

_Rey indicators									
		Semester 2024	2023	Semester 2023	2022	Law 11/2018, on nonfinancial information and diversity	GRI (Global Reporting Initiative)	SASB (Sustainability Accounting Standard Board)	SDGs (Sustainable Development Goals)
Corporate governance									
Quorum General Meeting of Shareholders (AGM) (Ordinary)	%	77.82%	76.6%	76.6%	76.1%		102-18; 102-22		
Average approval of the points on the agenda of the AGM	%	93.5%	92.0%	92.0%	94.8%		102-18; 102-22		
Independent directors	%	60.0%	60.0%	60.0%	60.0%		102-18; 102-22		
Women on the Board	%	40.0%	40.0%	40.0%	40.0%		102-18; 102-22; 405-1		
Board Members - Average term in position	years	4	5	4	5		102-18; 102-22		
Shares and Shareholder structure									
Share price at end of period	€/share	4.943	3.726	3.787	3.672				
Percentage stake "la Caixa" Foundation ³	%	31.2%	31.9%	32.2%	30.0%	<u> </u>	102-5		
Percentage stake FROB ³	%	17.9%	17.3%	17.3%	16.1%		102-5		
Percentage stake in Own Shares, Board Members and other shareholders with Board representation	%	0.1%	1.8%	0.1%	7.0%	-	102-5		
Percentage stake Free float - management	%	50.8%	48.9%	50.3%	46.9%		102-5		
Free float - Retail	%	26.2%	28.1%	28.2%	28.0%		102-5		

70.3%

1.5%

0.23

606,964

70.5%

1.5%

0.23

617,806

102-5

102-5

102-5

Free float - Institutional (National and International)

Free float - Employees

Shareholder remuneration for the year²

Shareholders¹

70.5%

1.4%

0.39

590,313

%

Units

€/share

72.4%

1.3%

0.39

566,769



^{1.} In relation to the shares of investors that operate through a custodian entity located outside Spanish territory, only the custodian entity is counted as a shareholder, which is the one registered in the corresponding book entry register.

². Dividend charged to the previous year.

^{3.} Information provided by Fundación Bancaria "la Caixa" (and its subsidiary Criteria Caixa, S.A.U.) and by FROB (and its subsidiary BFA, Tenedora de Acciones, S.A.) as of June 30, 2024.



		Semester 2024	2023	Semester 2023	2022	Law 11/2018, on nonfinancial information and diversity	GRI (Global Reporting Initiative)	SASB (Sustainability Accounting Standard Board)	SDGs (Sustainable Development Goals)
Commercial positioning									
Customers	т	20.2	20.1	20.1	20.2	✓	102-6		
Customers Spain	m	18.3	18.2	18.2	18.3	✓	102-6		
Customers Portugal	m	1.9	1.9	1.9	1.9	✓	102-6		
Market shares in Spain									
Loans to households and businesses ³	%	23.4%	23.5%	23.9%	24.0%		102-6		
Loans to consumers	%	19.7%	n.d.	n.d.	n.d.		102-6		
Mortgage Credit ³	%	24.7%	24.8%	25.3%	25.6%		102-6		
Household and business deposits ³	%	24.8%	24.7%	25.0%	24.8%		102-6		
Pension plans ²	%	34.3%	34.0%	33.8%	33.8%		102-6		
Investment funds ¹	%	23.8%	23.6%	24.3%	24.5%		102-6		
Direct debit of pensions	%	34.1%	34.3%	34.2%	34.2%		102-6		
Direct deposit of salaries	%	36.2%	36.3%	36.4%	37.1%		102-6		
Savings insurance ¹	%	37.1%	36.5%	35.3%	35.5%		102-6		
Long-term savings ^{1,2}	%	29.6%	29.3%	29,5%	29.5%		102-6		



¹. Data as of March 2024.



². Data as of June 2024.
³. Data as of May 2024.



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Commercial positioning									
Market share in Portugal									
Loans to households and businesses	%	11.6%	23.5%	11.6%	11.5%		102-6		
Loans to business	%	11.2%	11.3%	11.0%	11.0%		102-6		
Mortgage Credit	%	14.4%	14.4%	14.2%	13.8%		102-6		
Household and business deposits	%	10.6%	10.5%	10.7%	10.9%		102-6		
Pension plans ¹	%	11.8%					102-6		
Investment funds ¹	%	10.4%	15.6%	11.5%	11.6%		102-6		
Savings insurance (including PPRs)	%	13.3%	n.d.	18.7%	18.2%		102-6		









		Semester 2024	2023	Semester 2023	2022	Law 11/2018, on nonfinancial information and diversity	GRI (Global Reporting Initiative)	SASB (Sustainability Accounting Standard Board)	SDGs (Sustainable Development Goals)
Local accesible banking									
Network in Spain									
Branches	Units	3,830	3,876	3,911	4,081	✓	102-6		
Retail branches	Units	3,574	3,618	3,649	3,818		102-6		
of which Stores	Units	918	912	745	705		102-6		
of which Stores Business	Units	69	67	68	67		102-6		
of which all in one (Spain)	Units	9	7	6	5		102-6		
Private Banking Centres	Units	87	86	88	88		102-6		
Business Centres	Units	154	157	159	160		102-6		
Institutional Banking Centres	Units	14	14	14	14		102-6		
Corporate Banking Centres	Units	1	1	1	1		102-6		
International points of presence	Units	26	26	27	27		102-6		
Spanish towns with >5,000 inhabitants where CaixaBank has a									
presence	%	99%	99%	99%	99%	✓			1; 11
Spanish towns with >10,000 inhabitants where CaixaBank has a									
presence	%	100%	100%	100%	100%	✓			1; 11
Number of towns in which it is the only financial institution pres	ent ³ Units	458	483	483	471	✓			1; 11
Spanish towns where CaixaBank is present	Units	2,233	2,233	2,233	2,233	✓			1; 11
Citizens with a branch in their municipality	%	92%	92%	92%	92%	✓			1; 11
Number Mobile Branches <i>(ofibuses)</i> ¹	Units	21	19	17	17				
Number of towns covered by Mobile Branches (ofibuses) ²	Units	804	687	636	626				
Accessible branches	%	89%	89%	88%	88%				1; 11
Branches where barriers have been removed (Spain)	Units	18	42	21	48				1; 11
ATMs	Units	11,178	11,335	11,412	11,608	✓	102-6		
Accessible ATMs	%	100%	100%	100%	100%	✓			1; 11

¹. The 2024 semiannual data includes 3 reserve buses.

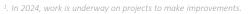
². 783 populations served in January 2024.

^{3.} CaixaBank has not abandoned any municipality in which it was the only banking entity. The reduction is explained by the establishment of banking offices of competitors in these municipalities.



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Local accesible banking									
Network in Portugal									
Portugal branches	Units	308	315	317	324	✓	102-6		
Retail branches	Units	265	271	272	278		102-6		
Premier/Private Centres	Units	13	15	16	17		102-6		
Business Centres	Units	29	29	29	29		102-6		
DayOne Centres	Units	1	n.d.	n.d.	n.d.		102-6		
Branches where barriers have been removed (Portugal) ¹	Units	0	13	4	14				1; 11
ATMs- Portugal	Units	1,221	1,259	1,279	1,339	✓	102-6		









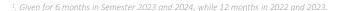
itey indicates		Semester 2024	2023	Semester 2023	2022	Law 11/2018, on nonfinancial information and diversity	GRI (Global Reporting Initiative)	SASB (Sustainability Accounting Standard Board)	SDGs (Sustainable Development Goals)
Innovation, multi-channel communication and digitalisation									
CaixaBank Spain									
Digital clients (Now Customers)	m	11.8	11.5	11.4	11.2				9
Mobile customers only	m	8.3	8.0	7.6	7.2				9
Mobile customers (w/ digital customers)	%	70%	70%	67%	65%				9
inTouch customers (Spain)	m	3.1	3.3	3.4	3.4				9
inTouch customers (Portugal)	m	0.2	0.2	n.d.	n.d.				9
Imagin customers	m	3.5	3.3	3.1	3.0				9
BPI									
Digital customers (BPI Net)	m	0.9	0.9	0.9	0.9				9
Customer experience and quality									
CaixaBank Spain									
Customers Linked	%	71.5%	71.5%	71.0%	70.4%				
IE Corporations	Units	92.1	92.2	92.8	91.6				
NPS Transactional Retail Banking ¹	Units	78.5	n.d.	n.d.	n.d.				
NPS Transactional Retail inTouch ¹	Uds.	81.4	n.d.	n.d.	n.d.				
NPS Transactional Private Banking ¹	Uds.	96.9	n.d.	n.d.	n.d.				
NPS Transactional Business Banking ¹	Uds.	90.7	n.d.	n.d.	n.d.				
NPS Transactional SME Banking ¹	Uds.	91.5	n.d.	n.d.	n.d.				
CTL improves NPS	Units	5.8	5.2	6.0	4.1				

^{1.} The NPS measures CaixaBank customer recommendation on a scale from 0 to 10. The index is the result of the difference between % Promoter customers (ratings 9-10) and Detractor customers (ratings 0-6). In the first half of 2024, the metrics have been redefined and are not comparable with those published in the 2023 CaixaBank Group Management Report.



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Cybersecurity, efficiency and IT infrastructure									
Investment in information security	€m	+ 70	+ 60	+65	+60				9
People in the Security & Governance team	Units	+ 80	+ 80	86	83				9
Phishing simulations per employee/year ¹	Units	6	12	6	12				9
0-clickers in phishing campaigns	%	77.0%	63.0%	75.0%	59.0%				9
Employees trained in Cybersecurity	%	80.0%	96.0%	99.0%	98.9%				9
Number of leaks of information	Units	0	0	0	0				9
Number of leaks of personally identifiable information	Units	0	0	0	0				9
Number of customers affected by leaks of personally identifiable									
information	Units	0	0	0	0				9









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People working in CaixaBank									
CaixaBank Group employees	Units	45,349	44,863	44,683	44.625	✓	102-7		
CaixaBank, S.A.	Units	36,582	36,225	36,048	36,089		102-7		
ВРІ	Units	4,255	4,263	4,378	4,387		102-7		
Companies of the Group	Units	4,512	4,375	4,257	4,149		102-7		
Average age	years	46.7	46.4	46.1	45.8	✓	102-7		
Average length of service	years	18.8	18.5	18.3	17.9		102-7		
Number of employees with disabilities	Units	632	593	596	578	✓	102-7; 405-1		
Employees adhering to remote work of the potential group	%	75.1%	70.0%	73.3%	n.d.		102-7		
Women	%	56.3%	56.3%	56.5%	56.5%	✓	102-7; 405-1	5	5
Women in management positions from deputy managers of large branches and up (A or B) $^{ m 1}$	%	43.3%	43.0%	42.7%	41.8%		102-7; 405-1	5	5
Training hours ²	hours	1,333,595	2,955,351	1,191,771	3,178,201	✓	102-7; 404-1		
Online training	%	93.3%	93.7%	97.6%	96.4%	✓	102-7; 404-1		
Employees certified in MiFiD II ¹	Units	32,242	31,843	29,413	33,512		102-7; 404-1; 404-2		
Employees with certification in Real Estate Credit Law ¹	Units	30,576	29,189	29,080	28,792		102-7; 404-1; 404-2		
Employees with certification in the IDD (Insurance Distribution Directive) ¹	Units	29,586	30,510	30,457	30,440		102-7; 404-1; 404-2		
Employees covered by a collective agreement	%	100%	100%	100%	100%	✓	102-7; 102-30		

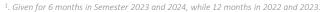
CaixaBank S.A.

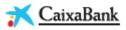
². Given for 6 months in Semester 2023 and 2024, while 12 months in 2022 and 2023.



		Semester 2024	2023	Semester 2023	2022	Law 11/2018, on nonfinancial information and diversity	GRI (Global Reporting Initiative)	SASB (Sustainability Accounting Standard Board)	SDGs (Sustainable Development Goals)
Responsible and Ethical Behaviour									
Enquiries and complaints channel - Complaints ¹	Units	62	62	31	27	✓	102-27; 412-1	1	12; 16
s/ Conflicts of interest	Units	5	5	3	n.d.	✓ :	102-27; 412-1	1	12; 16
s/ Safety and Health at work / Occupational risk prevention	Units	2	0	0	n.d.	✓ :	102-27; 412-1	1	12; 16
s/ Code of Ethics	Units	7	1	0	n.d.	✓ :	102-27; 412-1	1	12; 16
s/ Workplace/sexual harassment	Units	23	14	8	n.d.	✓ :	102-27; 412-1	1	12; 16
s/ Others	Units	7	14	8	n.d.	✓ :	102-27; 412-1	1	12; 16
s/ Telematic Code of Conduct	Units	2	3	1	n.d.	✓ :	102-27; 412-1	1	12; 16
s/ Data protection / confidentiality of information	Units	5	9	3	n.d.	✓ :	102-27; 412-1	1	12; 16
s/ Marketing of products, transparency and customer protection	Units	9	16	8	n.d.	✓ :	102-27; 412-1	1	12; 16
s/ Anti-Corruption Policy	Units	2	0	0	n.d.	✓ :	102-27; 412-1	1	12; 16
s/ Prevention of Money Laundering	Units	0	0	0	n.d.	✓ :	102-27; 412-1	1	12; 16







		Semester 2024	2023	Semester 2023	2022	Law 11/2018, on nonfinancia information and diversity	GRI (Global Reporting Initiative)	SASB (Sustainability Accounting Standard Board)	SDGs (Sustainable Development Goals)
Financial inclusion									
CaixaBank issued social bonds (current year)	€m	1,568	1,000	1,000	1,000	✓	203-1; 413-1		1; 8
Micro-loans and other loans with social impact granted ¹	€m	1,079	1,383	634	1,016	✓	203-1; 413-1	✓	
Families	€m	n.d.	862	376	636	✓	203-1; 413-1	✓	1; 10
Businesses	€m	n.d.	253	127	171	✓	203-1; 413-1	✓	8
Other loans with social impact	€m	179	268	131	208	✓	203-1; 413-1	✓	3; 4; 9
Micro-loans and other loans with social impact granted ¹	Units	375,621	144,473	62,463	100,323	✓	203-1; 413-1		1; 3; 4; 8; 9; 10
New businesses created thanks to support for entrepreneurs ¹	Units	5,827	8,621	4,060	5,876	✓	203-1; 413-1		1; 3; 4; 8; 9; 10
Jobs created thanks to support for entrepreneurs ¹	Units	19,180	28,521	12,097	17,455	✓	203-1; 413-1		1; 3; 4; 8; 9; 10
Vulnerable Basic Payment Account Customers ²	Units	380,552	359,938	341,871	324,685	✓	413-1	✓	1; 8; 10
No, of specialised advisers exclusively dedicated to senior citizens	Units	1,619	1,610	1,644	1,233				
No, of face-to-face training sessions for senior citizens ¹	Units	1,252	5,295	2,149	3,000				
NPS Senior Clients	Units	79.0	72.3	71.7	64.1				



 $^{^{\}rm 1.}$ Given for 6 months in Semester 2023 and 2024, while 12 months in 2022 and 2023.



² Included are 7,058 Social Account clients in the process of migrating to the Basic Payment Account.





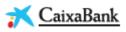
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Sustainable Business ¹									
Sustainable Business Spain									
Mobilising sustainable finance (accumulated 2022-2024)	€m	67,156	50,813	39,687	23,583	2	201-2; 413-1		7; 12; 13
Mobilising sustainable finance (current year)	€m	16,344	27,230	16,104	23,583	2	201-2; 413-1		7; 12; 13
Sustainable financing (accumulated 2022-2024)	€m	57,294	45,729	35,343	20,633	2	201-2; 413-1		7; 12; 13
Sustainable financing (current year)	€m	11,565	25,096	14,710	20,633	2	201-2; 413-1		7; 12; 13
of which: according to type									
Green	€m	3,735	9,330	5,360	8,074	2	201-2; 413-1		7; 12; 13
Renewable energy ²	€m	1,451	4,790	3,259	3,065	2	201-2; 413-1		7; 12; 13
Real Estate	€m	1,525	3,149	1,310	3,532	2	201-2; 413-1		7; 12; 13
Infrastructure	€m	n.d.	182	430	311	2	201-2; 413-1		7; 12; 13
Transport	€m	679	460	200	310	2	201-2; 413-1		7; 12; 13
Circular Economy	€m	n.d.	717	101	n.d.	2	201-2; 413-1		7; 12; 13
Other	€m	80	32	60	856	2	201-2; 413-1		7; 12; 13
Social	€m	3,790	3,085	1,586	1,016	2	201-2; 413-1		7; 12; 13
Granted in microcredits and other social impact finances	€m	1,079	634	n.d.	n.d.	2	201-2; 413-1		7; 12; 13
Granted in officially protected housing	€m	124	n.d.	n.d.	n.d.	2	201-2; 413-1		7; 12; 13
CIB social financing	€m	2,587	n.d.	n.d.	n.d.	2	201-2; 413-1		7; 12; 13
Sustainability linked	€m	4,040	12,681	7,764	11,543	2	201-2; 413-1		7; 12; 13
of which: according to category									
Retail	€m	1,277	1,749	858	1,645	2	201-2; 413-1		7; 12; 13
Corporations ³	€m	1,732	4,123	1,996	2,850	2	201-2; 413-1		7; 12; 13
CIB&IB	€m	8,556	19,224	11,856	16,138	2	201-2; 413-1		7; 12; 13



². Promotional activity contributes €502m.



³. Includes renewable energy financing operations - Project Finance and others.



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Sustainable Business							
Sustainable Business Spain							
Sustainable intermediation (accumulated 2022-2024)	€m	9,863	5,083	4,344	2,950	201-2; 413-1	7; 12; 13
Sustainable intermediation (current year)	€m	4,779	2,133	1,394	2,950	201-2; 413-1	7; 12; 13
of which: participation in the placement of sustainable bonds (excluding own issues)	€m	1,171	1,660	1,333	1,134	201-2; 413-1	7; 12; 13
of which: increase in managed sustainable assets	€m	3,608	473	61	1,816	201-2; 413-1	7; 12; 13
Sustainable Business Portugal ²							
Mobilising sustainable Finance (accumulated 2022-2024)	€m	4,663	4,067	2,484	2,185	201-2; 413-1	7; 12; 13
Mobilising sustainable Finance (current year)	€m	n.d.	1,881	299	2,185	201-2; 413-1	7; 12; 13
Sustainable financing (accumulated 2022-2024)	€m	2,575	1,827	1,121	785	201-2; 413-1	7; 12; 13
Sustainable financing (current year)	€m	747	1,041	336	785	201-2; 413-1	7; 12; 13
of which: according to category							
Mortgage loans with A or B energy certificate	€m	159	260	n.d.	n.d.	201-2; 413-1	7; 12; 13
Real estate projects with A+, A or B certificate	€m	74	155	n.d.	n.d.	201-2; 413-1	7; 12; 13
Green financing projects	€m	263	134	n.d.	n.d.	201-2; 413-1	7; 12; 13
Projects linked to green objectives	€m	100	115	n.d.	n.d.	201-2; 413-1	7; 12; 13
ESG Business Facility	€m	8	16	n.d.	n.d.	201-2; 413-1	7; 12; 13
Financing linked to sustainable goals	€m	92	331	n.d.	n.d.	201-2; 413-1	7; 12; 13
Social Enterprises	€m	4	n.d.	n.d.	n.d.	201-2; 413-1	7; 12; 13
Other credit to individuals	€m	9	n.d.	n.d.	n.d.	201-2; 413-1	7; 12; 13
Automobile companies	€m	38	n.d.	n.d.	n.d.	201-2; 413-1	7; 12; 13
Other	€m	0	30	n.d.	n.d.	201-2; 413-1	7; 12; 13
Sustainable intermediation (accumulated 2022-2024)	€m	2.088	2,240	1,363	1,400	201-2; 413-1	7; 12; 13
Sustainable intermediation (current year)	€m	n.d.	840	(37)	1,400	201-2; 413-1	7; 12; 13

¹. Given for 6 months in Semester 2023 and 2024, while 12 months in 2022 and 2023.



². Sustainable finance mobilization - business Portugal: Includes Credit for both Companies + CIB + Institutions), and for Individuals, as well as participation in the placement of sustainable bonds. In relation to sustainable intermediation, Funds and Insurance articles 8 and 9 are included, under SFDR, both for liquid deposits and for transformation, as well as Funds from third-party managers.

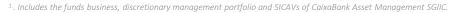


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Responsible Investment									
Assets under management with a rating articles 8 and 9 according to SFDR (Spain) - (VC+CAM)	€m	61,996	57,788	47,063	47,605		102-2; 102-6		
Assets under management with a rating articles 8 and 9 according to SFDR (Portugal) - (VC+CAM)	€m	5,982	5,671	5,357	4,847		413-1	:	12
VidaCaixa									
Customer-managed resources (Spain) ¹	€m	120,977	115,411	112,429	107,478		102-2; 102-6		
Customer-managed resources (Portugal) ²	€m	7,611	7,523	7,515	7,319		102-2; 102-6		
Investments which take ESG criteria into account	%	100%	100%	100%	100%		413-1		12
Distribution of assets of products under SFDR (Pension plans in Spain	_								
Heritage of products classified under article 6	€m/%	13,248 / 28.5%	12,659 / 28.5%	22,974 / 52.6%	21,843 / 51.4%		413-1		12
Heritage of products with sustainability rating (article 8)	€m/%	32,233 / 69.3%	30,551 / 68.8%	19,356 / 44.3%	19,108 / 45.0%		413-1		12
Heritage of products with sustainability rating (article 9)	€m/%	1,022 / 2.2%	1,181 / 2.7%	1,331 / 3.0%	1,507 / 3.5%		413-1		12
Distribution of assets of products under SFDR (Pension plans in Portugal)									
Heritage of products classified under article 6	€m/%	2,932 / 44.2%	2,809 / 43.3%	3,932 / 54.4 %	3,549 / 56.1 %		413-1		12
Heritage of products with sustainability rating (article 8)	€m/%	3,700 / 55.8%	3,683 / 56.7 %	3,300 / 45.6 %	2,777 / 43.9 %		413-1	:	12
Heritage of products with sustainability rating (article 9)	€m/%	0 / 0.0%	0 / 0.0%	0 / 0.0 %	0 / 0.0 %		413-1		12

 $^{^{\}rm L}$. Includes the life and pension plan business of VidaCaixa, S.A. $^{\rm L}$. Includes the life and pension plans business of BPI Vida e Pensões, 100% owned by VidaCaixa, S.A.



		Semester 2024	2023	Semester 2023	2022	Law 11/2018, on nonfinancia information and diversity	GRI (Global Reporting Initiative)	SASB (Sustainability Accounting Standard Board)	SDGs (Sustainable Development Goals)
Responsible Investment									
CaixaBank Asset Management									
Assets under management (Spain) ¹	€m	97,150	89,784	87,205	81,530		102-6		
Assets under management (Portugal) ²	€m	6,694	6,725	6,891	6,942		102-6		
Assets under management (Luxembourg) ³	€m	919	808	841	837		102-6		
Investments which take ESG criteria into account	%	100.0%	100.0%	100.0%	100.0%		413-1		12
Distribution of assets of products actively marketed under SFDR - Spain									
Heritage of products classified under article 6	€m/%	60,242 / 67.7%	56,095 / 68.3%	53,742 / 67.1%	48,146 / 64.1%		413-1		12
Heritage of products with sustainability rating (article 8)	€m/%	27,407 / 30.8%	24,424 / 29.7%	24,347 / 30.4%	24,495 / 32.6%		413-1		12
Heritage of products with sustainability rating (article 9)	€m/%	1,334 / 1.5%	1,633 / 2.0%	2,029 / 2.5%	2,495 / 3.3%		413-1		12
Distribution of assets of products actively marketed under SFDR - <u>Portugal</u>									
Heritage of products classified under article 6	€m/%	1,248 / 35.3%	1,536 / 43.6%	1,513 / 42.4%	1,467 / 41.5%		413-1		12
Heritage of products with sustainability rating (article 8)	€m/%	2,142 / 60.7%	1,885 / 53.5%	1,957 / 54.8%	1,994 / 56.4%		413-1		12
Heritage of products with sustainability rating (article 9)	€m/%	139 / 4.0%	103 / 2.9%	100 / 2.8%	76 / 2.1%		413-1		12
AV. DIAGONAL		- 53							DR.



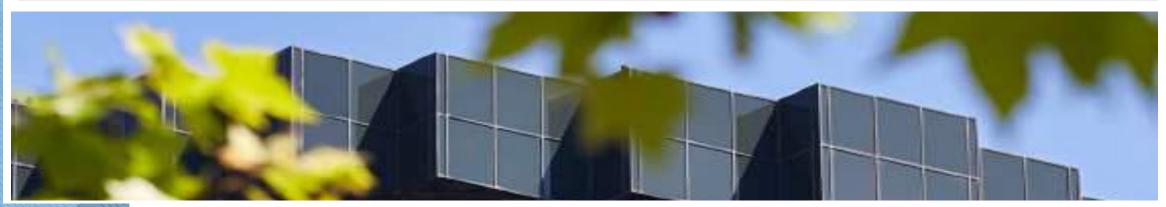
^{2.} Includes the business of securities and real estate funds and discretionary management portfolios of BPI Gestão de Ativos SGFIM, 100% owned by CaixaBank Asset Management.



³. Includes the funds and SICAV business of CaixaBank Asset Management Luxembourg, S.A.



		Semester 2024	2023	Semester 2023	2022	Law 11/2018, on nonfinancia information and diversity	I GRI (Global Reporting Initiative)	SASB (Sustainability Accounting Standard Board)	SDGs (Sustainable Development Goals)
Access to housing									
Homes in social rent programme - Spain ^{1,2}	Units	9,868	10,324	10,446	11,105	✓	203-1		1; 10; 11
Properties with bonus	Units	3,273	3,506	3,291	3,360	✓	203-1		1; 10; 11
Properties without bonus	Units	6,595	6,818	6,662	7,161	✓	203-1		1; 10; 11
Suppliers ⁵									
Number of Active suppliers ^{3,4}	Units	2,170	2,037	1,857	3,323		102-6		
Average payment period to suppliers	days	7.4	11.9	13.8	16.8	✓	102-6		
Volume of local supplier management - Spain	%	87%	87%	92%	93%	√	102-6; 204-1		
Volume awarded to CEE (Special employment centres) ¹	€m	3.1	5.0	3.0	7.0	✓	102-6		
Supplier audits carried out during the year ¹	Units	16	31	10	30	✓	102-6; 308-1		
Suppliers certified in social and environmental management ¹	Units	791	721	812	249	✓	102-6; 308-1; 414-1		



¹. Given for 6 months in Semester 2023 and 2024, while 12 months in 2022 and 2023.

². The figure for 2024 and the 2023 semester corresponds to the number of homes instead of the number of contracts as previously reported.

³. An active supplier is defined as one that fulfills any of the following: an active contract with Ariba with an agreement date in the last 3 years; has invoiced in the current or previous year or participated in any negotiation in the last 12 months. In 2023, the active supplier criterion has been strengthened, removing from the definition suppliers related to agreements and collaborations, among others.

⁴. Applicable to Group companies within the Purchasing and VidaCaixa corporate model.

^{5.} Applicable to the companies of the Group with which it shares a corporate Purchasing model. It includes suppliers whose turnover is greater than €30,000. Creditors, official bodies, communities have been excluded.



		Semester 2024	2023	Semester 2023	2022	Law 11/2018, on nonfinancial information and diversity	GRI (Global Reporting Initiative)	SASB (Sustainability Accounting Standard Board)	SDGs (Sustainable Development Goals)
Social action									
Social Action with the "la Caixa" Foundation - Funds aimed at social entities that have been channelled through the branch network (budget) ¹	€m	25.0	25.0	25.0	25.0	√	413-1		1;2;10
Social Action with the "la Caixa" Foundation - Number of activities	Units	2,525	5,833	2,237	5,624	✓	413-1		1;2;10
Social Action with the "la Caixa" Foundation - Beneficiary entities	Units	2,416	5,302	2,167	5,041	✓	413-1		1;2;10
Social Action - Donation platform	€m	8.7	18.5	7.5	22.9	✓	413-1		1;2;10
"Llenos de vida" – Municipalities²	Units	239	n.d.	n.d.	n.d.	✓	413-1		1;2;10
<i>"Llenos de vida"</i> – Workshops²	Units	523	n.d.	n.d.	n.d.	✓	413-1		1;2;10
Volunteers ³	Units	19,808	17,240	20,339	14,000	✓	413-1		1;2;10
CaixaBank Dualiza - Students Benefited (current year)	Units	7,331	6,905	3,489	6,864	✓	413-1		1;2;4;10
CaixaBank Dualiza - Beneficiary Companies (current year)	Units	1,107	1,024	513	484	✓	413-1		1;2;4;10
CaixaBank Dualiza - Beneficiary teachers (current year)	Units	1,732	1,747	1,160	2,143	✓	413-1		1;2;4;10
CaixaBank Dualiza - Beneficiary Educational Centers (current year)	Units	917	944	568	316	✓	413-1		1;2;4;10





². Data at the end of May 2024.



^{3.} Includes the total number of people who have participated in volunteer activities within and outside the scope of the Social Month in the last 12 months.



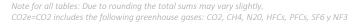
>GHG EMISSIONS FROM THE FINANCING AND INVESTMENT PORTFOLIO - FINANCIAL YEAR 2023

	Exposure		Absolute e	missions	Economic intensity			Exposu
Outlook by type of asse	Total perimeter exposure (m)	% of calculated exposure	Emissions S1+2 (ktCO2e)	Emissions S3 (ktCO2e)	Intensity of emissions S1+2 (tCO2e (MM))	(8	ector vision ousiness nancing) ¹	Total perime exposu (m)
CRE	5.939	87.1%	80	_	15)&G	6,785
	-,						lectricity eneration	15,156
Mortgages	124,656	98.6%	2,986	-	24	_	ransport	22.533
Business funding	152,958	79.4%	28,741	50,071	237	R	eal Estate ement	18,704 300
Auto Ioans	8.260	95.7%	1.767		224	Ir	on and Steel	2,141
Equity	1 738	97.7%	5	19	7	(i	griculture ncludes tockbreeding)	4,921
Corporate f	ixed 17.927	98.3%	261	658	15	A	luminium	492
income	17,527	30.370	201	030	13		oal ²	0.1
Total	310,479		33,840	50,749	122	ir	other non- itensive ectors	81,927
						T	otal	152,958
Excludes investee	es and trading portfolio					2 (N	ndudes both genera NAE \$10, \$20, 1910 B.: For NACE codes ACE 0\$20, compare	0510 and 052
		Expos	ure				Absolute e	missions
Ge	ograpical area visio		perimeter expo	sure (m)	% of calculate	d exposure	Emissions	
Spain		263.31	0		94.4%		20,593	

	Exposure		Absolute em	Absolute emissions	
Sector vision (business financing) ¹	Total perimeter exposure (m)	% of calculated exposure	Emissions S1+2 (ktCO2e)	Emissions S3 (ktCO2e)	Intensity of emissions S1+2 (tCO2e (MM))
O&G	6,785	76.6%	12,527	10,386	2,411
Electricity generation	15,156	93.2%	2,740	5,202	194
Transport	22,533	79.9%	2,668	9,530	148
Real Estate	18,704	78.2%	767	2,149	52
Cement	300	96.9%	397	138	1,365
Iron and Steel	2,141	91.9%	643	1,007	327
Agriculture (includes stockbreeding)	4,921	85.2%	2,385	1,952	569
Aluminium	492	90.4%	70	238	158
Coal ²	0.1	50.1%	36	0.1	765,304
Other non- intensive sectors	81,927	76.5%	6,508	19,469	104
Total	152,958		28.741	50,071	
¹ Includes both general ² CNAE 510, 520, 1910	purpose lending and	d project finance.			

N.B.: For NACE codes 0510 and 052C the new PCAF factors have been multiplied by nearly 200 for NACE 0510 and more than 13000 for NACE 0520, compared to the 2022 factors. This has led to a very significant increase in the economic intensity linked to this sector.

Economic intensity Intensity of emissions S1+2 Emissions S3 (ktCO2e) (tCO2e (MM)) 83 35,679 31,479 66.9% 1,609 10,734 76 Europe Rest of the world 15,689 39.8% 11,638 4,336 1,863 310,479 33,840 50,749 Total





> DECARBONIZATION TARGETS

Financial	Scope of emissions	Metric	Scenarios	Base year	Base year metric	Reduction target (2030)	Target metric (2030)
Electricity	1	Physical intensity	IEA Net Zero 2050	2020	136 kg CO²e/MWh	-30%	95 kg CO²e/MWh
Oil and gas	1.2,3	Total emissions financed	IEA Net Zero 2050	2020	9.08 Mt CO²e	-23%	6.99 Mt CO ² e
Automotive	3	Physical intensity	IEA Net Zero 2050	2022	154 g CO ² / vkm	-33%	103 g CO ² / <u>vkm</u>
Iron and steel	1+2	Physical intensity	IEA Net Zero 2050	2022	1,230 kg CO ² e/ t steel	(10-20)%	1,107-984 kg CO ² e/ t steel
Coal	N/A	Total exposure	-	2022	€2,845m (€213m considering mitigating factors)	-10096	€0m
Commercial Real Estate	1+2	Physical intensity	CRREM 1.5°C CRE Iberian Peninsula	2022	20.5 kgCO ² e/m2	-4196	12.1 kgCO ² e/m2
Residential Real Estate	1+2	Physical intensity	CRREM 1.5°C CRE Spain + Portugal	2022	23.57 kgCO ² e/m2	-19%	19.03 kgCO ² e/mZ
Maritime Sector	1	alignment %	IMO 2018	2022	AD%=11.9%	-11.9%	AD%=0%
Aviation	1	Physical intensity	MPPU 1.5°	2022	102 gCO ² e/RPK	-30%	71 gCO ² e/RPK
Agriculture and livestock	Direct emissions ("on farm") + food	Physical intensity	SBTi FLAG Commodity Pathways 1.5°C	2022		used on improving knowns ors and the sector in ger	

