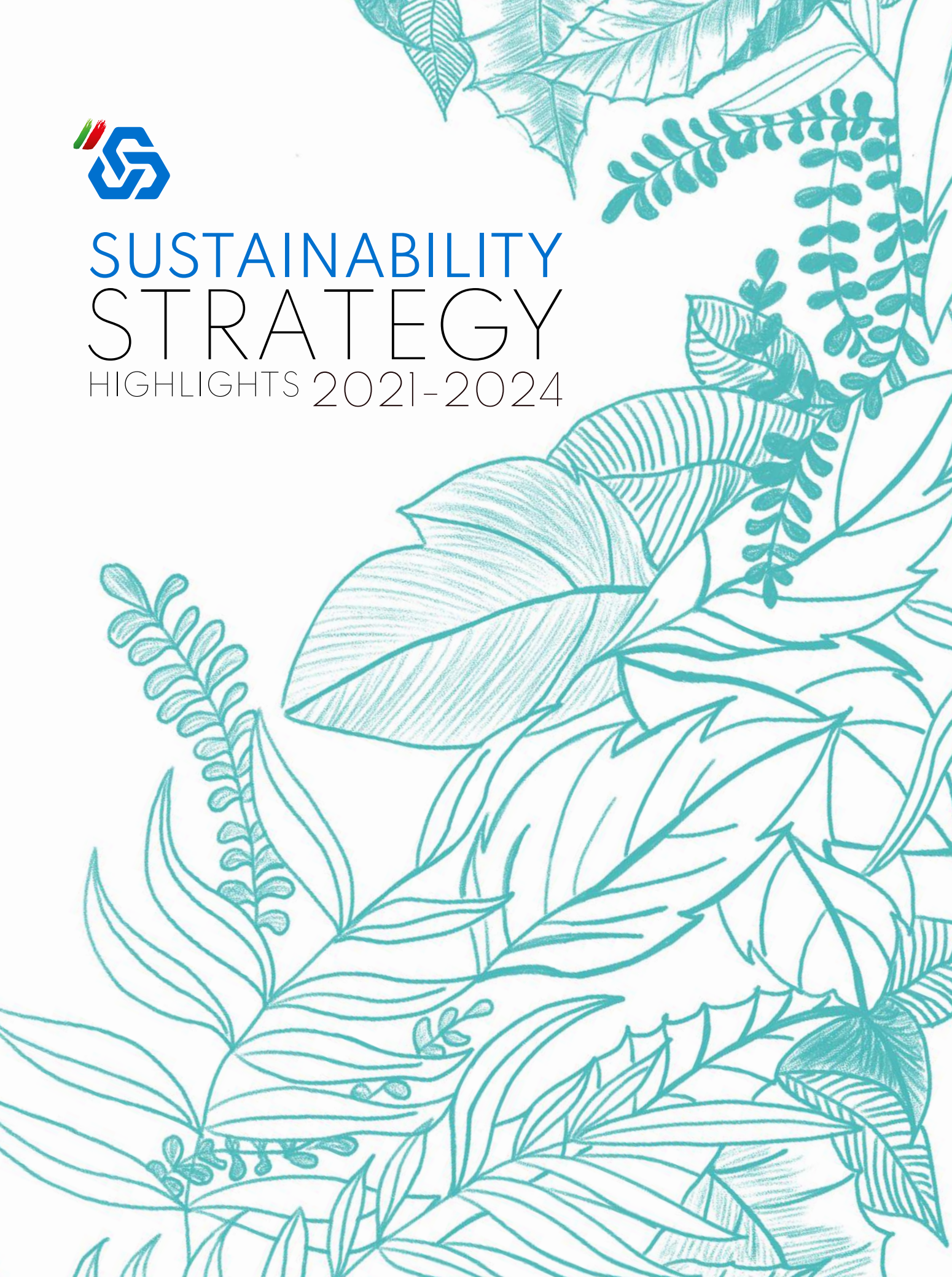




SUSTAINABILITY STRATEGY

HIGHLIGHTS 2021-2024



For more information

The 2021, 2022, 2023, and 2024 Sustainability Reports provide additional details on the initiatives highlighted in this document.



Caixa has a specific area dedicated to Sustainability at its corporate website and regularly shares updates on social media regarding key developments in this area.

ColorADD

This document uses the ColorADD color code, promoting inclusion principles and facilitating content understanding for readers with color blindness.





MESSAGE FROM THE CHAIRMAN OF THE EXECUTIVE COMMITTEE

The Highlights Brochure for Caixa's 2021–2024 Sustainability Strategy marks the successful completion of the 2021–2024 Strategic Plan and demonstrates the institution's ambition and commitment to integrating ESG principles into its strategy and operations.

Over the past four years, we have implemented over 230 initiatives reinforcing sustainability as a structural part of the bank's operation. Achieving a completion rate of 96% demonstrates Caixa's collective commitment to promoting a responsible development model in line with the United Nations' Sustainable Development Goals.

The dedication of our employees and the proactive participation of stakeholders played a pivotal role in establishing Caixa as a leader in sustainable finance. This includes integrating ESG criteria into risk management, strengthening responsible governance practices, and generating positive impacts within communities.

This document provides a concise and comprehensive summary of achievements, milestones reached, and impacts generated. Rather than simply presenting results, it reflects a corporate culture that is increasingly committed to creating a more sustainable future.

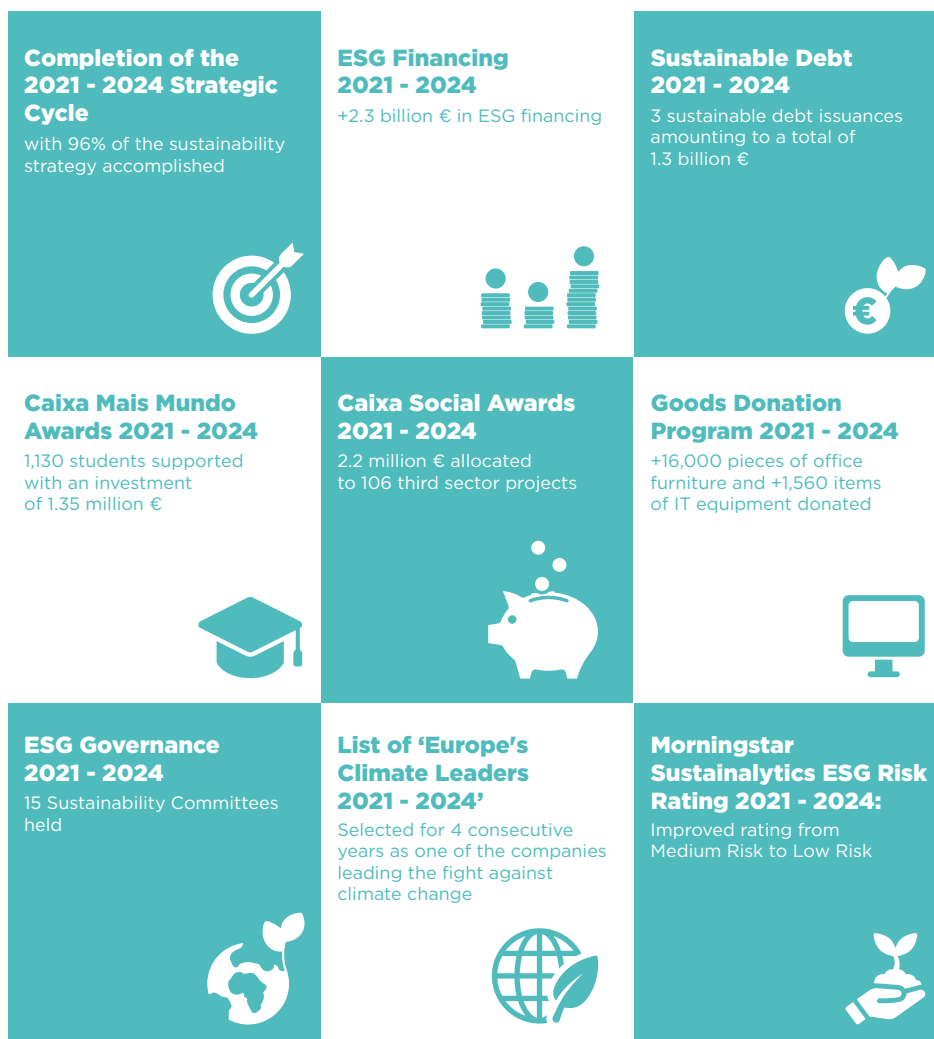
As we launch the new 2025–2028 strategic cycle, we renew our commitment to sustainability as a driver of transformation and a factor of competitiveness. Together, we will continue to build a more sustainable, resilient, and inclusive Caixa.

Paulo Moita de Macedo

1.

2021-2024 SUSTAINABILITY HIGHLIGHTS

The completion of the 2021–2024 Sustainability Strategy resulted in significant advances across different ESG dimensions, reflecting Caixa's commitment to creating value in a responsible manner.

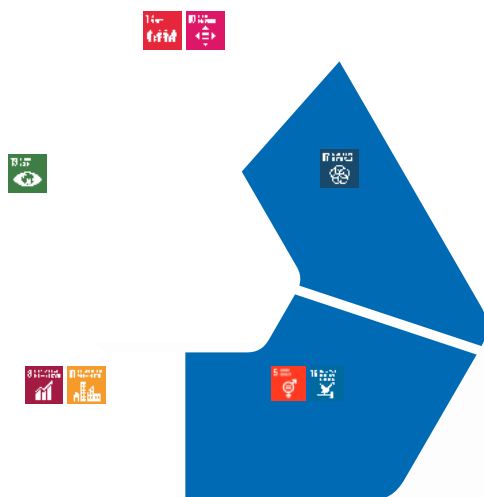


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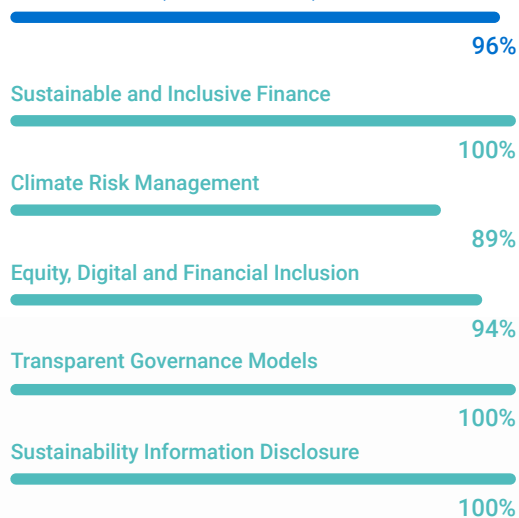
2021 - 2024 SUSTAINABILITY STRATEGY

In line with the 2021–2024 Strategic Plan and positioning itself as one of the Bank’s pillars of transformation, the Sustainability Strategy reflected Caixa’s commitment to leading sustainable finance in Portugal, facilitating the transition toward a carbon-neutral economy, and supporting projects with a positive social impact on people’s lives.

The 2021–2024 Sustainability Strategy achieved a completion rate of 96%.



Overall completion rate of the ESG Action Plan (2021 - 2024)



3.

TARGETS AND ACTIONS

The implementation of Caixa's 2021 - 2024 Sustainability Strategy was underpinned by a progressive and adaptable action plan, which fostered collaboration among multiple internal departments to embed ESG principles across all aspects of the bank's operations.

Encompassing 231 actions, the Sustainability Strategy reinforced Caixa's commitment to a more sustainable

future. These initiatives covered a range of areas including the development of sustainable products, the creation of climate transition plans, employee training and capacity building, and the strengthening of internal ESG policies.

To measure the ambition of the 2021 - 2024 strategic cycle, targets were set for the five strategic pillars, monitored periodically against the goals set.



Sustainable and Inclusive Finance

Invest €2 billion in ESG financing by 2025

Completed

More than €2,3 billion in ESG financing



Financial and Digital Inclusion

Reach 525,000 active clients (>45 years old) with access to digital platforms by 2024

Completed

965,093 clients



Transparent Governance Models

Achieve at least 1/3 of each gender on the Board of Directors by 2021

Completed

35,29% women (6 out of 17)



Corporate Sustainability Reporting

Disclose greenhouse gas emissions associated with financing activities by 2023

Completed

Annual calculation and disclosure of carbon emissions associated with the financing portfolio (Sustainability Report)



Climate Risk Management

Achieve carbon neutrality in the financing portfolio by 2050 and in own operations by 2030 through the setting of a Net-Zero Transition Plan

Completed

Net-Zero Transition Plan for Carbon Neutrality set. Intermediate targets set for 2026 (Market Discipline)

4.

TIMELINE

2021

Issuance of sustainable debt amounting to **€500 million**, aimed at refinancing and financing activities with a positive environmental and socioeconomic impact. This was the first issuance of this kind by a Portuguese bank.

Implementation of the **ESG rating model**.

Maintenance of **ISO 14001** certification for the Environmental Management System (EMS) at the Caixa Head Office Building. The EMS is a key tool for mitigating risk and continuously improving the Bank's environmental performance.

Publication of the **Position Paper** demonstrating Caixa's commitment, stance, main effort, initiatives, and results in terms of climate action.



2022

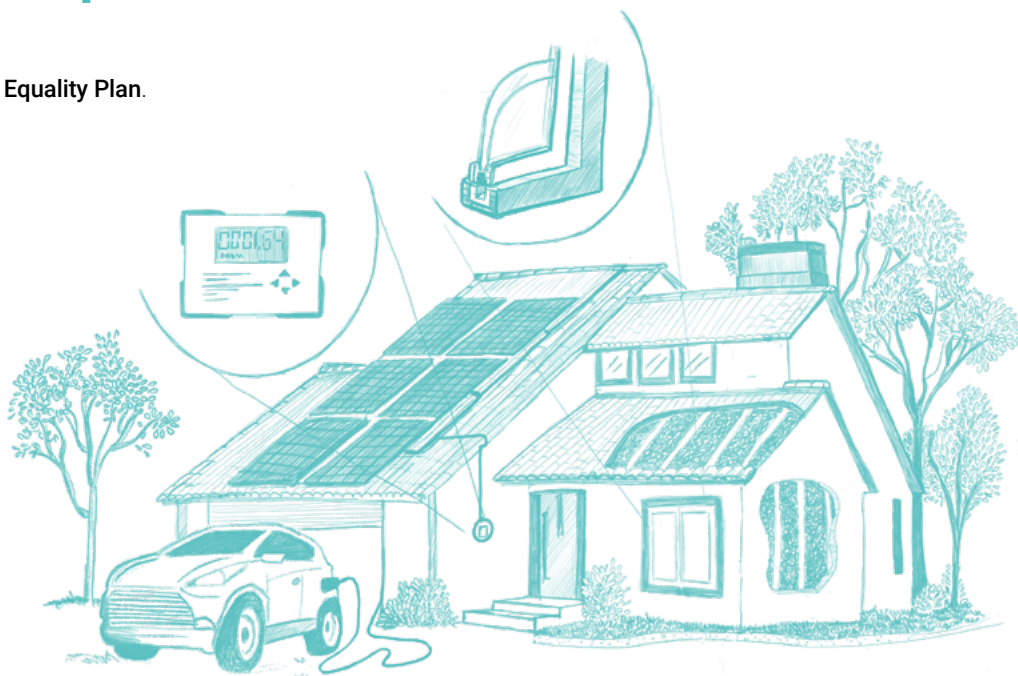
Issuance of **two green bonds**, amounting to **€800 million**, aimed at financing residential properties with energy performance certificates rated A+, A, or B. This reflects Caixa's commitment to promoting sustainable practices in the real estate sector, by encouraging the construction and renovation of energy-efficient homes.

Caixa participated in the **Climate Risk Stress Test** exercise, aiming to provide the European Central Bank with more comprehensive information on climate risk and to prepare banks for upcoming regulatory challenges related to climate risk. **Caixa's results were above average compared to other banks**, confirming the significant emphasis the institution places on fighting climate change and the progress made in this area.

The National Sustainability Award in the Sustainable Finance category (2021/2022 edition) was granted to Caixa for its **Sustainable Debt Issuance project**.

Publication of the **first Allocation and Impact Report** regarding the initial sustainable debt issuance, highlighting a direct impact on 31,400 jobs and the generation of 3,094,000 MWh of renewable energy.

Publication of the 2023 **Equality Plan**.



2023

Disclosure of the **Net-Zero Transition Plan**. This document sets out goals for reducing carbon emissions related to both Caixa's own operations and its financing activities across three priority sectors, as well as the strategic approach for achieving these goals.

Approval of **3 corporate ESG policies**, namely the revised Sustainability Policy, the Sustainable Finance and Energy Transition Policy, and the Climate and Environmental Risk Management Policy.

Recognition of CGD as **one of the 500 companies in Europe leading the fight against climate change**, according to the list of 'Europe's Climate Leaders 2023' put together through a partnership between the Financial Times and Statista.

Implementation of a charitable Christmas campaign which provided support to:

- **48 social institutions**
with a total donation of €252,000;
- **68 social institutions and vulnerable families**
through contributions of food, hygiene and cleaning products, clothing, toys, books, school supplies, computers, and/or furniture.

Publication of the **Allocation and Impact Report** concerning the two green bond issuances.





2024

Acquisition of Caixa's new Head Office. The building is currently under construction and is expected to obtain sustainability certifications - BREEAM, level Excellent, and Passive House, for the Core & Shell components. **The relocation of the Head Office is expected to decrease annual CO₂ emissions by approximately 322.80 tons.**

The **1st Caixa Volunteer Week** was held, featuring a series of volunteer initiatives in mainland Portugal and in the islands in different areas of activity, with **827 volunteers** participating and supporting over **47 social institutions**. The Caixa Volunteer Program fosters solidarity and teamwork among employees, promoting a culture of corporate social responsibility and encouraging involvement in projects and causes that benefit society and the environment.

Launch of the **Caixa ESG credit** facility, which is available to all types of companies and aims to support investments that contribute to transitioning toward more efficient business models and improving ESG performance. This credit facility offers clients tangible benefits, including lower interest rates, extended maturities and limits, and discounts on the main fees.

The **6th edition of the Caixa Mais Mundo Awards** took place, with the main goal of helping students from disadvantaged socioeconomic backgrounds pursue their higher education studies. In this edition, **480 prizes and scholarships** were awarded, with a **€600,000** increase in total investment.

Morningstar Sustainalytics awarded a low-risk rating (13.4) to Caixa. This result recognizes Caixa for its performance in ESG risk management, placing it as the Portuguese bank with the best assessment.

The double materiality assessment was completed in alignment with the requirements of the Corporate Sustainability Reporting Directive (CSRD). This process made it possible to identify the most relevant impacts, risks, and opportunities for Caixa, serving as a key input for defining the next strategic sustainability plan.

The **6th edition of the Caixa Social Awards** was held, an initiative aimed at addressing social issues by supporting projects led by third-sector organizations. In this edition, **44 social projects** were recognized, and the total investment increased to **€1 million**.

The **first CGD Group Sustainability Week** took place, with the main goal of promoting strategic alignment among Caixa Group entities and training employees on ESG topics. The following results were achieved:

- **545 CGD Group employees** participated;
- **2,800 hours** of training;
- **8 international group entities** attended.



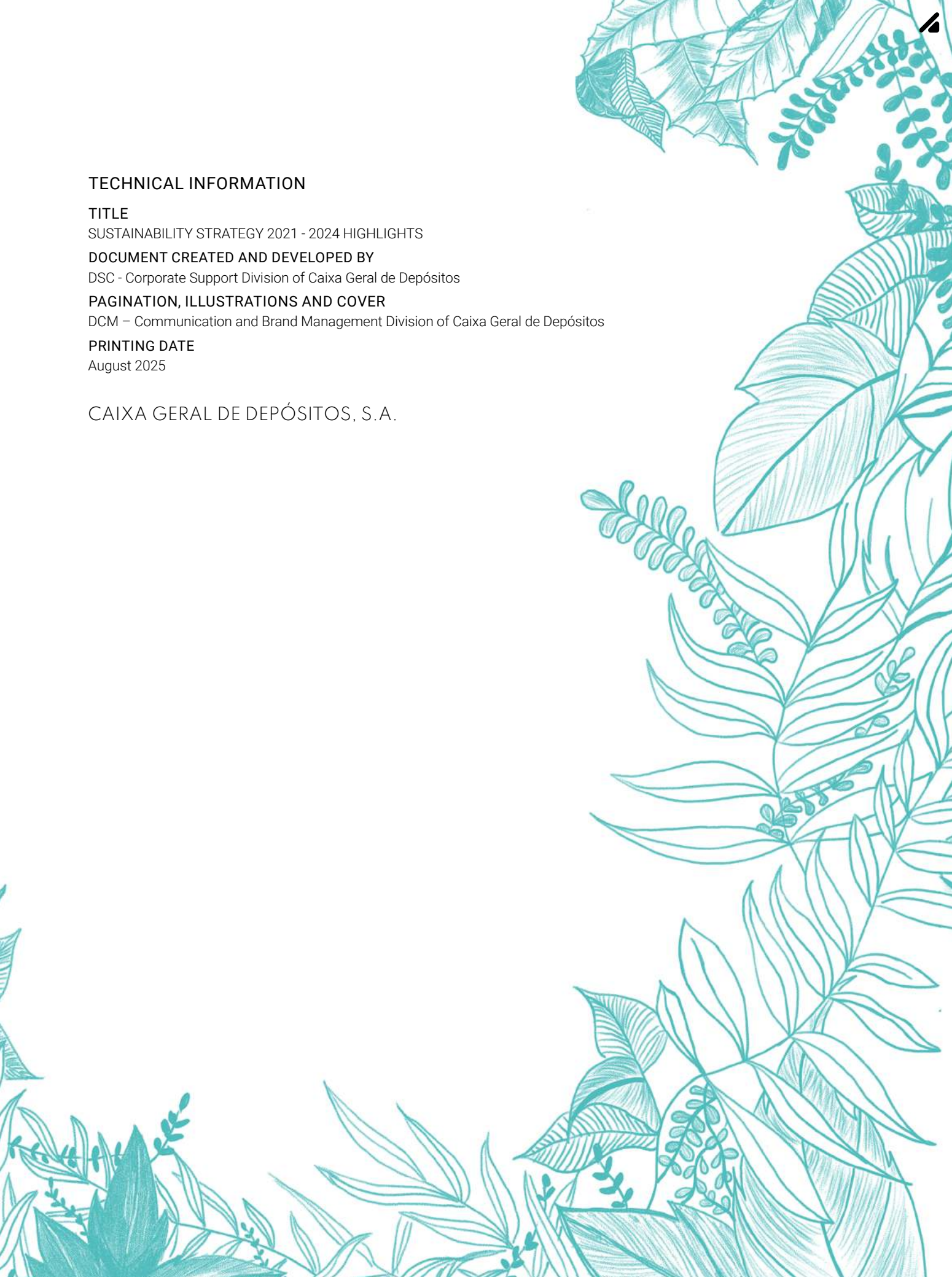
5.

OPPORTUNITIES AND FUTURE CHALLENGES

A set of opportunities and challenges have been identified to guide Caixa's ongoing commitment to sustainability:

- Development and implementation of the new 2025 - 2028 Sustainability Strategic Plan;
- Consolidation of a corporate approach to sustainability topics among CGD Group entities;
- Implementation of measures to achieve CGD's defined greenhouse gas (GHG) emissions reduction targets;
- Strengthening the integration of environmental, social, and governance (ESG) criteria into the financing and investment analysis;
- Adaptation to new regulatory requirements (e.g., CSRD);
- Development of IT systems to meet ESG data requirements;
- Enhancing the measurement of social impact within social responsibility projects;
- Reinforcing internal training and capacity building on ESG topics.





TECHNICAL INFORMATION

TITLE

SUSTAINABILITY STRATEGY 2021 - 2024 HIGHLIGHTS

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