon-intensive activities.

Climate change



- | Negative environmental impacts in areas included within specific internationally recognised nature protection designations.
- | Significant environmental impacts without providing sufficient information on the management of these risks for mitigation.

Nature

Sector activity criteria

The sector criteria have been determined to exclude or limit exposure to certain sectors and activities with a particularly high impact on the environment or society. They have been defined based on ESG factors identified by CaixaBank for managing the associated ESG risks.

The Policy defines **five priority sectors** due to their sensitivity, for which exclusions or limitations have been established regarding the ESG risk factors identified.

Sector ESG factors identified



Energy sector

- | Dependence on thermal coal without adequate decarbonisation strategies, due to its climate impact.
- | High dependence on oil and gas without adequate decarbonisation strategies, due to its climate impact.
- | Extraction of oil or gas from unconventional sources (e.g. oil sands or shale gas).
- | Extraction of oil or gas in areas with high environmental sensitivity (e.g., Arctic region or ultra-deep waters).
- | Use of techniques with high environmental impact for oil or gas extraction (e.g. fracking).
- | Leaks or spills in energy transport.
- | Impacts on safety at nuclear power plants or uranium enrichment facilities.
- | Environmental impacts, human rights, and the safety and health of suppliers and subcontractors.

¹ https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Sostenibilidad/Principles-ESG-Risks-Managing.pdf



Mining sector

- | Dependence on thermal or metallurgical coal mining without adequate decarbonisation strategies, due to its climate impact.
- | Mining of hazardous materials (e.g., asbestos, uranium) due to its impact on the health and safety of workers and users.
- | Use of techniques with high environmental and social impact (e.g. mountaintop removal, use of cyanide for gold extraction).
- | Development of activities in areas with high environmental and/or social sensitivity (e.g., areas under active armed conflict, mining waste disposal in riverine or shallow waters).
- | Non-compliance with national laws, or lack of permits and licences.
- | Environmental impacts, human rights, and the safety and health of suppliers and subcontractors.
- | Sourcing from conflict zones or areas with an associated risk of human rights violations in processing activities.



Infrastructure and transport sector

- | GHG emissions from air and maritime transport, due to their impact on climate change.
- | Inadequate recycling of ships at the end of their useful life.
- | Environmental impacts resulting from the construction of dams or desalination plants (such as brine disposal or seawater intake).
- | Environmental impacts, human rights, and the safety and health of suppliers and subcontractors.



Defence and security sector

- | Use of controversial weapons, due to their high impact on individuals and society.
- | Use of weapons by end-users who are not public entities, majority public-owned companies, or private security firms.
- | Violation of human rights related to violence and civil oppression.



Agriculture, livestock, forestry and fishing sector

- | Environmental impacts due to improper land, water, pollution, and waste management.
- | Involvement in deforestation, forest degradation, illegal logging, or land clearance through burning.
- | Use of hazardous and banned chemicals in agricultural projects.
- | Production of certain agricultural products without measures to mitigate environmental and social impacts (e.g., soy or palm oil).
- | Production or processing of products related to endangered species.
- | Use of fishing techniques with a high environmental impact (e.g., blast fishing) or targeting sensitive species (e.g., fishing for endangered species).
- | Environmental impacts, human rights, and the safety and health of suppliers and subcontractors.
- | Sourcing from operations with environmental and social impacts.

All sustainability policies are detailed in the section ***“Framework of sustainability policies, principles and statements”***.

ESG RISK MANAGEMENT FRAMEWORK

ESG RISK MANAGEMENT IN THE EVALUATION OF CUSTOMERS AND FINANCING TRANSACTIONS

CaixaBank obtains ESG information from its customers, public sources and external suppliers in order to assess and monitor compliance with the Corporate Sustainability Risk Management Policy, in relation to client suitability and their transactions. In this regard, CaixaBank assesses and monitors ESG risk linked to its clients through three key processes:

Process of ESG risk assessment and sanctioning for customers and financing transactions

The assessment and sanctioning process is applied uniformly to all financing activities carried out by the Group companies within the scope of the Policy. However, adjustments are introduced depending on the nature of the internal management process, taking into account materiality and proportionality criteria.

The evaluation of customer and transaction ESG risks is performed in line with the rest of CaixaBank's risks, through an inherent risk assessment. In the case of ESG risk, it is estimated on the basis of certain characteristics, such as the CNAE economic activity number most representative of the Group's activity, the country of residence when this involves high ESG risk or the destination of the funds.

For the assessment, monitoring and oversight of compliance with the Policy, both in relation to general criteria and sector-specific criteria, **ESG risk analysis is integrated into the client onboarding process (ESG onboarding) and into the financing transaction approval process:**

- | Within the **client onboarding process** (ESG onboarding), an analysis of clients' ESG risk is carried out to determine whether they comply with the Policy's criteria relating to human rights, occupational health and safety policies, and sectoral exclusions. Likewise, the control environment of counterparties is analysed with regard to certain ESG aspects, together with their sustainability reporting, and a review is carried out of any potential ESG-related controversies that may exist.
- | As part of the **financing transaction approval process**, an analysis is carried out of the ESG risks associated with the client's activity, complementing the analysis performed during the client onboarding process, with the aim of ensuring compliance with the Policy. If the financing is intended for specific projects, an assessment is carried out according to the type of asset to be financed.

The **analysis constitutes a holistic ESG risk due diligence process** and incorporates aspects relating to the company's ESG control environment, its decarbonisation strategy, the existence or otherwise of ESG-related controversies, and compliance with the Equator Principles where applicable.

Specifically, the process analyses the **decarbonisation strategies of customers carrying a high environmental risk**. Having published and verified targets in SBTi makes them more publicly accountable, so it is assessed whether the clients have published —or are in the process of publishing— a decarbonisation strategy **aligned with the Paris Agreement according to SBTi**. More customers with objectives verified by SBTi will help the setting of targets and sectoral decarbonisation paths being more aligned to CaixaBank.

For all clients and transactions analysed, **an assessment is made as to whether there are environmental and social mitigation measures in place to** minimise or mitigate the impacts arising from their activities.

To complete this analysis, **information is consulted through public sources and external ESG information providers**, especially for information on severe controversies in the criteria subject to exclusion in this Policy.

If, during the analysis process, insufficient evidence is found to answer the various questions or if clarification with the client is necessary, additional documentation or a signed statement from the client may be requested.

As a result of the ESG risk assessments, **CaixaBank may determine a rating that will be decisive for admitting the client (ESG onboarding) and also for granting risk limits** to clients or financing projects.

To ensure that these processes are run properly, CaixaBank has **procedures and operational guidelines in place**, which are updated annually.

CaixaBank has **centralised teams of full-time specialist analysts**, who carry out the assessment processes from a sustainability perspective. These ESG risk assessments are integrated into the customer onboarding process (ESG

Onboarding Analysis) and into the process of admitting financing operations (ESG Onboarding Analysis and Environmental Risk Reports). Additionally, there are other specialised teams dedicated to managing sustainability risks, such as Business, Risk, Compliance and Control, and Audit.

Action plans, metrics, and objectives

The Group's **2025–2027 Sustainability Plan** includes ESG risk management as a key initiative in supporting the transversal lever of **"Strengthening corporate governance of sustainability"**. Notable actions in 2025 include the following:

- | **Expansion of the scope of clients** subject to ESG onboarding analysis, incorporating clients from additional sectors beyond those included in the Policy, mainly clients required to prepare a sustainability report.
- | **Development of additional controls** in key processes to ensure correct implementation of the corporate Sustainability/ESG Risk Management Policy.
- | **Monitoring of key KPIs/KRIs** through an internal dashboard designed for tracking and early detection of alerts.
- | **Analysis and identification of additional ESG information** from clients, linked to climate change management and social and governance factors.
- | **External sustainability certification** obtained by various members of the analyst teams after successfully completing the corresponding training.
- | **Development of training and awareness-raising initiatives** aimed at risk teams, business managers and other corporate teams involved in compliance with the Policy.
- | **Assessment from a sustainability perspective of suppliers** prioritised due to greater ESG risk exposure (*see section "Supplier relationship management"*).

The actions implemented during 2025 have made it possible to achieve significant coverage of analysed customers:

Metric	2025 target	2025	2026 target
% Corporate clients carrying high sustainability risk to have undergone ESG Onboarding Analysis ¹	100 %	93 %	100 %

CaixaBank continues to work on strengthening governance and management of ESG risks, improving and developing the process for assessing, monitoring and supervising ESG risks. In this respect, the Group has planned the following actions for the coming years:

- | **Review and update of ESG** onboarding analyses for clients included within the scope.
- | Further develop and improve additional **controls in key processes**.
- | **Capture of additional ESG information** from clients, with a particular focus on climate change management, social aspects and governance aspects.
- | **Implementation of additional ESG risk analysis tools**, addressing stakeholder requirements regarding the integration of ESG risks into risk management.
- | **Consolidation of artificial intelligence and automation in the capture of information from public sources**, as support elements in the ESG customer assessment process.
- | **Specialisation of analyst teams** in key areas through training programmes.
- | **Carrying out training and awareness-raising initiatives for risk teams, business areas** and other corporate teams with greater involvement in analysis.

¹ Onboarding ESG analyses are conducted on an annual basis.

Management of ESG controversies

Process for managing ESG controversies

CaixaBank has a **specific process in place for managing serious ESG-related controversies** associated with current or potential clients of the Group that may involve a breach of the Corporate Sustainability/ESG Risk Management Policy or other policies.

To this end, there is a delegated Working Group of the Sustainability Committee, made up of ESG experts and the Reputational Risk Service, whose function is to monitor, analyse and issue an opinion on the seriousness of ESG controversies.

The Group monitors and analyses all alerts relating to potential ESG-related controversies involving its clients. Alerts can come from external or internal sources.

Following the analysis, the Working Group issues a decision or **escalates the matter for decision by the Sustainability Committee** (or the Management Committee), depending on the severity of the controversy, and **proposes response strategies** for each of the Group's business areas with exposure to the company involved in the controversy.

Action plans, metrics, and objectives

The ESG Controversies Working Group Regulations were updated in 2025.

Likewise, CaixaBank has a dashboard that enables ESG-related controversies to be effectively monitored and managed.

Metric	2025 target	2025	2026 target
% Customers with severe ESG controversies that have been assessed by the Controversies Group	100 %	100 %	100 %

Equator Principles

Although the financing of projects in certain sectors, such as energy or transport, among others, drives economic development and creates employment, it also entails potential environmental and social impacts. Because of this, CaixaBank implements processes for assessing environmental and social risks in this area to mitigate and prevent negative impacts, reinforcing the economic, social and environmental value of these financing activities.

The Equator Principles establish standards to identify, assess and manage potential environmental and social risks, including those related to Human Rights, climate change and biodiversity, in the financing of projects.

Scope

CaixaBank applies these principles to all transactions related to projects that meet the following criteria:

- | Project finance and financial advisory services for projects.
- | Corporate loans linked to investment projects.
- | Bonds linked to projects.
- | Bridging loans.
- | Project refinancing and acquisitions.



Field of application

In the process of assessing the environmental and social risks of its financing operations, CaixaBank guides its actions in accordance with:

- | Projects entailing potentially significant and irreversible risks or impacts for which no viable action plan can be envisaged, or which conflict with corporate values, are rejected.
- | In all other cases, for projects within the **scope of the Equator Principles**, CaixaBank carries out an environmental and social due diligence analysis. An independent external expert assesses the customer's environmental and social management system and plan. This analysis is incorporated into CaixaBank's internal processes for the approval and monitoring of transactions. Projects are classified according to their level of risk (categories A, B and C), and the documentation is reviewed by the business and risk areas, as well as by external experts. Additionally, CaixaBank's financing agreements include specific environmental and social obligations to ensure the proper management of the project by the client.

Financed transactions assessed under the Equator Principles

In 2025, CaixaBank financed 21 projects with a total investment of €33,746 million, with its share amounting to €2,551 million. The assessment carried out to categorise the projects was performed with the support of an independent expert.

The operations financed are shown in the following table:

	2025		2024	
	Units	€ M	Units	€ M
Category A ¹	4	591	2	296
Category B ²	10	1,437	11	927
Category C ³	7	523	10	802
TOTAL	21	2,551	23	2,025

¹ Projects with potentially significant environmental/social impacts.

² Projects with potentially limited and readily mitigable ESG impacts.

³ Projects with minimal or no adverse environmental or social impacts, including certain financial intermediary projects with minimal or no risks.

MANAGING THE ESG RISK OF THE INVESTMENT ACTIVITY

The management model for own-account investment activity (fixed income and equities) is based primarily on the verification of **compliance with the policy**, on the basis of information provided by data providers specialised in ESG issues, as well as on the **application of restrictions on investment in companies directly or indirectly involved in controversial activities**.

ESG RISK MANAGEMENT FOR THE ASSET MANAGEMENT BUSINESS

Asset management activities can have unintended negative impacts on the environment and society. The Group manages potential adverse events arising from its asset management activity by measuring a number of indicators representative of key sustainability factors.

With the aim of managing these potential impacts, CaixaBank has specific policies for the integration of ESG risks, engagement policies, and a model that incorporates ESG factors into the investment process.



Sustainability risk integration and engagement policies

The Group has the **Sustainability Risk Integration policies¹ of VidaCaixa and CaixaBank** Asset Management, which set out the principles governing the incorporation of ESG criteria into processes and decision-making for the provision of investment services, as well as specific investment exclusions. These policies are based on the basic principles of the corporate Sustainability/ ESG Risk Management Policy.

The Group also has **Engagement policies²**, which set out the general principles, criteria and procedures on voting and dialogue that make it possible to promote improvements in the ESG management of the companies that make up the investment portfolio, with two objectives:

- | Promote the involvement of management companies in the governance of the investee companies.
- | Improve the transparency of investment strategies, engagement policies and the process for exercising voting rights, especially when voting advisors are used.

The policies are described in the **section “Framework of sustainability policies, principles and statements”**.



¹ VidaCaixa: <https://www.vidacaixa.es/documents/18549598/31509765/Sustainability+Risk+Integration+Policy.pdf/68acf810-3654-7cf7-09bb-7814bc12004e?t=1753684837088>
CAM: https://www.caixabankassetmanagement.com/deployedfiles/fil_cabkam/Estaticos/Documentos/Politica_de_integracion_de_riesgos_de_sostenibilidad_ENG.pdf

² VidaCaixa: <https://www.vidacaixa.es/documents/18549598/19130013/Engagement+Policy.pdf/b5ab9c6f-9730-cb58-5d57-28a0f1e5c19?t=1719913070921>
CAM: https://www.caixabankassetmanagement.com/deployedfiles/fil_cabkam/Estaticos/Documentos/Politica_de_implicacion_ENG.pdf

Model for integrating ESG factors

The integration of sustainability factors into the investment process complies with the corporate framework for the integration of sustainability risks defined for the Group, as well as with the numerous international agreements and standards in this area, and have positioned the Group as a benchmark in responsible investment.

The pillars on which the integration of sustainability factors is based in asset management, the discretionary portfolio management and advisory services and the distribution of insurance-based investment products are:

- | Alignment of strategies among the companies of the Group and, in turn, alignment with best practices, with supervisory expectations and with current regulations.
- | Maximum involvement of the governing and management bodies of the Group companies.
- | Internal control framework based on the three lines of defence model that guarantees the strict segregation of functions and the existence of several layers of independent control.
- | The Group relies on information and data from suppliers specialising in ESG matters in order to establish the necessary criteria, methodologies and procedures that allow integrating the sustainability risks.
- | Establishing exclusion criteria in investment processes.
- | The long-term involvement with companies in which it invests through proxy voting and open dialogue actions with the listed companies (**see section “Responsible investment”**).

- | Establishing procedures and plans, and reporting results with respect to due diligence processes in relation to adverse impacts, which is based on:
 - | Identify actual or potential negative impacts.
 - | Take measures to stop, prevent or mitigate these negative impacts.
 - | Monitor the implementation and results of these measures.
 - | Report on how major adverse events are addressed.
- | Coherence of remuneration policies with the integration of sustainability risks. The Group's remuneration policy incorporates metrics linked to ESG factors into the variable remuneration component.

The **responsible investment model** integrates ESG criteria into management and is aligned with the Group's values and policies, complies with the EU Sustainable Finance Action Plan, and incorporates international best practices in sustainability.



01. Responsible investment management

The responsible investment model is based on the integration of ESG criteria in the construction of the investment portfolio, the analysis and monitoring of the metrics associated with these investments and the improvement of the ESG positioning of the companies in its portfolios through engagement initiatives with them.

The integration of ESG criteria into investments is defined in the Group's various ESG policies and regulations.

Summary of the ESG considerations in the assets of the investment portfolio

	Equities (shares)	Fixed income (bonds)
 Direct investment	Exclusions	Exclusions
	Analysis of the companies' ESG metrics	Analysis of the ESG metrics of companies and public authorities/countries
 Indirect investment	Involvement through voting in shareholders' meetings and dialogues with companies	Monitoring of ICMA Principles in relation to bonds that are green, social, sustainable and linked to sustainability
		Active ownership through dialogue with companies
	Third-party funds	Alternative
	ESG considerations included in the due diligence processes with the management companies	ESG considerations included in the due diligence processes with the management companies
	Analysis of the ESG metrics of the funds	Monitoring of the integral ESG rating (VidaCaixa) and ESG criteria of the portfolio
	Active ownership through dialogue with the fund managers	Active ownership through dialogue with the fund managers



02. ESG investment analysis and integration criteria

Prior to the decision to invest in a company, various ESG aspects are taken into consideration, which are set out in the Management Companies' Sustainability Risk Integration Policy¹:

- a. **Among other factors, material ESG indicators** for the sector or company and the sustainability ratings are considered in the investment selection and analysis process. These indicators and ratings take into account in their construction the adverse impacts of issuers and their performance on issues such as climate change, good governance practices, etc.
- b. **Exclusions are reviewed in accordance with the Sustainability Risk Integration Policy.**

The Policy to Integrate Sustainability Risks lays out specific exclusions for the activities indicated.

If the asset exceeds the exclusion criteria, the finances and ESG criteria are analysed and the investment decision is taken based on this analysis. This analysis considers data from agencies specialising in ESG topics and, if not covered by the agency, an ad hoc assessment of its sustainability performance is conducted based on the information published and the materiality of the sector.

In this regard, the Group may decide not to invest in companies that could pose a material risk of not fulfilling the Group's climate change commitments, or the decarbonisation of its portfolio.

Exclusions considered in the sustainability risk integration policy

- | Controversial weapons.
- | Key international treaties such as the UN Global Compact.
- | Significant activity in:
 - | Thermal coal mining and thermal coal-fired power generation.
 - | Oil sands.
 - | Oil and gas exploration and production in the Arctic region.
 - | Oil exploration, extraction, transport, refining, cokeries and power generation that do not promote the energy transition.

In addition, **with regard to indirect investment** through investment funds from external management companies, ESG data collected during due diligence processes made with these managers, and data from specialised ESG providers are used to assess the suitability of these investments.

03. Monitoring of controversies

Potential serious sustainability controversies that may be associated with an issuer in the portfolio are actively monitored and a decision to divest may be taken.

¹ VidaCaixa: <https://www.vidacaixa.es/documents/18549598/31509765/Sustainability+Risk+Integration+Policy.pdf/68aaf810-3654-7cf7-09bb-7814bc12004e?t=1753684837088>
CAM: https://www.caixabankassetmanagement.com/deployedfiles/fil_cabkam/Estaticos/Documentos/Politica_de_integracion_de_riesgos_de_sostenibilidad_ENG.pdf

04. Engagement: Dialogue and voting

The Group believes that the transition to a more sustainable economy and long-term profitability of investments can be achieved through both investment decisions and long-term engagement with investee companies through constructive dialogue and active voting.

As a result, it participates in corporate governance decisions by actively voting at the general shareholders' meetings and through regular open dialogue actions with the companies in its portfolios, and also with providers of financial products, encouraging them to align their strategies and management with ESG policies, metrics and criteria that gradually improve their performance.

This commitment is reflected in the Engagement Policy (*see section "Framework of sustainability policies, principles and statements"*). Based on the provisions of these policies, the Group undertakes to:

- | Participate directly or indirectly in forums or working groups that promote dialogue with asset managers and the companies in which it invests.
- | Integrate ESG criteria, in accordance with the recommendations of the PRI (CaixaBank Asset Management and VidaCaixa) and the PSI (VidaCaixa).
- | Implement active dialogue and voting policies that influence the Shareholders' Meetings and support the transition towards more sustainable business models in the companies where it invests.
- | Maintain an active ownership strategy, both through dialogues and voting, in the companies in which it invests.

Engagement Plan (dialogue and vote)

In 2025, VidaCaixa and CaixaBank Asset Management published their **2025–2027 Issuer Engagement Plans¹**, which define the **priorities, areas, criteria and dialogue objectives for the 2025–2027 period**.

OBJECTIVES OF THE ENGAGEMENT PLAN 2025–2027

DESCRIPTION OF PRIORITY AREA	ANNUAL DIALOGUE TARGET
Climate change and nature	<p>Promote the decarbonisation of the economy and the transition towards a sustainable economic model in line with the objectives of the Paris Agreement, by encouraging the definition of emission reduction targets and coherent action plans and contributing to preserving and restoring nature.</p> <ul style="list-style-type: none"> Engage with companies or non-indexed fund managers that together account for at least 50 % (VidaCaixa) or 20 % (CaixaBank Asset Management) of financed emissions (Scopes 1 and 2) in their portfolios. Nature-related dialogues mainly through collaborative dialogues, in addition to relying on direct dialogues or outsourced services.
Human Rights and violations of the main international standards	<p>Ensure that companies respect human rights and have appropriate measures in place to prevent, mitigate and, as the case may be, remedy negative impacts on people and communities.</p> <ul style="list-style-type: none"> Sign 100 % of the specialised supplier dialogue actions that drive change or greater transparency in the companies in the portfolio, such as, for example, in relation to respect for Human Rights in the supply chain.
Good governance and good social practices	<p>Ensure that companies demonstrate good governance, i.e. that they are efficiently and ethically managed, that they incorporate sound management and supervisory structures and effective control mechanisms, among others, and that they consider good social and labour practices.</p> <ul style="list-style-type: none"> Support shareholder proposals at the AGM to improve transparency and/or performance. Exercise voting rights against proposals where it is considered that there is inadequate diversity on governing bodies or an inadequate remuneration policy. A minimum of five annual dialogues with companies holding a relevant position in the portfolio and in which areas for improvement have been identified.

¹ 2025–2027 Engagement Plan. VidaCaixa: <https://www.vidacaixa.es/documents/18549598/31941086/2025-2027+Engagement+Plan.pdf/458cfbd9-5a0a-4b54-4cd3-44f7951460e5?t=1751273002046>
 CAM: https://www.caixabankassetmanagement.com/deployedfiles/fil_cabkam/Estaticos/Documentos/Plan_implicacion_emisores_2025-27_CABK_AM_ENG.pdf

Collaborative dialogues

Such dialogues are conducted together with other investors. By bringing together different investors, these initiatives can achieve greater impact and efficiency.

The Group's asset managers, CaixaBank Asset Management and VidaCaixa, have the following open collaborative dialogues:

- | **Advance** (accession in 2022): Initiative launched by PRI that seeks to promote human rights and address key social challenges.
VidaCaixa, CaixaBank Asset Management and BPI Gestão de Ativos joined as “collaborating investor”.
- | **Climate Action 100+** (accession in 2018): initiative that promotes collective dialogues with companies from intensive sectors in an effort to reduce emissions, improve climate governance and set financial metrics for climate change.
- | **Spring** (accession in 2023): Collaborative dialogue on nature promoted by PRI, which seeks to contribute to the goals of the Montreal Agreement (COP15) to stop and reverse the loss of biodiversity by 2030.

CaixaBank Asset Management has adhered to the CNMV's Code of Best Practices for investors, reaffirming its commitment to transparency, active involvement and the integration of ESG criteria in responsible management.

05. Dissemination of responsible investment

During 2025, the Group published documents on responsible investment, both regulatory and voluntary:

| **Statement of Major Adverse Impacts of Investment Decisions on Sustainability Factors (PIAS).**

On 30 June 2025, CaixaBank¹, CaixaBank Asset Management² and VidaCaixa³ published their PIAS Financial Market Participant Statement **for 2024**.

The rest of the Group's companies outside Spain⁴, have also published their respective declarations.

Moreover, CaixaBank and Banco BPI have published their statements on advisory services⁵.

| **Impact report**

| **Dialogue and voting report**

The results of the integration of ESG factors are detailed in the **section “Responsible investment”**.

¹ https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Sostenibilidad/Declaracion_PIAS_CABK_2024_ENG.pdf

² https://www.caixabankassetmanagement.com/deployedfiles/fil_cabkam/Estaticos/Documentos/Declaracion_Pincipales_Incidencias_Adversas_2024_ENG.pdf

³ <https://www.vida caixa.es/documents/18549598/18782573/Due+Diligence+Policies+Statement+in+relation+to+Adverse+Impacts+%282025%29.pdf/d56d8afb-c782-e097-57ef-a00ec9845891?t=1751273701897>

⁴ Adicionalmente, también han publicado Declaración PIAS las sociedades del Grupo: BPI, BPI Gestao d'Ativos, BPI Vida Pensoes, CaixaBank Wealth Management Luxembourg y CaixaBank Asset Management Luxembourg.

⁵ https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Sostenibilidad/Declaracion_PIAS_asesoramiento_EN.pdf

SUSTAINABLE BUSINESS



CaixaBank, as a leading financial group, is fully committed to the decarbonisation of society, understanding that the transition to a carbon-neutral and more sustainable economy is a crucial global challenge.

Climate change is one of the greatest challenges in history and poses significant challenges for the financial system, mainly because of its impact on all sectors through finance and investment.

However, **the transition towards a low-carbon economy** not only entails risks, but also **opens up a business opportunity**. Decarbonisation requires a structural technological transformation that affects all industries and is driving an unprecedented global investment cycle. In this context, the financial system plays a key role as a catalyst, mobilising resources towards technologies and projects that facilitate this transition.

Likewise, challenges in the **social sphere** are also addressed, such as CaixaBank supporting customers in turning their projects into reality by offering solutions that accelerate the economic transition and improve people's financial well-being.

Working closely with customers, identifying opportunities in key sectors and drawing on the knowledge of the Group's sustainability experts are essential elements in capturing this opportunity.

CaixaBank has made sustainability one of the strategic pillars of the Group's growth. Since 2022, **€139,123 million** in sustainable financing has been mobilised and a target has been set of mobilising more than **€100,000 million over the 2025–2027 horizon**, within the framework of the 2025–2027 Sustainability Plan.

In this regard, CaixaBank's strategy focuses on **continuing to drive sustainable business**, translating into the creation of innovative financial products and solutions that enable its clients to progress towards their transition and emissions reduction objectives.

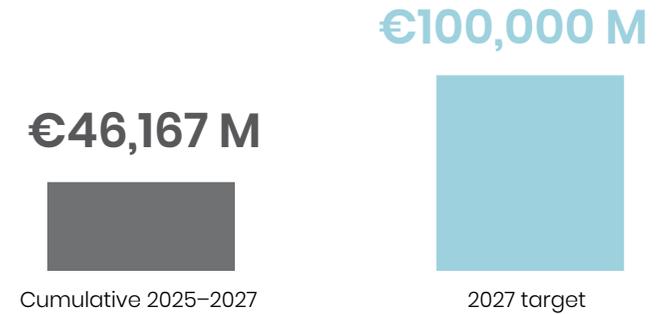
This has been evidenced in the **Double Materiality Assessment**, as described in the **section "Description of the processes for identifying and assessing material IROs related to sustainable finance"**. The study has identified positive impacts arising from green and social financing granted to clients, as well as impacts associated with participation in the placement of sustainable bonds. In addition, it identifies the opportunity linked to capturing the sustainable business that will be developed in the coming years.



MOBILISATION OF SUSTAINABLE FINANCE

CaixaBank is firmly committed to sustainability through the design and marketing of products that integrate environmental, social and governance criteria. Through the mobilisation of sustainable finance, CaixaBank aims to contribute to building a greener economy and support the economic and social development of all people.

The **third strategic line of the 2025–2027 Strategic Plan** aims to maintain CaixaBank’s differential positioning in ESG matters. To achieve this, **one of the key initiatives is the promotion and provision of sustainable solutions in terms of both financing and investment.** In this context, CaixaBank has set itself the target of mobilising more than €100,000 M¹ in sustainable financing over the 2025–2027 horizon.



¹ The cumulative amount of sustainable finance mobilised over the 2025–2027 period is the result of the sum of (i) new sustainable financing production for individuals and companies across the Retail, Business, CIB, MicroBank, CPC and BPI businesses, with the amount considered for mobilisation purposes being the risk limit formalised in sustainable financing transactions with clients, including long-term financing, working capital and guarantees, and also taking into account novations and the implicit or explicit renewal of sustainable financing; and (ii) sustainable intermediation in channelling third-party resources towards sustainable investments, including: (a) CaixaBank’s stake in the placement of sustainable bonds for customers; (b) the net increase, excluding market effects, in assets under management in equity and corporate fixed income products of CaixaBank Asset Management under MIFid II; (c) the gross increase, excluding market effects, in assets under management at VidaCaixa in sustainable products under SFDR; (d) intermediation of sustainable funds from third-party management companies under SFDR; and (e) intermediation of electric or hybrid vehicle renting. The criteria for consideration as sustainable financing are set out in the CaixaBank Sustainable and Transition Financing Eligibility Guide, developed with the support of Sustainalytics.

SUSTAINABLE FINANCING

During 2025 **CaixaBank** received various awards for its commitment to sustainable financing at corporate level:



*CaixaBank is widely recognised for its **global leadership in sustainable finance.***



EBRD International Awards:

The European Bank for Reconstruction and Development (EBRD) has recognised CaixaBank for its commitment to sustainability in the field of multilateral financing with the “Green Deal of the Year 2024” award in the circular economy category, illustrating its leadership in sustainable financial initiatives.



Environmental Finance:

CaixaBank has been recognised by Environmental Finance with the “**Innovation in Use-of-Proceeds Financing**” award, thanks to the Green Drawdown Guarantee Facility arranged with Acciona. This operation incorporates a flexible sub-limit to finance sustainable projects with a positive environmental impact.



Environmental Finance:

CaixaBank has been recognised for its supply chain financing model with the award “**The Innovation of the Year**” in the IMPACT Investment Awards 2025 of *Environmental Finance*, which recognises innovative products with a positive impact on sustainability.



Refinitiv LSEG recognises CaixaBank in its league tables as:

3rd - Third bank in December 2025 EMEA Sustainable Finance Loan - Top Tier.

7th - Seventh bank in December 2025 Global Sustainable Finance Loan - Top Tier.

In 2025, CaixaBank boosted the financing of sustainable activities, **granting €36,699 million.**



CaixaBank has a **Sustainable Financing and Transition Eligibility Guide¹** that aims to define criteria for considering CaixaBank's financing operations for individuals and companies as sustainable, as well as their contribution to the SDGs.

€18,640 M

Green

€4,615 M

Retail²

€26,489 M

Spain

€8,826 M

Transition

€8,893 M

Business

€2,347 M

Portugal³

€1,741 M

Sustainability Profile

€23,191 M

CIB

€7,863 M

Other

€7,492 M

Social

¹ Eligibility Guide For Sustainable and Transition Financing (last updated in April 2025): https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Sostenibilidad/Elegibility_Guide_Sustainable_and_Transition_Financing_EN.pdf

² Includes the microcredit activity for households, CaixaBank Payments&Consumer's sustainable financing and BPI's sustainable business for individuals.

³ Includes sustainable financing of BPI in 2025 for an amount of €1,820 million.

Green financing

Green finance is finance that has a positive environmental impact and is underpinned by eligible environmental projects or assets, notably those related to clean mobility, energy efficiency in buildings and renewable energy. Also included are those related to water, circular economy, equipment and others. Green financing modalities include loans that comply with the Green Loan Principles (GLP) issued by the Loan Market Association (LMA), the so-called "Green Loans".

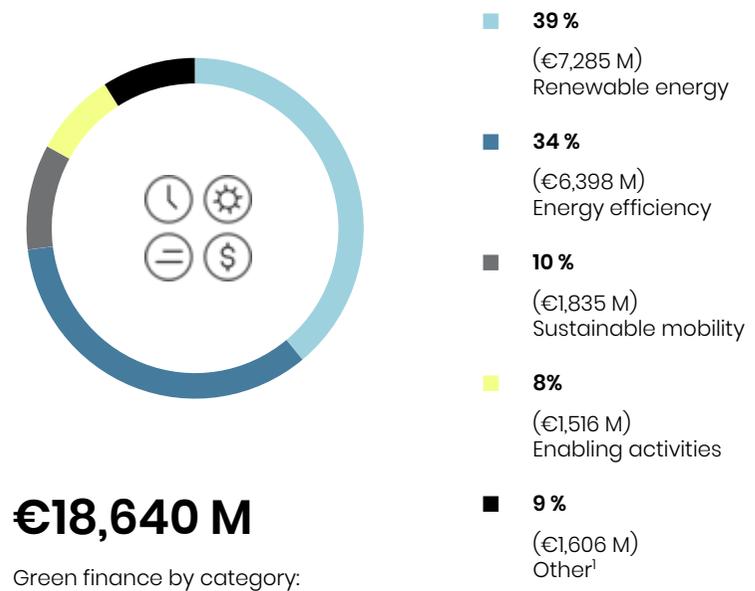
Throughout 2025, CaixaBank continued to promote green finance in different areas of its business. At **CIB**, notable long-term transactions include €900 million in financing to *Scottish Power* for the development and construction of smart electricity grids in the United Kingdom; financing granted to R. Power for photovoltaic projects in Portugal; and financing to Sonnedix for a regulated photovoltaic portfolio in Spain amounting to €595 million.

In transaction banking, highlights include the renewal of the drawdown guarantee facility for Acciona and lending to water utility companies such as Emasesa (Aguas de Sevilla). Moreover, CaixaBank has actively promoted financing for Local Energy Communities through MicroBank loans, advance grants and the issuance of guarantees. It is worth highlighting the participation in the CEL Toda Sevilla energy community, made up of 29 municipalities. This initiative has an installed capacity of 4.5 MW on municipal roofs, which will allow more than 5,000 families and businesses to access renewable energy without the need for their own roofs.

CaixaBank has also stepped up its support for green financing through the arrangement of a Guarantee Facility, with the backing of the European Investment Bank, amounting to €100 million, aimed at boosting the manufacturing capacity of offshore wind energy components at Navantia Seanergies.

In the area of **Companies**, there are financing operations for green eligible assets, such as the financing granted to Blue Healthcare, S.L.

In **Retail**, this includes green and efficient mortgages and financing for homeowners' associations for energy efficiency refurbishments. It also includes consumer finance through CaixaBank Payments&Consumer, mainly related to sustainable mobility and the purchase of ECO and zero-emission vehicles, as well as self-consumption photovoltaic installations.



¹ Mainly includes financing for transactions in the water, circular economy and industrial equipment sectors.

Renewable energy

Project finance – Renewable energies

As part of its commitment to the fight against climate change, CaixaBank supports environmentally-friendly initiatives that contribute to preventing and mitigating climate change and the transition to a low-carbon economy, mainly through the financing of renewable energies. An important part of this is the financing of renewable energy projects through Project Finance.



Targeted financing – renewable energies

In addition to renewable energy project finance transactions, the Bank has also granted purpose-specific financing for investment in renewable energy.



Energy efficiency

Funding for activities and projects aimed at improving energy efficiency is a key element in reducing primary energy demand and thus mitigating emissions. This area of action represents one of the vectors of growth in the development of the Group's sustainable activity.

This category includes initiatives related to energy-efficient buildings, both residential and commercial, covering new construction projects and refurbishment actions. It also includes the financing of facilities designed to optimise energy consumption.

Green mortgages

The Group has granted financing in mortgage loans were granted to individuals for homes with an A or B energy performance rating.



Financing energy-efficient buildings

The operations which there is documentary evidence of an energy efficiency certificate with A or B rating are considered environmentally sustainable. This includes the refurbishment of residential buildings with energy efficiency criteria.



Clean Mobility

The Group promotes the financing of sustainable mobility in the form of financing solutions that facilitate the transition to low-emission vehicles. In Retail, mainly includes the financing of vehicles with an ECO and ZERO environmental badge by CaixaBank Payments & Consumer.

€219 M

In financing for vehicles with a ZERO or ECO environmental label

7,996

Vehicles financed with a ZERO or ECO environmental label

Enabling activities

This heading includes financing for companies that perform activities that do not in themselves make a substantial contribution to environmental objectives. However, they help other companies or activities to make a substantial contribution. This is funding to companies whose activity forms part of the value chain of renewable energy generation activities, sustainable mobility or energy efficiency processes.

Social finance

Social finance is finance that has a positive impact on society. The criteria for considering social financing activities are set out in the Eligibility Guide for Sustainable and Transitional Financing. They are based on the categories and eligibility criteria set out in CaixaBank's Sustainable Funding Framework and additional criteria aligned with current best practices and market standards, including the Loan Market Association's Social Loan Principles and the ICMA's Social Bond Principles.

One of the main components of social financing, is the activity of MicroBank, the Group's social bank, which is a benchmark in financial inclusion through microcredits and other forms of finance with social impact (*see section "Social inclusion and promotion of employability"*).

Additionally, in 2025, CaixaBank strengthened its commitment to social financing through **cib**, promoting initiatives aimed at the public sector and non-profit organisations. Of particular note are the €300 million in financing for the Community of Madrid stands out for projects with a positive social impact, aligned with the eligibility criteria established in the Community of Madrid's Sustainable Financing Framework.

In the transaction banking area, significant transactions have been carried out, such as factoring and reverse factoring arrangements with Pharmaceutical Associations to advance payments from the National Health System to the Autonomous Communities, as well as financing through confirming for members of the duty solicitor service of Bar Associations and Associations of Court Agents, supporting their work in assisting immigrants at risk of social exclusion.

In the **Companies** segment, social financing is mainly focused on the financing of protected housing, such as the financing granted to Oizon Estate, S.L., although financing for care, health and well-being projects also stands out, such as the transaction with Grupo 5 Acción y Gestión Social, as well as in the field of education, such as the transaction in favour of O Castro International School of A Coruña.

CaixaBank has also continued to provide financial support to those affected by the catastrophic floods that struck Valencia in late 2024. The aid package includes, among other measures, financing lines for companies, self-employed workers and individuals, and loan moratoriums.

€2,444 M

Microcredits granted
€2,066 M in 2024

€290 M

Granted in social housing.
€368 M in 2024

€174 M

Granted during 2025 in funding lines for those affected by the catastrophic flooding in Valencia in October 2024

Transition and Sustainability Profile

This section describes **climate transition-oriented financing**, as well as **financing that promotes the improvement of the sustainability profile of companies** in their environmental, corporate or governance performance.

Transition financing refers to the financing of activities and companies committed to reducing GHG emissions. It encompasses:

- | Financing of activities for which no viable low-carbon technologies yet exist but which contribute to the shift towards a climate-neutral economy through the gradual reduction of GHG emissions, and
- | Financing to companies through Sustainability-Linked Loans (SLL) that incorporate Key Performing Indicators (KPIs) aimed at mitigating climate change, such as the reduction of greenhouse gas emissions intensity across their various scopes or an increase in the percentage of renewable energy generation in the total energy production of the company.

Taken together, these forms of financing constitute a significant mechanism for accelerating the transition towards business and production models consistent with long-term climate objectives.

Also noteworthy is **financing to companies that seek to improve their sustainability profile** but operate in sectors or production processes that are not particularly intensive in greenhouse gas emissions. This sustainable financing is **structured in the form of Sustainability-Linked Loans (SLL)** in which the KPIs are selected according to the characteristics of the company's activity, business model and strategy. In this type of funding, the KPIs defined are often linked to areas such as nature (e.g. reduction of water losses), the circular economy (such as the percentage of raw materials recycled), governance (percentage of women in management positions) or social aspects (such as hours of training per employee), thus ensuring that the commitments made reflect the material priorities of the companies.

Under the Sustainability-Linked Loan (SLL) financing model, companies are incentivised to perform well on sustainability by linking the price conditions of the financing to compliance with the KPIs in the loan contract.



The incentive of better financing conditions when companies meet the targets set or the penalty for non-compliance are factors that contribute to the improvement of companies' sustainability profile.

For most operations, an external advisor assesses whether the selection of KPIs and target setting align with the recommendations of the Sustainability-Linked Loan Principles of the Loan Market Association (LMA).

In 2025, CaixaBank continued its commitment to granting loans indexed to sustainability variables in order to help its customers in their transition processes and improve their sustainability profiles.

In this area, **CIB** has headed up landmark transactions across different sectors and geographies, such as the €200 million sustainability-linked loan granted to Sonae Arauco, one of the world's largest wood-based solutions companies, and the refinancing of Telefónica's syndicated loan for an amount of €5,500 million.

In transaction banking, notable activity includes participation in a syndicated factoring arrangement with Cunext Cooper, linked to the achievement of two objectives aimed at improving the company's environmental efficiency. Moreover, sustainable reverse factoring has been launched, designed to promote sustainability across clients' supply chains. The first implementation has been carried out with Acciona, allowing more than 4,500 of its suppliers to access more advantageous financing conditions based on their sustainability performance.

Meanwhile, **Business Banking** has continued to lead ESG-linked financing across various sectors, including hospitality, industrial, agri-food and healthcare. Among the standout transactions are the financing granted to Startel Holding B.V., linked to climate change mitigation indicators; financing to Fermax Holding Investment, S.L., tied to circular economy indicators; and financing to Grupo Healthcare Activos Inmobiliarios, linked to energy efficiency certification indicators and social criteria.

By 2025, the Group continued to commit to this type of financing by granting a total of **€10,567 million** with the aim of helping its customers in their transitions and in improving their sustainability profiles.

€10,567 M

Financing by category



Incentive mechanism for the issuance of sustainable loans (green and social)

CaixaBank has a sustainable debt issuance framework called "Sustainable Funding Framework", under which it issues financial instruments, such as bonds, to finance the bank's green, social and/or sustainable financing activity. To encourage business teams to originate green and social transactions eligible to support the issuance of green and social bonds, the entity has an internal incentive mechanism in place to promote sustainable financing. The application of this incentive for green assets came into force in the financial year 2022 and for social assets in the financial year 2023.

SUSTAINABLE INTERMEDIATION

The mobilisation of sustainable finance, in addition to sustainable financing, includes sustainable intermediation, which consists of CaixaBank's proportional participation in the issuance and placement of sustainable bonds for customers on the market, the increase in sustainable assets under management by CaixaBank Asset Management, VidaCaixa and third-party management companies, and the marketing of sustainable mobility renting.

€9,468 M

Sustainable Intermediation in 2025

€2,499 M

Participation in the placement of sustainable bonds (excluding own issues)

€441 M

Marketing of sustainable mobility renting

€6,528 M

Increase sustainable assets under management

Participation in the placement of sustainable bonds

CaixaBank has been a signatory to the Green Bond Principles since 2015 (Green Bond Principles) established by the International Capital Markets Association (ICMA).

Since then, the Bank has participated in the placement of green bonds allocated to projects that will have a positive impact on the climate.

Of a total of 32 for €2,499 M

Amount of share¹:

20 for €1,490 M

Green bonds

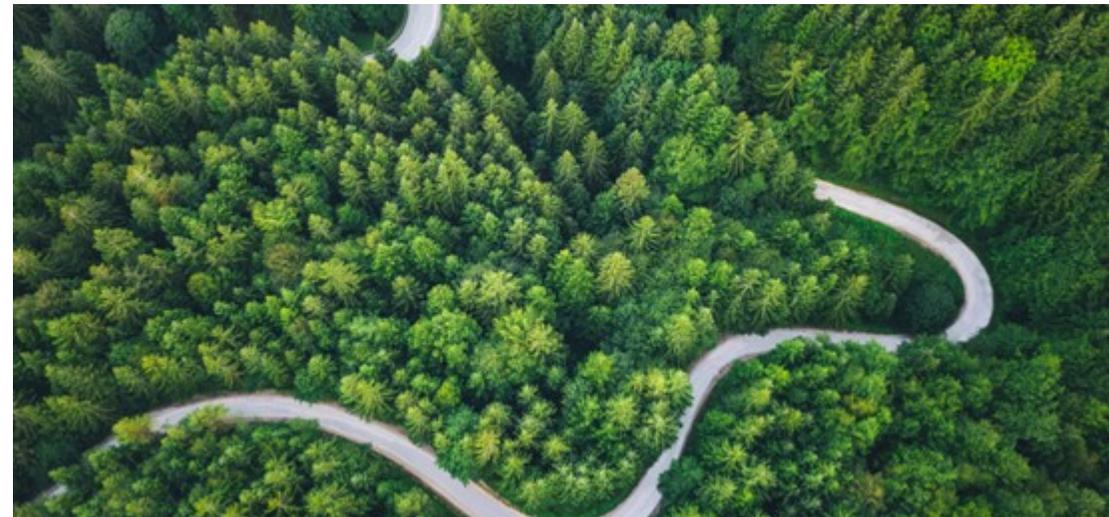
6 for €688 M

Sustainable bonds

6 for €321 M

Sustainability-linked bonds (SLB)

¹ Corresponds to CaixaBank's proportional share in the issue and placement of sustainable bonds by customers. It does not include own issues.



GREEN BONDS¹

	Volume (€ M)	Format	Maturity (years)	Coupon	ISIN	Share issue	Issue date
	500	Green Sr Unsecured	6.5	3.250%	XS2967738597	Joint Bookrunner	8/1/2025
	750	Green Sr Unsecured	6.5	3.500%	XS2978779176	Joint Bookrunner	13/1/2025
	500	Green Sr Unsecured	5	3.250%	XS2979643991	Global Coordinator	15/1/2025
	12	Green Sr Unsecured	10	4.780%	XS3017020432	Sole Bookrunner	25/2/2025
	15	Green Sr Unsecured	6.7	4.250%	XS3036757956	Sole Bookrunner	20/3/2025
	750	Green Sr Unsecured	7	3.250%	FR001400ZGF2	Joint Bookrunner	30/4/2025
	1,000	Green Sr Unsecured	12	4.000%	FR001400ZGE5	Joint Bookrunner	30/4/2025
	500	Green Sr Unsecured	20	4.625%	FR001400ZGD7	Joint Bookrunner	30/4/2025
	500	Green Hybrid	PerNC5.25	4.371%	FR001400YRU1	Joint Bookrunner	13/5/2025
	500	EU Green Sr Unsecured	5	2.487%	ES00001010R3	Joint Bookrunner	3/6/2025
	500	Green Sr Unsecured	7	3.750%	XS3089767183	Global Coordinator; ESG Structuring Agent; Joint Bookrunner	4/6/2025
COVIVIO	500	Eu GB Sr Unsecured	9	3.625%	FR0014010IN9	Joint Bookrunner	10/6/2025
	600	Green Sr Unsecured	7	3.625%	XS3104553931	Joint Bookrunner	25/6/2025
	750	Eu Green Sr Unsecured	6	3.000%	XS3128477521	Joint Bookrunner	15/7/2025
	500	Green Sr Unsecured	10	3.375%	FR001401IPT9	Joint Bookrunner	24/7/2025

¹ The total amount of the issue is indicated, not just CaixaBank's stake.

	Volume (€ M)	Format	Maturity (years)	Coupon	ISIN	Share issue	Issue date
 Colonial	800	Green Sr Unsecured	6	3.125%	XS3182049935	Global Coordinator	16/9/2025
 Valeo	500	Green Sr Unsecured	6.5	4.625%	FR0014012SJ2	Joint Bookrunner	16/9/2025
 redeia	500	Green Sr Unsecured	6	3.000%	XS3188782000	Global Coordinator	22/9/2025
 Iberdrola	1,000	EU Green Hybrid	PerpNC6	3.750%	XS3224600232	Joint Bookrunner	29/10/2025
 edp	1,000	EU Green Hybrid	30NC7.25	4.375%	PTEDP6OM0007	Joint Bookrunner	24/11/2025

SUSTAINABLE BONDS¹

	Volume (€ M)	Format	Maturity (years)	Coupon	ISIN	Share issue	Issue date
 Ayuntamiento de Madrid	1,000	Sustainability Sr Unsecured	10	3.137%	ES00001010Q5	Joint Bookrunner	5/2/2025
 Euzko Jaurlaritzaren Gobernua	700	Sustainability Sr Unsecured	10	3.250%	ES0000106767	Joint Bookrunner	19/2/2025
 Ayuntamiento de Valencia	1,000	Sustainability Sr Unsecured	10.2	3.300%	ES0000090953	Joint Bookrunner	4/3/2025
 orange™	750	Sustainability Sr Unsecured	10	3.500%	FR001400ZOT7	Joint Bookrunner	12/5/2025
 Ayuntamiento de Valencia	500	Sustainability Sr Unsecured	8.5	3.250%	ES0000090961	Joint Bookrunner	13/5/2025
 XUNTA DE GALICIA	500	Sustainability Sr Unsecured	7	2.870%	ES0001352642	Joint Bookrunner	11/6/2025

¹The total amount of the issue is indicated, not just CaixaBank's stake.

SUSTAINABILITY-LINKED BONDS – SLB¹

	Volume (€ M)	Format	Maturity (years)	Coupon	ISIN	Share issue	Issue date
	250	SLB Sr Unsecured	7.5	4.250%	XS2775027043	Joint Bookrunner	23/1/2025
	250	SLB Sr Unsecured	11.5	4.625%	XS2775027472	Joint Bookrunner	23/1/2025
	750	SLB Sr Unsecured	3	2.625%	XS3008888953	Joint Bookrunner	17/2/2025
	750	SLB Sr Unsecured	6	3.000%	XS3008889092	Joint Bookrunner	17/2/2025
	500	SLB Sr Unsecured	11	3.500%	XS3008889175	Joint Bookrunner	17/2/2025
	750	SLB Sr Unsecured	8	4.125%	XS3040382098	Joint Bookrunner	23/4/2025

¹ The total amount of the issue is indicated, not just CaixaBank's stake.

Marketing of sustainable renting

The CaixaBank Group mediates renting operations, as part of an agreement with Arval, a world leader in renting and mobility services. This alliance aims to continue promoting more sustainable, safe and efficient mobility models, helping individuals and companies to access electrified vehicles through flexible contracts that include comprehensive services such as maintenance, insurance and assistance.

€420 M

Financed in vehicles with a ZERO or ECO environmental label

15,469

Vehicles mediated with a ZERO or ECO environmental label



Responsible investment

The CaixaBank Group, of which CaixaBank Asset Management and VidaCaixa form part, is **committed to the integration of ESG criteria** into its investments, understood as not only offering economic profitability for investors, but also promoting management **consistent with the creation of value for the whole of society**, pursuing a social and environmental benefit.

Responsible investment is laying the foundations for a more sustainable future. The CaixaBank Group innovates, advises and promotes investment solutions so that its customers and society can move forward on the path to sustainability.

In 2025, the Group continued to make progress in its commitment to responsible investment management, by integrating environmental, social and governance criteria into its processes. This approach has been developed in line with European sustainable finance standards (*see section "ESG risk management – ESG risk management in the asset management business"*).

In addition, work has been done to ensure that the range of products and services on offer responds to the needs of customers seeking solutions with a positive impact, while guaranteeing transparency, quality and specialisation.

The contribution of responsible investment to the mobilisation of sustainable finance

In 2025, the contribution came to **€6,528 million**. It should be noted that the mobilisation KPI does not include market effects on assets and that, in the case of CaixaBank Asset Management, it corresponds to the net increase, while in VidaCaixa it corresponds to the gross increase. The intermediation of sustainable funds managed by third-party asset managers is also included.

_TOTAL PRODUCTS MARKETED UNDER SFDR

46%

Of the assets are classified under Articles 8 and 9 of the SFDR

100%

Of assets under management take into account ESG aspects



- **€91,585 M**
Assets under management of products classified under Article 6
- **€76,555 M**
Assets under management of products classified under Art. 8
- **€1,188 M**
Assets under management of products classified under Art. 9

ACKNOWLEDGED FOR INVESTMENT EFFORTS



FundsPeople Awards Spain 2025

In the third edition of the *FundsPeople Awards Spain*, **CaixaBank Asset Management received the award for "Best Spanish Asset Manager in Fund Selection 2025"**, and **VidaCaixa received the award for "Best Alternative Asset Manager"**.



VidaCaixa 2025 Awards

VidaCaixa has received the award for 'Best Global Equity Pension Plan 2024', thanks to the CaixaBank RV Internacional PP fund, at the XXXVI edition of the Expansión Allfunds awards.



For the first time, all CaixaBank Group entities adhering to the United Nations Principles for Responsible Investment (PRI) have achieved the highest rating in the most representative module: Policy Governance & Strategy. CaixaBank Asset Management obtained **the highest rating** with 5 stars in 8 of the 10 modules assessed.

¹ Includes Discretionary Portfolio Management of CaixaBank, the investment funds of CaixaBank Asset Management, and the pension funds, EPSVs and Unit-Linked products of VidaCaixa, as well as those of their respective dependent management companies.

Customer funds under management – VidaCaixa



Spain ¹		Portugal ²	
€130,413 M	€123,864 M	€9,092 M	€8,070 M
In 2025	In 2024	In 2025	In 2024
100%			
Of assets under management with consideration of ESG aspects in 2025 (according to UNPRI criteria)			

¹ Includes the life and pension plan business pertaining to VidaCaixa, S.A.

² Includes the life insurance and pension plans business of BPI Vida e Pensões, wholly owned by VidaCaixa, S.A.



Result of ESG risk integration

_DISTRIBUTION OF PRODUCTS HELD UNDER SFDR

2025

Products classified under Article 6
29.8 %

€15,482 M

43.0 %

€3,373 M

Assets classified under Article 8
70.2 %

€36,545 M

57.0 %

€4,464 M

Products classified under Article 9
0 %

€6 M

0 %

€0 M

Spain
€52,033 M
70.3%¹

Of total assets are classified under Articles 8 and 9 of the SFDR (€36,551 M)

Portugal
€7,837 M
57.0 %

Of total assets are classified under Articles 8 and 9 of the SFDR (€4,464 M)

2024

Products classified under Article 6
28.7 %

€14,023 M

44.3 %

€3,072 M

Products classified under Article 8
71.3 %

€34,759 M

55.7 %

€3,855 M

Products classified under Article 9
0 %

€7 M

0 %

€0 M

Spain
€48,789 M
71.3 %¹

Of total assets are classified under Articles 8 and 9 of the SFDR (€34,759 M)

Portugal
€6,927 M
55.7 %

Of total assets are classified under Articles 8 and 9 of the SFDR (€3,855 M)

¹ Percentage and amounts reported on Pension Plans, EPSV and United-linked (excluding insurance under SFDR). The calculated percentage of plans and insurance policies affected by the SFDR at year-end amounts to 53%.

_IMPACT AND RESULTS OF THE ENGAGEMENT PLAN

Impact

Exposure to sustainable bonds

€7,548 M

€7,103 M IN 2024



- **€4,479 M**
Green bonds
- **€1,188 M**
Sustainable bonds
- **€1,598 M**
Social bonds
- **€283 M**
Sustainability-linked bonds

Engagement

<p>5</p> <p>Collective dialogues.¹</p> <p>6 in 2024</p>	<p>344</p> <p>ESG due diligence with external managers.</p> <p>379 in 2024</p>	<p>17%</p> <p>Of the investment in companies subject to engagement processes</p> <p>16 % in 2024</p>
<p>202</p> <p>Dialogues with companies on ESG topics</p> <p>185 in 2024</p>	<p>10</p> <p>Dialogues with external managers on ESG issues.</p> <p>10 in 2024</p>	<p>268</p> <p>ESG issues addressed in dialogues with companies.</p> <p>247 in 2024</p>

Proxy Voting

<p>534</p> <p>General meetings of shareholders voted during the year.</p> <p>536 in 2024</p>	<p>26</p> <p>Meetings where board members have been voted against for reasons of ESG controversies or climate risk.</p> <p>18 in 2024</p>
<p>61</p> <p>Meetings where votes have been cast in favour of shareholder proposals.</p> <p>141 in 2024</p>	<p>58</p> <p>Meetings at which shareholder proposals on environmental and social issues have been voted in favour of.</p> <p>94 in 2024</p>

¹ Dialogues include those assets at 31/12, as well as those initiated and completed in 2025.

Assets under management – CaixaBank Asset Management



Spain ¹		Portugal ²		Luxembourg ³	
€115,261 M	€103,597 M	€7,767 M	€6,894 M	€2,815 M	€961 M
In 2025	In 2024	In 2025	In 2024	In 2025	In 2024

100%

Of assets under management with consideration of ESG aspects in 2025 (according to UNPRI criteria)

¹ Includes CaixaBank Asset Management SGIC fund, discretionary portfolio management and SICAVs business.

² Includes the mutual and real estate fund business and discretionary management portfolios of BPI Gestão de Ativos SGFIM, wholly owned by CaixaBank Asset Management.

³ Includes the fund and SICAV business of CaixaBank Asset Management.

Spain	Portugal
€58,165 M	€3,676 M
Discretionary portfolio management €51,746 M in 2025	Discretionary portfolio management €3,366 M in 2024



CaixaBank AM is the only European fund manager to obtain the "EFQM 500 Seal" for its strategy focusing on excellence, innovation and sustainability.



Initiatives to promote sustainable finance:

Comillas Icade together with CaixaBank Asset Management promote **the Sustainable Finance Observatory** which facilitates the understanding of the risks and opportunities involved in the transition to a more sustainable society, with an inclusive vision of the sectors involved and affected.

Result of ESG risk integration

_DISTRIBUTION OF PRODUCTS HELD UNDER SFDR

2025

Products classified under Article 6
67.9 %

€71,433 M

30.5 %

€1,297 M

Products classified under Article 8
31.2 %

€32,786 M

65.0 %

€2,760 M

Products classified under Article 9
0.9 %

€991 M

4.5 %

€191 M

Spain
€105,210 M
32.1%³

Of the assets are classified under Articles 8 and 9 of the SFDR (€33,778 M)

Portugal
€4,248 M
69.5%

Of the assets are classified under Articles 8 and 9 of the SFDR (€2,951 M)

2024

Products classified under Article 6
67.0 %

€63,478 M

31.1 %

€1,150 M

Products classified under Article 8
31,7 %

€30,058 M

64.0 %

€2,371 M

Products classified under Article 9
1.3 %

€1,217 M

4.9 %

€183 M

Spain
€94,752 M
33.0 %

Of total assets are classified under Articles 8 and 9 of the SFDR (€31,275 M)

Portugal
€3,705 M
69,0 %

Of total assets are classified under Articles 8 and 9 of the SFDR (€2,554 M)

¹ Includes CaixaBank Asset Management SGIC fund, discretionary portfolio management and SICAVs business.

² Includes the mutual and real estate fund business and discretionary management portfolios of BPI Gestão de Ativos SGFIM, wholly owned by CaixaBank Asset Management.

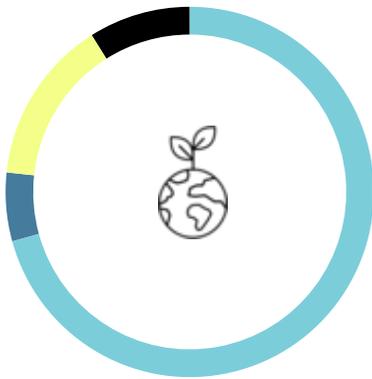
³ Includes the fund business and the SICAVs of CaixaBank Asset Management Luxembourg, S.A.

_IMPACT AND RESULTS OF THE ENGAGEMENT PLAN
Impact

Exposure to sustainable bonds

€7,442 M

€5,599 M IN 2024



- **€5,262 M**
Green bonds
- **€445 M**
Sustainable bonds
- **€1,071 M**
Social bonds
- **€664 M**
Sustainability-linked bonds

Engagement

3

Collective dialogues

4 in 2024

191

ESG due diligence with external management companies and dialogues with third parties

182 in 2024

42

Dialogues on Environmental issues

60 in 2024

134

Dialogues on social issues and international treaty violations

145 in 2024

131

Dialogues on governance issues and other dialogues with various themes

136 in 2024

Proxy Voting

1,268

General meetings of shareholders voted during the year.

1,010 in 2024

28

Meetings where board members have been voted against for reasons of ESG controversies or climate risk.

25 in 2024

163

Meetings where votes have been cast in favour of shareholder proposals.

194 in 2024

64

Meetings at which shareholder proposals on environmental and social issues have been voted in favour of.

96 in 2024

ESG INDICES AND RATINGS



CaixaBank consolidates for the fifth consecutive year the maximum score of "A" in CDP Climate for its action against climate change and renews for the twelfth consecutive year the category *Leadership*. In CDP Water, the company obtained a "B" rating, above the sector average.



CaixaBank obtained the highest rating from MSCI (AAA) and was classified as a Leader for its robust sustainability management in terms of governance, decarbonisation and environmental risk management, as well as for its management of human capital.



CaixaBank earned an ESG Risk Rating of 9.5, classified as Negligible Risk, from Sustainalytics. ESG risk management is considered "strong".



Included in the S&P Global Sustainability Yearbook 2026 for the thirteenth year running and awarded the accolade Top 10 %, S&P Global ESG Score 2025, for its outstanding performance in sustainability.

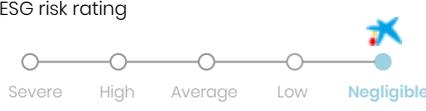
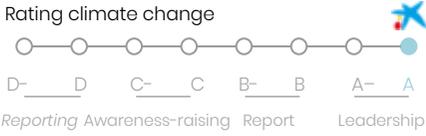
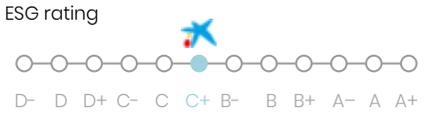
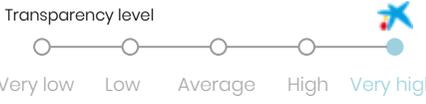
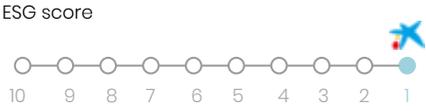


CaixaBank was rated by FTSE Russell with a score of 4.9 out of 5, well above the sector average, and is included in the FTSE4Good Index Series.



Extensive awareness on the part of the main sustainability indices and ratings agencies.

CaixaBank	Worse – Scale – Better	Featured
	<p>ESG Entity Rating Score (solicited)</p> <p>2</p>	<p>ESG Entity Rating Score. First included in 2023. Last updated in September 2025. CaixaBank is the highest-scoring Spanish bank and the only Spanish bank to hold a solicited ESG rating from Sustainable Fitch. Benchmark analyst: Sustainable Fitch.</p>
	<p>Sustainability score</p> <p>88</p>	<p>DJBIC World, DJBIC Europe. Included continuously since 2012. 88 points out of 100 in the Corporate Sustainability Assessment (CSA) 2025. S&P Analyst.&</p>
	<p>ESG rating</p> <p>AAA (Leader)</p>	<p>CaixaBank is part of the MSCI ESG Leader Index. First included in 2015. Last updated in October 2025. Leader in the Financing Environmental and Governance category, and standing out above the average in Human Capital Development and Access to Finance. MSCI ESG analyst.</p>
	<p>ESG rating</p> <p>4.9</p>	<p>FTSE4Good Index Series. First included in 2011. Last updated in June 2025. Overall rating above the sector average (4.9 vs 2.7 sector average) Analyst FTSE Russell</p>

CaixaBank	Worse – Scale – Better	Featured
 <p>Negligible (9.5)</p>	<p>ESG risk rating</p> 	<p>STOXX Global ESG. First included in 2013. Last updated in September 2025. "Negligible" exposure to ESG risks. CaixaBank's ESG risk management is considered to be "strong". Analyst Sustainability.</p>
 <p>A (Leadership)</p>	<p>Rating climate change</p> 	<p>First included in 2012. Last updated December 2025. Present on the A List for the 5th consecutive year with the highest score "A". 12th year running in the "Leadership" category for corporate transparency and action on climate risk. In 2025, CaixaBank took part for the first time in the assessment of the Water questionnaire, earning a rating of "B", above the sector average (C). CDP analyst.</p>
 <p>C+ Category: Prime Transparency: Very high Decile rank: #1</p>	<p>ESG rating</p>  <p>Transparency level</p> 	<p>ISS ESG Europe Governance QualityScore Index, Solactive ISS ESG index Series. First included in 2013. Last updated December 2025. It remains at a C+ rating, in the Prime category and in the first decile of the ranking. "Very high" level of transparency ISS ESG analyst.</p>
 <p>1</p>	<p>ESG score</p> 	<p>Monthly update, last updated December 2025. Highest score in all three dimensions of ISS ESG Quality Score: Environmental, Social and Governance. ISS analyst.</p>

CaixaBank has been included in the IBEX ESG and IBEX ESG *Weighted* indices since their creation in 2023 by BME, Bolsas y Mercados Españoles. These indices currently comprise a total of 49 listed Spanish companies.

CaixaBank also collaborates with and engages in active dialogue with the Bank's other main stakeholders in ESG matters, such as the main NGOs and other organisations, in order to find out what issues they value most and what perception they have of the Bank's management in this regard.

Other analysts / ESG ratings with the current rating for CaixaBank:



MEMBERSHIPS AND ALLIANCES

CROSS-CUTTING



UN international initiative. Participation in learning groups such as Human Rights training for the Group's suppliers: Sustainable Supplier Training Programme and compliance with the annual progress report. CaixaBank (2005); CaixaBank AM (2011). VidaCaixa (2009); MicroBank (2009), BPI (2020) and CaixaBank Tech (2024).



UNEP FI promotes sustainable finance and the integration of environmental and social aspects in business CaixaBank (2018) and BPI (2023). The Principles are a voluntary initiative to promote the alignment of the banks' actions with the SDGs and the Paris Agreement. Participation in working groups by CaixaBank (2019) and BPI (2023).



They promote investment management based on environmental, social and good governance criteria. Investment activities are published annually. VidaCaixa (2009), CaixaBank AM (2016) and BPI Gestão de Ativos (2019).



Initiative that drives the development and expansion of innovative risk and insurance management solutions that contribute to environmental, social and economic sustainability. Publication of the report on how VidaCaixa applies the four principles. VidaCaixa (2020).



Promotion of sustainable and responsible investment in Spain. CaixaBank (2011). Investment activities are published annually.



Strives to fulfil SDGs by promoting impact investments. CaixaBank has held the presidency of the Spanish National Advisory Board (SpainNAB, the Spanish chapter of GSG Impact) since July 2024, following the renewal of its Board of Directors (CaixaBank 2019). The partnership enables impact investment to be assessed and leveraged.



Partnership of multinational companies united with a common goal: develop a way to measure and compare the value of the contribution made by companies to society, the economy and the environment. The partnership converts social and environmental impacts into comparable financial data. CaixaBank (2024).

_ OTHER MEMBERSHIPS AND ALLIANCES

- | | |
|---------------------------|---------------|
| FORÉTICA | DIRSE |
| BARCELONA FINANCE CLUSTER | UN TOURISM |
| GRACE | BSCD PORTUGAL |

We apply principles/guides

We participate in working groups

Related objectives established

Founding members, promoters and/or representatives in governing bodies

Collaborative dialogues

ENVIRONMENT AND CLIMATE



Advisory group established by institutions that publishes recommendations and disclosure guidelines for incorporating nature into corporate reporting. It helps strengthen the Bank's criteria for the assessment, measurement and reporting of nature-related issues. CaixaBank (2023).



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



Alliance of financial institutions geared towards developing an assessment and disclosure standard for the impact and dependences of loans in biodiversity investments. The Bank uses this methodology to assess biodiversity. CaixaBank (2024).



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



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



Promotes economic growth linked to a sustainable, circular and efficient economy through collaboration between the public and private sectors. CaixaBank (2016).



Framework established by the Global Maritime Forum to evaluate and publish the climate alignment of shipping finance portfolios. CaixaBank (2022).



Promoted by Climate Aligned Finance Standard for the Aviation Sector, so financial institutions can measure and disclose the climate alignment of their aviation loans. CaixaBank (2024).



Initiative for a collaborative dialogue promoted by PRI that seeks to promote the goals of the Kunming-Montreal World Biodiversity Framework. CaixaBank AM (2023), VidaCaixa (2023), BPI Gestao Activos (2023).



European Green Hydrogen Alliance. It promotes and develops the production of renewable green hydrogen as a decarbonisation driver to achieve the European Union's climate targets. CaixaBank (2021).



Impulsa and develops renewable green hydrogen production as a driver of decarbonisation with the aim of achieving the European Union's climate targets (2024).



A global initiative, led by asset owners and supported by asset managers, which allows investors to assess a company's performance and progress towards a low carbon economy. CaixaBank AM (2023) and BPI Gestao de Ativos (2023).



Multi-stakeholder alliance created with the aim of advancing the promotion of decarbonisation of thermal energy demand in Spain, helping to ensure it remains on a pathway compatible with the Paris Agreement objective of limiting global warming. CaixaBank takes part in the various meetings and working sessions. CaixaBank (2025)



Initiative promoted by the United Nations and PRI that involves a commitment to transition its portfolios towards a level of net zero greenhouse gas emissions by 2050. VidaCaixa (2022).



We apply principles/guides



We participate in working groups



Related objectives established



Founding members, promoters and/or representatives in governing bodies

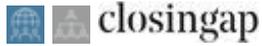


Collaborative dialogues

_OTHER MEMBERSHIPS AND ALLIANCES

- | NACTIVA PLATFORM
- | ACT4 NATURE
- | ANESE

GOVERNANCE



Alliance of companies that acts as a reference cluster, with public-private collaboration, and that analyses the cost of economic and social opportunity of gender gaps. Participation in working groups and annual events. CaixaBank (2021).



Principles promoted by the United Nations to encourage gender equality and the empowerment of women in the workplace and community. Participation in online events and training. CaixaBank (2013) and BPI (2021).



Target Gender Equality, promoted by the Global Compact with the aim of increasing the representation of women on boards of directors and in executive management positions. Participation in training activities and programmes. CaixaBank (2020).



Spanish non-profit association that promotes an inclusive and respectful environment with LGBTI diversity in the workplace. Attendance at workshops and online sessions. CaixaBank (2022).



Benchmark in the financial sector when it comes to diversity and inclusion for women. CaixaBank (2014), BPI (2021).

_ OTHER MEMBERSHIPS AND ALLIANCES

- | STEAM ALLIANCE FOR FEMALE TALENT
- | CEO FOR DIVERSITY
- | DIVERSITY LEADING COMPANY
- | EJE&CON



SOCIAL



Partnership with "la Caixa" Foundation, one of the world's largest foundations.

Collective Commitment to Financial Health and Inclusion



Initiative to promote better health and financial inclusion of customers and society in general. Participation in working groups to deepen understanding of financial inclusion issues. CaixaBank (2021).



Advance is a collaborative dialogue initiative promoted by PRI to influence companies and other institutions to act on human and social rights. Participation in collaborative dialogues and public support for the initiative by CaixaBank Asset Management (2022), VidaCaixa (2022) and BPI Gestão de Activos (2022).



Fostering clear and accessible language as a foundation of democratic values. Incorporating projects in favour of language accessibility. CaixaBank (2024).

_ OTHER MEMBERSHIPS AND ALLIANCES

- | EUROPEAN MICROFINANCE NETWORK
- | Seres Foundation
- | FUNCAS PROGRAMME FOR THE PROMOTION OF FINANCIAL EDUCATION SUPPORTED BY CECA



We apply principles/guides



We participate in working groups



Related objectives established



Founding members, promoters and/or representatives in governing bodies



Collaborative dialogues

Cybersecurity

In 2025, the Strategic Information Security Plan 2023–2025 was completed, with all objectives met, and the Cosmos Plan was launched, aimed at transforming the Group’s technological ecosystem.

The number of cyberattacks continued to increase throughout 2025, in an increasingly complex environment. Among the main types of cyberattacks, particular prominence is given to those related to fraud, ransomware affecting all types of companies, the use of Artificial Intelligence (AI) in more sophisticated and automated attacks, malware, attacks on service providers, and attacks on critical infrastructures carried out by different groups linked to geopolitical conflicts.

In this context, **the CaixaBank Group continues to strengthen prevention, detection and response controls**, while applying a continuous risk review methodology and exhaustively monitoring global threats, with the aim of preventing these cyberattacks from materialising.

Within the framework of the **2025 Information Security Master Plan**, CaixaBank has implemented initiatives aimed at strengthening critical capabilities in digital identity, secure software development, data leakage prevention, cybersecurity oversight of suppliers, promotion of a cybersecurity culture, automation of identification, detection and response processes with adaptive AI capabilities, and the development of resilience plans for disasters or disruptive cyberattacks.

In 2025, the Strategic Information Security Plan 2023–2025 was concluded, with all objectives having been met, and the **Cosmos Plan** was launched, aimed at transforming the Group’s technological ecosystem, including the information security domain.

INFORMATION SECURITY RISK IDENTIFICATION, MANAGEMENT AND ANALYSIS

In view of the importance of technology in customer interaction and for the development of the Group’s business, **CaixaBank identifies technology risk as a top-level risk in its corporate risk catalogue**. Within the strategic risk processes for the identification, measurement, monitoring and control of risks, *(see section “Risk management”)* and framed within technological risk, information security risk is assessed periodically (within the framework of the Risk Assessment) and when significant changes occur that may affect the risk profile.

The results of the risk identification, measurement, monitoring and control processes are used to assess information security risks and identify the additional countermeasures needed to keep the risk within the Group’s defined risk appetite, as well as to prioritise the dedication of efforts and resources for each of the countermeasure deployment initiatives.

Additionally, in the identification and analysis of risks, CaixaBank is supported by the Information Security Advisory Board (ISAB), comprising 15 independent experts with extensive experience across different areas of information security. This group brings a strategic vision based on proven knowledge and experience. During the year, a workshop was held focused on the identification and analysis of high-impact, low-probability risks, as well as on the key threats that may emerge in the coming years.

As mentioned in the [section “Materiality assessment”](#), two material information security risks have been identified, grouping together all the information security risks identified in the internal processes mentioned above:

- | Exposure to cyber-attack due to non-implementation or improper implementation of appropriate system protection measures.
- | Leakage of information in the event of a computer attack/cyberattack.

With a view to mitigating these risks, the Group has a **robust governance framework, an effective control environment, a corporate model supported by a qualified team, and the Cosmos Plan** ([see section the “Cosmos Plan”](#)), the objectives of which are aligned with the Group’s 2025–2027 Strategic Plan. The implementation of this Plan in the area of information security is carried out through the **Information Security Master Plan**, which sets out the projects to be undertaken during the year in progress ([see section “Main actions carried out in 2025”](#)).



GOVERNANCE FRAMEWORK

CaixaBank has an information security governance framework structured around **governance bodies** responsible for oversight, the corporate **Information Security Policy**, the **Information Security Committee**, and an **internal control framework with risk management certified** in accordance with the highest standards ([see section “Control environment”](#)).

The main body of this governance framework is the **Innovation, Technology and Digital Transformation Committee**, whose functions include monitoring technology and cybersecurity strategy and cybersecurity risk management. This Committee assists the Board of Directors in the oversight and monitoring of the technological risks to which the Group is exposed ([see section “Corporate governance”](#)).

The **Policy** defines the governance framework, functions, roles and general principles for the management of cybersecurity across the Group, including the role of the Global Chief Information Security Officer (**CISO**), who is responsible for implementing the strategy and reporting to the governing and management bodies. In this respect, the CISO reports on a regular basis on the evolution of the key metrics, as well as on the implementation of the strategy.

In addition, the **Information Technology and Security Committee** is responsible for overseeing the application of the Information Security Policy and the execution of the information security strategy, as well as the effective implementation of the different initiatives.

CORPORATE INFORMATION SECURITY POLICY

As a framework for managing information security risks, the CaixaBank Group has a Corporate Information Security Policy¹, the purpose of which is to define the corporate principles on which the actions to be undertaken in the field of information security must be based in order to achieve the objectives defined in this area:

- | Define the necessary technical and organisational measures to mitigate the risk to information security at the Group.
- | Ensure decisions are weighed in information security to maintain the balance between risks and returns.
- | Maintain a suitable management of this risk, in line with the Risk Appetite Framework, the result of which should lead to the medium-low risk profile that the Board of Directors has set for the Group.
- | Comply with regulatory requirements and supervisory expectations.

The Policy is based on leading international standards and is aligned with the Corporate Technology Risk Management Policy (*see section “Risk management”*) and with stakeholder expectations. It is reviewed annually by the Board of Directors in order to maintain and improve the Group's safety levels. The last review was carried out in September 2025.

All sustainability-related policies are described in the *section “Framework of sustainability policies, principles and statements”*.

INFORMATION TECHNOLOGY AND SECURITY COMMITTEE

This committee is the most senior executive and decision-making body for all aspects related to Information Security at the corporate level. It is chaired by a member of the Management Committee and the Secretariat is held by the CISO of the CaixaBank Group.

It is responsible for ensuring information security across the Group through the application of the corporate Information Security Policy and the mitigation of the risks and weaknesses identified.

	<p>Frequency Quarterly</p>		<p>Reports to Management Committee</p>		<p>Risks managed: Conduct and Compliance / Technological</p>
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5 Committee meetings² in 2025

In 2025, as a result of the expansion and redefinition of the functions assigned to the Information Security Committee, and in particular the incorporation of responsibilities relating to the definition and review of the IT risk management plan, the Corporate Information Security Policy and the IT Risk Management Policy, it was renamed the Technology and Information Security Committee.

¹ Some of the principles of this Policy are publicly available on the corporate website: https://www.caixabank.com/deployedfiles/caixabank_com/Estaticos/PDFs/Sostenibilidad/Principios_actuacion_politica_seguridad_informacion_ENG.pdf

² 4 ordinary and 1 extraordinary.

CONTROL ENVIRONMENT

The Group's internal control framework is integrated into the Group's internal governance system, aligned with the business model. Its guidelines are shaped on the basis of the "three lines of defence model". In the field of information security, these 3 lines of defence are formed by the areas of Information Security, Non-Financial Risk Control and Internal Audit. In addition to internal controls and reviews of each line of defence, CaixaBank is subject to supervision by the banking regulator.



The internal control framework for cyber-security is based on the Three Lines of Defence model which ensures strict segregation of duties and the existence of several layers of independent control.

CERTIFICATIONS

In addition to security reviews, assessments by the lines of defence, inspections carried out by supervisory authorities and audits conducted by third parties (such as SWIFT, IBERPAY, TARGET2 and PCI, among others), as well as the annual financial audit, which includes aspects related to information security, **CaixaBank maintains internationally recognised certifications in the field of information security on an annual basis**, such as ISO 27001, which certifies all of the Group's cybersecurity processes, including the CSIRT, and the National Security Framework for the payment gateway offered by the Group to the public administration.

MAIN CERTIFICATIONS



CAPACITY MEASUREMENT

In order to assess its control environment, ascertain its level of cybersecurity and determine, based on this level, where it stands with respect to the industry, CaixaBank participates in various exercises with standardised ratings. These exercises involve a series of tests that make it possible to **assess specific cybersecurity capabilities. CaixaBank occupies the top positions in the national banking sector.**

BENCHMARKS

	ISMS ₂	DJSI ₃	CSF ₄
CaixaBank	8.3/10	97/100	4.16/5
PEERS	7.2/10	—	3.46/5

BITSIGHT₁



¹ Bitsight external rating (900-0 scale).

² Multisectoral Cyber Exercises 2025 ISMS Forum.

³ Dow Jones Sustainability Index (DJSI) 2025. Information Security. **See the section "ESG indices and ratings".**

⁴ Cyber Strategy Framework (CSF).

Note: CaixaBank and BPI obtained the same score (810).

MAIN ACTIONS CARRIED OUT IN 2025

The CaixaBank Group *reinforces its commitment to digital protection with one of the largest investments in cybersecurity in its history*. The budget for this area increased by almost 30 % compared to 2024, consolidating its leadership in secure and safe information management. This initiative is a strategic commitment to protect the Group against growing risks and ensure its digital resilience.

In order to mitigate the risks associated with information security (*see section “Identification, assessment and management of information security risks”*), the Group has a clear strategy, which is materialised in daily operations through the implementation of specific action plans. This strategy is aligned with **2025–2027 Strategic Plan**, which launched **Cosmos** (2025–2030), a transformational plan aimed at turning the technology ecosystem into a competitive advantage for business growth and operational efficiency (*see section “Cosmos Plan”*).

In this context, the **Information Security Master Plan** specifies the projects to be developed during the current year. This plan incorporates both the transformational initiatives defined under Cosmos and those arising from the ongoing risk review and the comprehensive monitoring of global threats. The Group does not have measurable targets involving cybersecurity. However, in the framework of the Information Security Master Plan, the main metrics are monitored.

Throughout 2025, CaixaBank has carried out various initiatives, which are set out in the **Information Security Master Plan 2025**. These initiatives are primarily aimed at protecting business processes and responding to potential threats to which the Group is exposed. For the implementation of these initiatives, CaixaBank has made the necessary investments to cover both the technical initiatives and the staff required to carry them out. In this regard, CaixaBank **had a budget of €90 M¹ in 2025** (up approximately 30 % on 2024).

¹This amount is recognised under the corresponding headings in the 2025 financial statements. See CaixaBank Group Consolidated Annual Report.

The Group's main initiatives are described below:



The following is a description of the main initiatives carried out by the Group during 2025 within each of the blocks:

TALENT RETENTION AND PROFESSIONAL TRAINING

The CaixaBank Group has a **corporate information security model** which includes a qualified team distributed across different locations.

In recent years, in order to provide this model with the best talent, **CaixaBank has launched various initiatives to retain and attract talent** in a context of a shortage of professionals in this area.

In addition to the initiatives aimed at attracting the best talent, CaixaBank offers its employees **continuous training programmes** that guarantee professional development, skills updating and adaptation to changes in the financial sector, fostering innovation and excellence in service. During 2025, all members of the Corporate Information Security function took part in specific programmes to develop new cybersecurity capabilities, through certifications and training plans tailored to each role. These certifications are among the most internationally recognised certifications for information security professionals.

112 employees (6% more vs 2024)

dedicated to the Group's security.

137 certifications

Of these employees.

Certifications



CYBERSECURITY CULTURE

CaixaBank promotes a culture of cybersecurity through continuous awareness and sensitisation programmes aimed at employees and customers.

In 2025, a range of specialised awareness programmes were carried out for employees and customers in order to minimise human risk.

EMPLOYEES

- | **Compulsory training courses.** In April, the **annual mandatory “Information and Physical Security” course was launched on Virtaula**, together with an additional voluntary course featuring eight interactive videos to enhance learning and awareness. (*see section “Governance – Training and dissemination of business conduct”*).
- | **Monthly webinars InfoProtect.** Seven webinars with updated content tailored to the most topical issues (Dark Web, risks of the digital environment for our children, and the benefits and threats of AI).
- | **Newsletter InfoProtect Security News.**
- | **InfoProtect Channel.** Each week a new *post* is published, sometimes including videos.
- | **Monthly simulations of phishing.** Monthly online sessions to raise awareness among users.
- | **InfoProtect Club.** Network of 17 security ambassadors deployed across branches, with the aim of promoting a cybersecurity culture throughout the Group.
- | **Cybersecurity Awareness Month – “The New Employee” campaign:** four interactive videos featuring a Spanish actor.
- | **Celebration of InfoProtect’s 10th anniversary,** with campaigns, *webinars* and actions to reinforce the culture of cybersecurity with the humour of the Tricycle.

CUSTOMERS

- | **Cybersecurity awareness and fraud prevention campaign with Tricycle, which included:**
 - | Campaign featuring eight security and fraud prevention tips for all Spanish citizens. Displayed on all external and internal monitors in more than 750 large offices in Spain.
 - | Publication of short videos on CaixaBank’s social networks.
 - | 4 videos for *seniors*.
- | **CaixaBank Protect.** Quarterly newsletter with security and fraud prevention content. It is sent to more than 8 million customers.
- | **Campaign to raise awareness of the risks of digital fraud and how to prevent it.** With the miniseries “Discovering a cyber fraud”, comprising six striking short videos in a “true crime” style.
- | **Internet content:** New articles and videos on cybersecurity and fraud prevention on the CaixaBank website, blog and social media sites.

Escalation of possible cybersecurity incidents

CaixaBank fosters a **solid cybersecurity culture through employee training and awareness-raising**, as well as through **internal regulations that all employees must be aware of**; these are disseminated through corporate training. These regulations establish that, in the event of any defect, anomaly or suspicion that may affect the security of the Group's or its customers' information, employees are responsible for reporting it immediately through the channel provided to the cybersecurity team.

To help combat attempted **phishing**, employees are provided with a report button that allows them to report suspicious emails quickly and easily. The effectiveness of this process is assessed through simulations carried out on a monthly basis.

CaixaBank complements this regulatory framework with the aforementioned training and awareness-raising actions.



A brand that integrates all security awareness initiatives, aimed at employees and customers.



67%

0-clickers in phishing campaign¹.

75 % in 2024



12

Phishing simulations per employee.

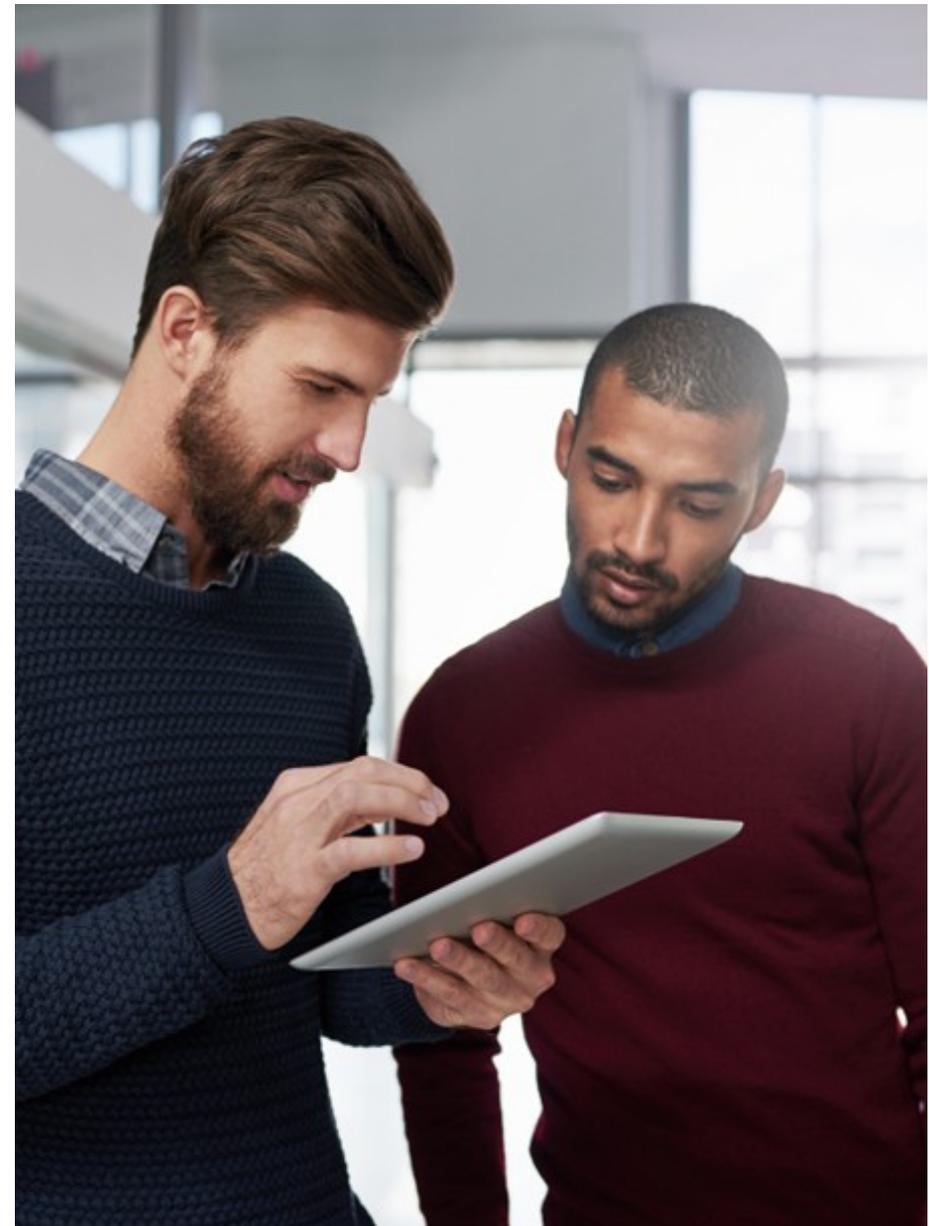
9 in 2024



97%

Professionals who have completed the security course.

98 % in 2024



¹ The difficulty was increased for the 2025 campaign.

CYBER RESILIENCE

Within the framework of its cyber-resilience strategy, the Group has implemented actions aimed at **strengthening its ability to anticipate, withstand, respond to and recover from cybersecurity incidents, thereby ensuring operational continuity and the protection of critical services.** These initiatives have been structured around core pillars that include proactive prevention, early threat detection, effective incident response and the agile recovery of affected systems, all under a comprehensive approach that strengthens CaixaBank's trust and technological resilience.

ADVANCED CONTROLS IN ACTIVE DEFENCE

The Group has advanced active defence controls in place to safeguard its systems, aligned with the leading information security frameworks, and enabling its systems to be tested by third parties. They following exercises stand out:

- | **RED TEAM:** carries out exercises based on TIBER-EU guidelines. In these exercises, the robustness of the systems is tested with controlled real attacks carried out by independent third parties.
- | **TABLE TOP:** simulation activities where potential incidents are managed and resolved. The aim of this type of exercise is to assess the responses, processes, and decisions that would be made during a real cyber incident. (100% Compliance with the IRM testing plan).



6

Red Team exercises per year. The system's robustness is tested with real attacks controlled by independent third parties.

100%

Compliance with IRM test plan (Incident Response Management)

CaixaBank has implemented the Bug Bounty Programme (reward for findings), whose objective is to reinforce digital security, encouraging the early detection of vulnerabilities by external researchers. It is carried out in collaboration with a bug bounty platform (Yogosha) and a Premier crowdsourced security testing platform (SynAck).

This programme has 520 participants who have reported 32 high/critical vulnerabilities.

In addition, other controls have been strengthened both to detect new vulnerabilities (the infrastructure scan with the 95 % coverage) and to minimise active vulnerabilities.

ADVANCED DETECTION AND RESPONSE CONTROLS

The existence of a robust first line of detection and response to cyber attacks is key in an environment where **the number of cyber attacks globally has continued to increase significantly.** Proof of this is:

47%

Increase in the number of malicious emails compared with 2024 (blocked malware).

27%

Increase in the number of attacks compared with 2024

The cyberSOC team is responsible for detecting, analysing and responding to potential incidents (both internal and external). This team operates 24 hours a day, 7 days a week and uses advanced mechanisms based on alerts generated by monitoring tools at critical points in the network and systems. In recent years, it has also increased its capabilities to detect and respond to potential incidents through intelligence services and by strengthening analytical capabilities.

Moreover, **new artificial intelligence models**, both proprietary and third-party, are being developed and implemented to predict and prevent cyberattacks and to respond more quickly and accurately to threats.

All these processes rely on the escalation and coordination of all technical and business areas, suppliers, Senior Management and Group companies, in order to minimise the impact of this potential incident.

Considering that the CaixaBank Group is subject to various rules and regulations that require reporting to regulatory or supervisory entities, this escalation and coordination are vital for timely reporting to the competent authorities.

In 2025, despite the increase in cyber-attacks, two incidents affecting a Group company were recorded (three fewer than in 2024). Additionally, one

incident (which occurred at a Group company) was reported to the supervisor; two fewer than in 2024.

CYBER FRAUD PREVENTION

CaixaBank reaffirms its commitment to the fight against financial fraud with the creation of the Financial Crime Unit (FCU). This unit aims to centralise all areas involved in the prevention, detection and management of fraud and financial crime, working closely with cyber-security and cyber-fraud capabilities. The aim is to align the actions of all the Group's teams and **to reinforce an integrated view of financial risk in real time.**

During 2025, the FCU has carried out projects aimed at **improving fraud management throughout its lifecycle**, as well as further optimising operational processes and increasing the capabilities of advanced analytics, artificial intelligence and *Machine Learning*, with the objective of strengthening fraud detection and analysis from a more holistic perspective.

In addition, CaixaBank, together with other financial institutions, created in 2023 the company **FrauDfense**, whose objective is to prevent financial fraud through collaboration and the development of advanced technology.

TRENDS AND SPECIFIC MEASURES AGAINST FINANCIAL FRAUD

In recent years, the financial fraud landscape has evolved significantly, driven by new techniques and behaviours that require increasingly sophisticated responses. CaixaBank, in line with its commitment to protection and prevention, has reinforced its strategies to anticipate these threats.

In this context, we have witnessed a gradual increase in **authorised fraud**, where the transaction is carried out by the victim themselves. For this reason, CaixaBank has **reinforced the customer awareness actions** explained in the [section "Cybersecurity culture"](#).

Meanwhile, **unauthorised fraud** remains at residual levels thanks to the resilience of the Group's system and the numerous controls in place, including early detection of phishing campaigns and the analysis of malware samples.

The measures implemented by CaixaBank enable it to actively monitor fraud risks and mitigation plans, assess their impact on the Group's businesses and customers and monitor relevant fraud facts, events and trends.

DIGITAL IDENTITY

CaixaBank continues to evolve its digital identification processes, with the aim of guaranteeing authentication and authorisation processes, protecting against fraud and impersonation and facilitating traceability and control.

CaixaBank has adopted an omnichannel 360° vision **to identify and mitigate cyberfraud risks at all points of contact with customers**, both in digital and face-to-face channels, offering more solid and consistent protection.

Launch of *iSign*

To fortify operational security, ***iSign*** has been introduced, a digital signature solution integrated into the CaixaBankNow app, providing an additional layer of protection and ensuring that only the account holder can authorise sensitive transactions.

The transition from CaixaBank *Sign* to ***iSign*** represents a qualitative leap in customer experience, security, operational efficiency and technological modernisation.



***iSign* was awarded by Global Finance.**

Best Finance Innovations in Europe 2025 – Western Region: New transaction signing within the Group's apps.

IDENTITY AND DATA PROTECTION

CaixaBank regards data protection as a **central pillar of its management** and remains firmly committed to complying with prevailing law and regulations in this regard.

This commitment is structured around two complementary areas: first, the **internal processing of data** carried out by CaixaBank, as described in the [section “Privacy and personal data protection”](#); and second, the security systems that CaixaBank has put in place to **safeguard data against theft or unauthorised access**.

In this regard, the **Group has advanced cybersecurity systems in place to prevent unauthorised access and information leaks**. These mechanisms are supported by state-of-the-art technologies and continuous monitoring processes.

Considering the new attack vectors and ongoing technological transformation, including the adoption of cloud environments and the increase in AI-based attacks, specific improvements have been implemented in the governance framework and monitoring mechanisms to improve levels of data protection. These actions aim to ensure effective control, traceability of the measures applied and alignment with internal and regulatory standards.

These measures have ensured that **in the last three years there have been no incidents involving data leakage**.

9,878,355

Events

1,690,731 in 2024

4,900

Events analysed

1,560 in 2024

0

Data leaks

0 in 2024

SECURE DEVELOPMENT

CaixaBank applies a set of principles and controls to ensure that software is designed, built, tested and deployed securely from the outset (security by design), integrating DevSecOps practices throughout the entire software development lifecycle (SSDLC).

In 2025, CaixaBank continued to improve these controls, making progress with the comprehensive security of the software development process and its deliverables, reaching 100 percent coverage of the relevant architectures integrated in SDLC, allowing lockdown mechanisms to be activated in the event of deviations in compliance with key aspects.

CIBERCOMPLIANCE

In recent years, CaixaBank has **updated its information security governance model to ensure its alignment** with an increasingly demanding and constantly evolving regulatory environment. The governance model is described in the [section “Governance framework”](#).

The Group has adopted as its framework the requirements established by international best practice standards, such as the **ISO/IEC 27001 family of standards** and the **NIST Cybersecurity Framework**. These standards are complemented by obligations arising from various laws and regulations—including the **NIS2 Directive**, the **DORA (Digital Operational Resilience Act) Regulation**, and the **Artificial Intelligence Regulation**—as well as by requirements set by local and sectoral supervisors and by third parties, such as the **National Security Framework (ENS)**.

Together, these elements form **CaixaBank Group’s Information Security Regulatory Framework**, which serves as the foundation for managing and controlling security within the organisation. This regulatory framework is continuously monitored to ensure compliance, and the results of this oversight are reported regularly to key stakeholders, both within and outside the Group.

THIRD-PARTY RISK MANAGEMENT

CaixaBank effectively manages its dependence on and risks associated with IT service providers. This point indirectly affects several areas mentioned above, such as cyber resilience or data protection.

In this regard, in order to effectively manage the **dependence on IT service providers and ensure operational continuity in the face of possible incidents** that could impact them, the Group has implemented specific measures to strengthen resilience and security in its technology supply chain. Risks arising from third parties are among the main risks faced by the Group.

CaixaBank applies various cybersecurity controls with regard to system providers whose applications are integrated into the Group's infrastructure to ensure the security of the service provided. These controls include, among others, technical security reviews, regulatory compliance assessments, continuous monitoring, and participation in cybersecurity exercises.

During 2025, the third-party risk management strategy has been strengthened through partnerships with key players in the cybersecurity industry. This approach helps to mitigate emerging threats, respond quickly to incidents and ensure the protection of sensitive customer data, especially in the face of new risks arising from the integration of artificial intelligence into the Group's internal processes.

CYBER POLICY

CaixaBank has a **cybersecurity and data protection policy**, which is reviewed and renewed annually. Its coverage includes financial losses that may occur in the event of a cyberattack or data breach.



INNOVATION IN CYBERSECURITY

CaixaBank is a leader in terms of innovation and cybersecurity, standing out for its contributions to various European projects where it collaborates with large corporates and institutions and supports European Union funding.

Throughout 2025, CaixaBank continued to take part in various R&D&I projects, collaborating at European level in the development of cybersecurity capabilities. The following **projects were completed in 2025:**

_AI4CYBER (SEPTEMBER 2022 – AUGUST 2025)



The aim is to provide an ecosystem of next-generation cybersecurity services that harness AI and Big Data technologies to help developers and system operators effectively manage security, resilience and the dynamic response to advanced cyber attacks based on AI. CaixaBank's primary role in the project is to lead a pilot of protection against internal or supplier attacks, and to test the solutions developed in the project in a realistic environment of a financial institution. The purpose of this pilot is:

- | Improving models and reducing false positives in detecting anomalies in the behaviour of corporate users (suppliers and internal).
- | Analysis of the use of Generative AI for the detection and correction of vulnerabilities.

_ATLANTIS (OCTOBER 2022 – SEPTEMBER 2025)



It aims to enhance the resilience and cyber-physical security of European critical infrastructures, going beyond the scope of individual critical infrastructure assets and systems and tackling resilience at the systemic level to combat major natural hazards and complex attacks that could potentially disrupt vital societal functions. CaixaBank's primary role is to lead the pilot of the financial environment, paving the way for an environment of international cooperation and cyber-intelligence between financial institutions and fintechs, in order to improve sector resilience against large-scale attacks that can transcend the institution.



_GREEN.DAT.AI (JANUARY 2023 – DECEMBER 2025)

It aims to develop new energy-efficient, IA-based big data analytics services ready for use in industrial systems. Some services foreseen by the platform include AI-enabled data enrichment, incentive mechanisms for data sharing, synthetic data generation, explainable AI (XAI), privacy-preserving feature learning, federated learning (FL) and automated learning transfer (Auto-TL). CaixaBank is leading a pilot that aims to explore the use of explainable AI to improve the efficiency of Fraud Detection systems while avoiding possible biases and unwanted discrimination in the use of *Big Data*.

Ongoing projects due to be completed in the coming years:

_EMERALD (NOVEMBER 2023 – OCTOBER 2026)



It aims to transform the concept of ongoing assessment and certification of cloud services into the full realisation of a Certification as a Service (CaaS), enhancing the technology-level interoperability of current monitoring solutions and allowing the incorporation of domain- or topic-specific regulations, such as AI. CaixaBank will lead a use case for the ongoing certification of multi-cloud services, automating the process of collecting and reporting security controls.

_NG-SOC (JANUARY 2024 – DECEMBER 2026)



Just like INTERSOC, NG-SOC aims to generate tools and services that improve the ability of Security Operations Centers (SOC) to detect anomalies caused by new patterns of attacks, exchange and automate cyber-threat information (CTI) and respond to incidents, in line with the best practices established by the CSIRTs Network and CERT-EU. In that sense, CaixaBank leads several use cases of application of the solutions provided in the two projects from the standpoint of the financial sector, evaluating the use of AI tools to improve the detection, response and coordination capabilities of CaixaBank's SOC with other European SOC's for the exchange of information and strategy, especially in terms of:

- | Applying AI to improve the ability to detect cyberattacks in the corporate network.
- | Generation and sharing of standardised playbooks for incident detection and response.

_INTERSOC (JANUARY 2024 – DECEMBER 2026)



As an NG-SOC, INTERSOC is also focused on generating tools and services that enhance the capabilities of SOCs (*Security Operations Centre*). The goal of this project is to enhance the capabilities for collecting and automating cyber intelligence (CTI) from a protection standpoint, as well as from an Offensive Security perspective. This will explore the use of generative AI in penetration testing tools and in automating Red Team campaigns.

_PIQASO (JANUARY 2025 – DECEMBER 2027)



PIQASO aims to develop optimised and operational implementations for a set of cryptographic algorithms and post-quantum protocols, including the encapsulation of keys, digital signatures, key exchange (authenticated), etc. The tools developed shall provide seamless integration into existing infrastructures without the need to install any additional specialised hardware on the customer side, providing quantum security in application layer encryption/decryption services that can be used by any legacy system. The envisaged solution will be based on post-quantum algorithms provided by the NIST. CaixaBank will lead a use case focused on the transmission of data from mobile devices of customers that request a transaction from CaixaBank's backend, guaranteeing data security against attacks using quantum computing, managing user authentication and protecting their privacy.

_PQNEXT (NOVEMBER 2025 – OCTOBER 2028)



It aims to facilitate the transition to post-quantum cryptography (PQC) to ensure security against threats arising from quantum computing. The project will develop a comprehensive framework that includes a catalogue of PQC and hybrid algorithms, simulation tools, and migration plans tailored for critical sectors such as finance, telecommunications, and infrastructure. CaixaBank will lead a pilot project focused on the validation of post-quantum encryption solutions in financial environments, ensuring the protection of sensitive data and operational continuity in the face of quantum attacks.

In 2026, the following projects have been initiated:



_VIGILANCE (JANUARY 2026 – DECEMBER 2028)

Its objective is to strengthen cybersecurity in European critical infrastructures through advanced monitoring, analysis, and response capabilities against emerging threats. The project will develop proactive systems for detecting risks and improving digital resilience, fostering collaboration between European entities. CaixaBank is taking part as a key partner, contributing its expertise in security and technological innovation and leading a use case focused on protecting the financial sector against sophisticated cyberattacks.

_CYBERAID (JANUARY 2026 – DECEMBER 2028)



It aims to increase the cyber resilience of critical infrastructures by developing an agentic AI-based infrastructure to coordinate cyber security tools. Its modules include CyberAID-MONITOR, for real-time monitoring using technologies such as eBPF and anomaly analysis, and CyberAID-REPORT, for incident response with automatic generation of regulatory reports. CaixaBank will lead a pilot project focused on the application of these capabilities in financial environments, validating their effectiveness through simulations and penetration tests.