



**ANNUAL REPORT**  
**2023**

Economic, financial,  
social and environmental.

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# Interview with the Chairman

GRI 2-22

We are committed to sustainable finance, society and our planet. We want to help build a better and fairer world through the development of our business and by being true to our cooperative nature.



Félix Masjuan Teixidó

**In 2023, Caja Ingenieros has once again proven its capacity for resilience and ongoing adaptation to socioeconomic changes. In your opinion, what are the headlines of 2023 in terms of the organisation's financial and non-financial performance?**

We are a consolidated and solvent Group offering financial and insurance services tailored to the needs of our members. We support them at every stage of their lives with excellent products and a close service that makes us unique. To my mind, this would be the most important headline that has occurred in 2023 for yet another year, in order to consolidate our market positioning.

On the financial front, we remain on track to bolster our liquidity and solvency, while strengthening the Group's financial power and protecting our capital and solvency ratios. At the same time, the performance of credit and liquidity continued to be monitored in a global environment that remains uncertain, with two armed conflicts on Europe's doorstep.

In terms of the responsible conduct of our business, we focused on developing sustainable finance with the aim of channelling funds to achieve the decarbonisation of the European economy by 2050. Through our business activities, we help to raise the financing needed for sustainable growth on our continent. In this regard, we are proactive, mainly through our investments. In fact, most of our assets under management in investment funds and assets under management in pension plans are labelled SRI for sustainable and responsible investment. ón y activos bajo gestión en planes de pensiones tiene la etiqueta ISR de inversión sostenible y responsable.

**As regards sustainability, what is Caja Ingenieros' stance and its main challenges for the future?**

We are committed to sustainable finance, society and our planet. We want to help build a better and fairer world through the development of our business and by being true to our cooperative nature.

We position ourselves as a responsible Bank that generates a positive impact on the environment, sustainable development, responsible investment, quality employment and giving back to society the results of its business activity.

People are at the core of our business. This belief underpins our new purpose, "**We humanise your finances**", which we aim to achieve while helping to decarbonise the economy through the development of sustainable finance.

Despite the impact of digitalisation, we remain committed to proximity as a cooperative banking model.

#### **What role do your partners play in Caja Ingenieros' goal and purpose?**

In 2023, we completed 56 years of existence and this has only been possible thanks to the trust of our members, who believe in our cooperative banking model and in our way of understanding finance as a business activity at their service, as well as for the benefit of society in general.

Caja Ingenieros' members are our *raison d'être*. From our beginnings, based on the engineers' cooperative and professional spirit, we have evolved to become a Bank with more than 213,289 members. We believe in people by definition, in strength in numbers and in a close relationship. Thus, we prioritise close, customised quality service in all areas, while taking care of their financial health.

#### **What is your overall assessment of 2023?**

It is a very positive one. It goes without saying that I would like to thank our members, as well as the people who are part of the Caja Ingenieros Group, for placing their trust in us to build together a cooperative banking model that is committed to sustainable development.

We rely on a solid past, a present that consolidates us as a benchmark in the banking sector and a great opportunity to continue working on creating a successful and beneficial future for all people involved with our organisation.



# Interview with the Managing Director

GRI 2-22

A large part of our good results are due to the Transforma 2026 strategic plan, which features the Group's roadmap in the context of the change we are experiencing and which revolves around a new purpose: "We humanise your finances".



Joan Cavallé Miranda

## **In general and by sector, how has the environment in which the Bank operates behaved?**

2023 was a transition year, along the same lines as the previous year. On the one hand, the slowdown in the global economy was confirmed amid an uncertain international environment, marked by high-impact political events, such as the protracted conflict between Ukraine and Russia and the outbreak of a new war in the Middle East. On the other hand, Spanish GDP grew modestly, albeit improving on initial expectations, despite the sharp slowdown in the core countries of the European Union and the sharp rise in interest rates, with a highly active labour market and a gradual moderation in inflation away from the very high levels of 2022.

Meanwhile, the banking and insurance business recorded a slowdown in demand for credit, especially in the mortgage segment, whereas no increases in default rates were recorded despite the rise in interest rates. As a result, intermediation margins improved thanks to the end of the long period of negative interest rates, hence allowing the bank intermediation model to get back to normal.

Meanwhile, the technological or fourth industrial revolution continued to develop at an unstoppable, exponential pace. In our industry, digitalisation has changed client behaviour to enable accessibility, at the expense of human, professional and specialised contact. Technology trends suggest that there are more transformations yet to come, such as quantum computing, generative artificial intelligence, tokenisation and smart contracts. All of the above drives the value of data and its management as a means to respond to new service needs of members.

Last but not least, the sustainable finance agenda has a major impact on our management and business activity. In 2023, financial and credit institutions have adjusted to the requirements of the European Union taxonomy and have classified their business activity around the criteria of eligibility and alignment with climate change mitigation and adaptation goals. In the short term, we are looking ahead to the entry into force of the Corporate Sustainability Reporting Directive (CSRD) and the European Banking Authority (EBA) guidelines on environmental, social and governance risk management.

All in all, it was a very different year financially and in a non-consolidated context that required a great effort on our part in terms of adaptation and transformation, while representing in any case an excellent opportunity to make further progress in consolidating the cooperative banking model that defines Caja Ingenieros.

In 2023, our management focused on caution and on the aim of improving solvency and maintaining profitability, while strengthening its recurrence and stability in order to pursue the path of growth.

### **We have also recorded good results in 2023. Which factors have an impact on Caja Ingenieros' ongoing success?**

I guess we know how to adapt to the reality we live in, which is precisely the challenge mentioned above. A large part of our good results are due to the Transforma 2026 strategic plan, which features the Group's roadmap in the context of the change we are experiencing and which revolves around a new purpose: "We humanise your finances".

We have made significant progress in effectively segmenting our members, hence leading to a greater customisation of our products and services. We responded to a market with inflationary trends and rising interest rates as well as cautious stock market expectations by facilitating the recovery of more prudent savings with life insurance savings and deposit products that have regained their place in the investment solutions catalogue. We also updated our credit offer in a higher-cost environment due to rising interest rates and lower demand for mortgage financing. With regard to companies, the lack of investment projects has led to a stagnation in financing.

In 2023, our management focused on caution and on the aim of improving solvency and maintaining profitability, while strengthening its recurrence and stability in order to pursue the path of growth. It goes without saying that Caja Ingenieros has deepened its digital transformation and data-oriented management by enhancing digital interaction with our members. All this would not be possible without staffing our professional team, while focusing on the search for and retention of talent. To top it off, we have strengthened our position in sustainable finance and with regard to the letter S of the term "social" through the activities carried out by the Caja Ingenieros Foundation.

### **The Group is strongly committed to sustainability. Which initiatives would you highlight in the last year?**

In 2023, we launched the Environmental Impact service together with Mastercard and the fintech company Doconomy, an innovative tool that allows us to measure the environmental impact of our members' purchases, consumption and financial transactions. Thus, they will be able to know the carbon and water footprint of their transactions and, beyond that, contribute to its mitigation through specific actions.

It should be noted that the goals of the Sustainable Horizon Plan, set for 2023, were achieved in the previous year, so new lines of action have been established to help mitigate the effects of climate change and reduce inequalities.

In the environmental sphere, we have continued to analyse the impact of our business activities and climate risks. Through our Foundation, we have planted 5,000 trees in the Caja Ingenieros forest, which will help reforest 150 hectares and offset almost 1,500 tonnes of CO<sub>2</sub> in the autonomous communities of Catalonia, Madrid, Andalusia and Valencia.

We also support individuals and companies in their transition towards sustainable finance, while training our professionals according to the EFPA ESG Advisor certification.

Our Caja Ingenieros Foundation channels much of the Group's social action, apart from working on the environment and sustainability. Reintegration into the labour market is one of the Foundation's main lines of action, which is carried out through alliances with organisations that have benefited more than 4,200 people.



### **What other developments would you mention as highlights in 2023?**

As you rightly say, we have now left behind half a century of history as we are adapting to new times, which are marked by ever-faster changes. We experience this evolution internally, but it is equally important to cast it to the outside world. Thus, in 2023 we updated our corporate image to reflect who we are today and how we want to design the future. This new corporate identity combines our roots, our cooperative spirit and the great size and ambition we now embrace. Our name has been simplified: we have dropped the "de" and are now called Caja Ingenieros.

Along the same lines, we closed the commemoration of our 55th anniversary with the publication of the book *55 años de Banca Cooperativa. Caja Ingenieros, una historia de futuro* (55 Years of Cooperative Banking. Caja Ingenieros, a history of the future). We also celebrated 25 years of operation of our first branch in Seville and Andalusia, an autonomous community that currently boasts more than 13,000 members who entrust us with their finances. Our branches in Manresa and Vic, in the province of Barcelona, have completed 5 years of successful track record based on proximity with a local focus, something that both defines and differentiates us.

On the other hand, after 12 years in the city of Palma de Mallorca, we have opened a new branch in our own space in order to strengthen the value proposition for members in the Balearic Islands.

The 15th anniversary of our subsidiary Caja Ingenieros Vida y Pensiones, whose business activity is based on providing services focused on savings / life insurance and pensions, is just as important.

### **Would you like to address a few words to the team of professionals that make up Caja Ingenieros?**

Yes, I would indeed! Without them, Caja Ingenieros would not be possible. In fact, I would like to highlight the work well done as well as the effort and commitment of all the people who work at Caja Ingenieros, who are always focused on providing outstanding service to our members, who are at the core of our daily business activity and our future projects.

In 2023, we have overcome great challenges and have worked hard to convey the sustainable and human spirit that defines us as a cooperative bank, as well as to provide better and more appropriate responses to the needs and demands of our stakeholders. Society and the economy are evolving quickly with technology. In this context, our aim is not to lose the essential humanisation of all our activities.

# 1

2023  
in figures





# 2023 in figures

## At the service of our members

### Number of members

**213,289**

people

The number of members continued to grow and stood at 213,289 in 2023.

### Satisfaction

**8.28**

satisfaction index

Satisfaction index in 2023 was 8.28.

### Digitisation

**96.6%**

of all members are digital

96.6% used digital channels to interact with the Bank.

### Loyalty

**44%**

NPS

The 2023 net promoter score stood at 44%, far higher than the sector average.

## Looking after our people

### Workforce

**10.39**

years of seniority

The team at the Caja Ingenieros Group has an average seniority of 10.39 years, which reflects the stable quality employment that the Bank seeks to create.

The workforce is formed by 58% men and 42% women, and 54% of the latter are in technical and management positions.

### Training

**44,469**

hours of training

A total of 44,469 hours of training have been carried out, with a total of 3,813 attendees.

### Attracting and retaining talent

**70%**

+ hires

The number of hires increased by 70% in comparison with the previous financial year.

49% of all newcomers were under the age of 30 and 4% were over 50.

**99%**

indefinite

The Group firmly believes in the importance of its talent and the strength of its teams, which is why 99% of its professionals have permanent contracts and enjoy job stability.

## Committed to the environment

### Carbon footprint

**-18%**

carbon footprint

In 2023, the Group reduced its carbon footprint by 18% in comparison with 2018.

### Emissions

**100%**

The Caja Ingenieros Group offsets 100% of its emissions.

### Energy

**100%**

renewable energy sources

100% of the Bank's consumption is from clean energy sources.

174 photovoltaic panels were installed on the roof of the central services building in Calle Potosí (Barcelona), which produce 9.15% of the property's annual electricity consumption.

## Socially responsible investment (SRI) as part of our bloodline

### Assets

**78%**

promotes social and environmental features

In 2023, 78% of the managed equity in funds and pension plans promotes social and environmental characteristics, standing at 1,147 million euros.

### Sales team

**65%**

has been certified in sustainable finance

65% of the sales team has been certified in sustainable finance through the EFPA ESG Advisor.

### SRI Label

**Portfolio**

products with the socially responsible investment label

Consolidation of the portfolio of products with the socially responsible investment label.

- Investment funds: CI Environment ISR, FI; Fonengin ISR, FI; CdE ODS Impact ISR, FI; CI Global ISR, FI.
- Pension plans: CI Climate Sustainability ISR, PP; CI Global Sustainability ISR, PP; CI Multigestión ISR, PP; Cdi PIAS GO.





## Creating shared value in society

### *Support for professional groups*

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**324**

companies

In 2023, loans were granted to 324 companies and professionals,

### *Caja Ingenieros Foundation*

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**65**

projects implemented

**4,373**

beneficiaries of scholarships,  
prizes and social and  
occupational integration  
programmes

**223**

entrepreneurs have  
participated in the  
programmes to promote and  
boost social impact projects

**533,200**

euros of channelled social investment





## Our financial figures

### Turnover

**8,139**

million euros

Customer turnover reached the figure of 8,139 million euros

### ROE<sup>[1]</sup>

**8.2 %**

ROE stood at 8.2%.

### Capital ratio

**17.1%**

A Common Equity Tier 1 (CET1) capital ratio of 17.1% was obtained.

### Default rate

**2.7%**

The default rate was 2.7%.

### Year's revenues

**19.6**

million euros

Net revenues of 19.6 million euros.

[1] The return on equity (ROE) relates the financial yield and the equity invested to obtain that yield.





# 2

## Our environment



# Our environment

In a year with strong geopolitical tensions, inflation has eased and the economy has proven to be more resilient than expected. As to the regulatory environment, Caja Ingenieros continues to take into account both the special features of its business model, hence avoiding the single approach to the banking business and the key regulations on client protection, sustainable finance as well as accessibility and inclusion, among others.

## Economic/financial environment

### 2023, a year marked by high geopolitical tension

On a positive note, the moderation of inflation should be undoubtedly noted.

The price spike in developed economies began in late 2021 as a result of the highly accommodative monetary and tax policies introduced during the pandemic, the strains on global supply chains and the fast upturn in demand that followed the reopening of economies. Complications continued to pile up with the outbreak of the war in Ukraine in early 2022, which had an impact on energy and commodity prices and drove prices to record highs in the last four decades towards the end of that year. Since then, inflation started a process of gradual normalisation to close 2023 at levels of 2.9% in the eurozone and 3.4% in the United States, still above the monetary authorities' target (set at 2%), but far from the highs recorded in 2022. This normalisation occurred as a result of an aggressive cycle of interest rate hikes by central banks, a quick adjustment of European governments to the new energy landscape and, to some extent, the weakness of the Chinese economy as it reopened after two years of zero COVID policy.

**On a positive note, the moderation of inflation should be undoubtedly noted.**

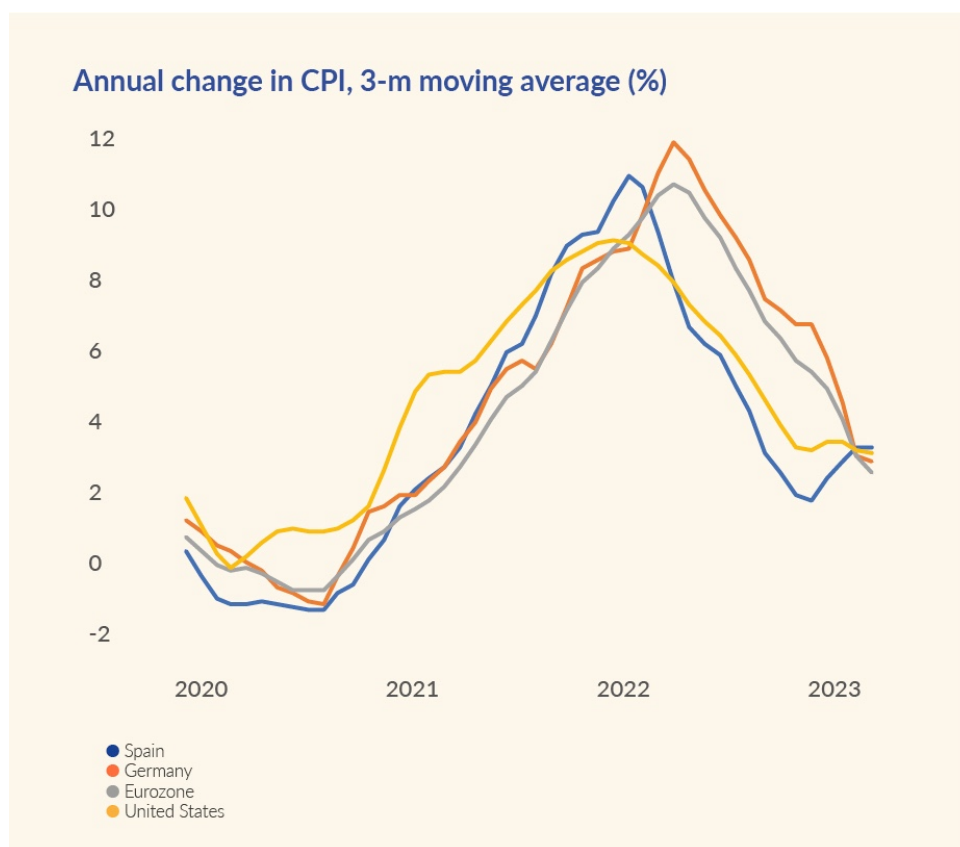


Chart Eurozone / United States Source: Bloomberg



The global economy showed greater resilience than expected, especially in developed economies (as reflected in the upward revision of the IMF's growth outlook to 1.5%). The dreaded recession, which was predicted for 2023 as a result of the energy crisis, the tightening of financial conditions and the withdrawal of tax incentives implemented during the COVID pandemic, ended up not happening and encouraged the controversial soft-landing thesis. However, performance was not consistent across geographic regions. While the US economy surprised thanks to strong domestic demand supported by the stock of savings accumulated during the pandemic by households and an unusually expansionary tax policy, the European economy lagged behind and on the brink of technical recession, mainly due to the poor performance of Germany, which was hit hard by its dependence on Russian gas, the manufacturing crisis and internal political divisions.



Source: BlackRock Investment Institute

On the geopolitical front, the conflict in Ukraine remained deadlocked, with no significant progress on either side and far from a peaceful situation that would restore political normality to the European continent. Friction between the US and China continued to escalate, with the technology race and the situation in Taiwan as a backdrop, largely due to the growing proximity of the US elections this November. In October, Hamas's armed attack on Israel reopened a complex local conflict with its ensuing risk of regional escalation and whose ramifications, such as the Red Sea crisis and the Suez Canal blockade, could have a significant impact on prices and supply chains in the medium term, thus partially jeopardising the work achieved by central banks to date. The dynamic of political instability experienced in 2023 will continue to be the general trend this year, when around half of the global population is called to the polls.

### Tight monetary policy and expansionary tax policy

Even though inflation was far from being under control, the central banks of the main developed economies, except for Japan, persisted with their policy of raising interest rates, thus consolidating the sharpest cycle of interest rate hikes since the 1970s. The US Federal Reserve, which had already concentrated most of its interest rate hikes in 2022, raised rates by 100 basis points to the 5.25%/5% range, where they remained throughout the second half of the year. For its part, the European Central Bank raised the deposit facility interest rate by 200 basis points to 4% at its September 2023 meeting. Along with the interest rate hikes, central banks maintained their quantitative tightening programmes, thus ending secondary market asset purchases, which had been kicked off over the last decade (specifically in response to the pandemic) and discontinuing all or part of the reinvestment of maturities of past purchases.

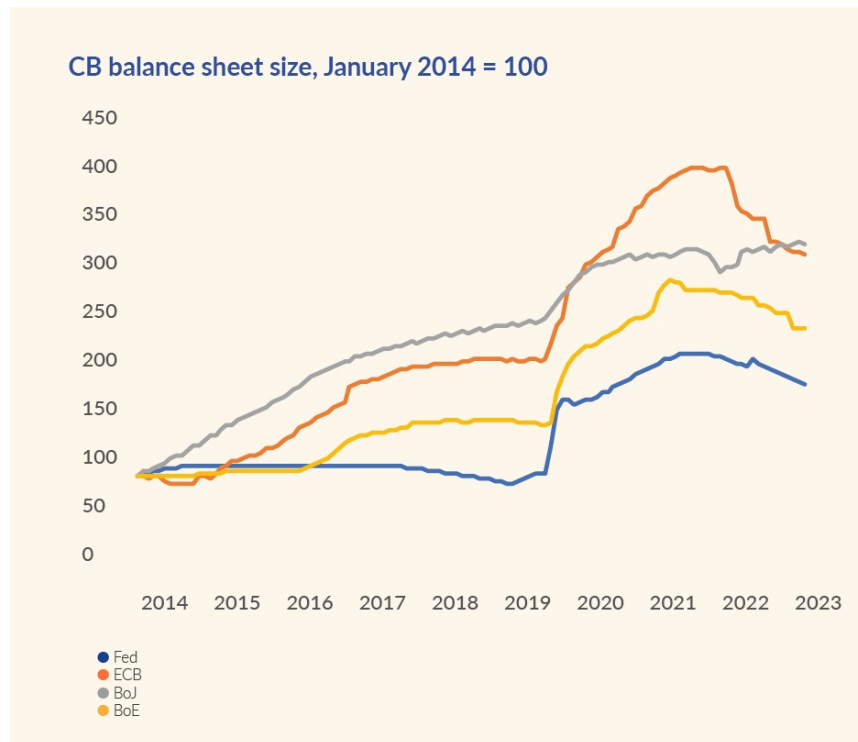


Chart: central bank balance sheet size, January 2014 = 100 / Source: Fed, BCE, BoJ, BoE

The effects of the cumulative tightening of financial conditions were finally felt with the US regional banking crisis in March, which began with the collapse of Silicon Valley Bank. The bank, which was unable to cope with an outflow of deposits owing to valuation losses on its assets as a result of rising interest rates, triggered a brief panic that eventually engulfed two other banks in the United States (for the first time since the 2008 financial crisis) and required direct intervention by the Federal Reserve through the implementation of a liquidity programme for other banks in a similar situation. The aftermath of the crisis was also felt in Europe, where the flagship Swiss bank Credit Suisse was eventually forced into a bailout by the country's political and monetary authorities and absorbed by its competitor UBS.

The tight monetary policy stance was partly offset by a markedly expansionary tax policy. In the United States, political tensions surrounding the public spending programme and the tax deficit led the country to experience a new debt ceiling crisis in the first half of the year and to avoid another one in October, which resulted in the downgrading of the country's credit rating by the Fitch rating agency, which was concerned about long-term debt sustainability. In Europe, the ongoing deployment of Next Generation funds, the maintenance of many of the aids introduced during the pandemic and a revision of the European Union's tax rules in favour of the most indebted countries were the key factors of a still expansionary tax policy.

## Resilient economy and positive surprises

Source: IMF

Although the global economy recorded a slowdown in growth in 2023 compared to the figures of the last two years (distorted, in part, by the post-pandemic rebound effect), it was less severe than initially expected. This led the International Monetary Fund to reconsider its growth forecasts for the year, specifically in developed economies.

In the United States, growth for 2023 was revised upward by 0.7 percentage points, which reflects the surprising resilience of the US economy thanks to strong demand supported by household savings and tax incentives. Despite deterioration in some forward-looking activity metrics, specifically in the manufacturing sector, the labour market remained tight, with unemployment rates at record lows and labour supply outstripping demand, whereas consumer spending data surprised above the pre-pandemic trend throughout the year. This improved performance also led the IMF to revise upwards its outlook for 2024 by 0.5 percentage points to 1.5%.

The IMF kept its growth outlook for the eurozone in 2023 unchanged, but revised down by 0.4 percentage points the forecast for 2024, thus postponing somewhat the shock in terms of business activity expected for 2023. However, these data hide major differences between the different states. The institution lowered its forecast for Germany in 2023 by 0.6 percentage points and placed it in the recessionary trough as a result of its energy fragility and the partial dismantling of the manufacturing sector. On the other hand, the recovery of tourism, the good performance of industry and the improved energy position led the IMF to revise upwards the growth outlook for Spain by 1.4 percentage points, so that it regained the pre-pandemic GDP level and acted somewhat as a Europe's driving force.

Globally, the IMF revised Japan's growth outlook slightly upwards to 2%, as it benefitted from a reduction in energy import prices and the yen's stabilisation. China, which was hit by the severe real estate crisis and a disappointing performance after its reopening, saw its growth forecast for 2023 downgraded to 5%, the lowest figure in the last three decades (excluding the pandemic period). As in 2022, global economic growth remained at the lowest levels recorded in the last four decades, weighed down by rising prices, geopolitical tensions, globalisation setbacks and China's relatively modest contribution.

***It should be noted that in 2023 credit institutions adapted to the requirements of the European green taxonomy as to the objectives of climate change mitigation and adaptation to climate change.***

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## Regulatory environment

The diversity of business models enables the stability of the financial system and provides society with more options. In this vein, Caja Ingenieros contributes to and advocates a cooperative banking model. Thus, it believes that regulation and supervision should preserve diversity in business models, while avoiding trends towards a single approach to banking business, which would otherwise lead to a degradation of the offer and service to end users. To this end, Caja Ingenieros works on the actual application of the proportionality principle that is formally included, but still without sufficient evidence of actual materialisation, in the enforcement of banking, financial and insurance regulations in order to adapt the regulation and its supervision to the banks' size and risk profile. Business market diversity allows for systemic risks arising from sectoral concentration to be reduced and provides individuals and companies with greater choice. The weakness of proportionality in Europe means that banks share a common solvency and liquidity framework, which is considered absolutely necessary, unlike in the United States, for instance.

It should be noted that in 2023 credit institutions adapted to the requirements of the European green taxonomy as to the objectives of climate change mitigation and adaptation. It has also meant for institutions to establish specific decarbonisation targets for the loan and investment portfolio, in line with the Paris Agreement and according to Law 7/2021 on climate change and energy transition, to be published in 2023. All of the above is part of the European Union's extensive regulatory agenda started in previous years. In this regard, the progress made of the bills and legislative texts regarding finances and digital assets has continued, along with the resilience of the digital operations of the banks, sustainable finances, the common framework for fighting against money laundering and the financing of terrorism, as well as the framework to manage the crisis (resolution of banks in adverse contexts).

Regulatory initiatives aimed at easing the mortgage burden of the most vulnerable debtors in an environment of steep interest rate hikes continued to be implemented nationwide. The Bank abides by the updated Codes of Good Practice as part of its strategy to strengthen the financial inclusion of these groups.

On the supervisory side, the competent authorities' priorities for the 2024–2026 period focus on credit risk management, strengthening weaknesses in interest rate risk management frameworks, internal governance, weaknesses in risk data aggregation and reporting, material exposures to sources of physical and climate change transition risk, weaknesses in digital transformation strategies and operational resilience (including and highlighting technology outsourcing and cyber threats).

All this is present in a sector with very high regulatory demands and which must face, among others, the provision and distribution of products and services with the best quality and efficiency, while maintaining a conduct that guarantees consumer protection and information.



## Outlook for financial year 2024

Illustrated and summarised below are the areas of action in the regulatory environment set by the agenda for financial year 2024.

### ESG: sustainable finance

#### • Disclosure

As to the European green taxonomy, credit institutions are reporting in their Non-Financial Information Statement on-balance sheet and managed assets corresponding to eligible activities that are aligned with the taxonomy. The information reported corresponds to the climate change mitigation and adaptation objectives. The remaining four environmental objectives (sustainable use and protection of water and marine resources, transition to a circular economy, pollution prevention and control, as well as protection and restoration of biodiversity and ecosystems) are to be included in the non-financial reporting by the end of 2024.

Following the entry into force in January 2023 of the Corporate Sustainability Reporting Directive (CSRD), with a compliance schedule at different stages until 2027, the European Commission adopted the European Sustainability Reporting Standards (ESRS) in July 2023. With regard to these standards, the EU's financial reporting advisory group (EFRAG) is currently publishing implementation guidelines for further consideration.

#### • Supervisory expectations

The European Banking Authority (EBA) has launched a public consultation regarding draft guidelines on environmental, social and governance (ESG) risk management. The draft guidelines set out requirements for identifying, measuring, managing and tracking ESG risks, including through plans to address risks arising from the transition to a climate-neutral EU economy. Currently, the "Supervisory Expectations of the Bank of Spain on the risks arising from climate change and environmental degradation", published in October 2020, are available.

### Cybersecurity and safety – Digital operational resilience

The impact of new technologies in an increasingly digital and interconnected environment is setting the legislative and supervisory agenda. The Digital Operational Resilience Act (DORA), which concerns European financial institutions, contains obligations on ICT risk management, including those of outsourced services and responses to incidents and cyberthreats that the banks must face. Banks are adapting technology risk procedures, as technical standards are being developed, to be fully implemented as of January 2025.

### Regulations that may have an impact on the business model

Within the aforementioned European regulatory agenda, a series of initiatives are being put forward that may have a combined impact on the retail banking model by providing non-bank and non-face-to-face financial services with a legal framework that is not equivalent to those of the sector or by actually duplicating existing banking services:

• **The digital euro:** the European Central Bank is considering issuing a digital euro. The digital euro would be a digital form of cash issued by the Central Bank that is available to everyone in the eurozone. The initiative may involve significant technological investments for credit institutions. According to the analysis carried out by Caja Ingenieros, to date no improvements relevant to the behaviour of payment method users have been identified. Both electronic and physical payment systems provided through banking services are effective and efficient.

• **The retail investment strategy:** the European retail investment strategy aims to strengthen the already regulated and established protection for retail investors, improve access to European capital markets through lower costs and provide them with a clear view of the cost-effectiveness of their portfolios. It should be noted that current regulations contain many mechanisms for protecting and informing retail investors, including extensive information on their costs. Based on the analysis of this initiative, as it is currently defined, and for lack of further development, it is concluded that it may lead to the inclusion of greater complexity when providing investment services to retail clients, with the technological and operational costs that this entails and without the contribution to the service's added value being

**Caja Ingenieros includes in its proximity and service strategy those products that add value, are competitive and encourage transparency and protection for the end client first and foremost.**

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reflected in enhanced protection and better information that could be considered material to the retail investor.

**• European digital identity:** an identification that will make it possible to open a bank account or sign contracts throughout the EU. Given that the current contact procedures between European credit institutions occur mostly on a national level, since most transactions are national, the obligation to facilitate the European digital identity's use, without a proper cost/benefit analysis for the sector and the user, may boost the proliferation of fraud and money laundering, which are already on the rise. This situation of increasing fraud has been heightened in recent times, with clients and, thus, financial institutions falling victim to this situation. These new forms of cybercrime cannot be effectively fought without a regulatory approach and technical solutions and obligations for all sectors and players concerned or involved, not only the financial sector.

**• Financial data access (FIDA):** a European framework for the availability of financial data that will allow third parties to access client data held by credit institutions, with their consent. FIDA will affect all payment service providers, with processing to move forward in 2024. It will entail a new EU directive and regulation on payment services (PSD3 and PSR). Entry into force would be 18 months after publication. This regulatory initiative places the financial sector in a weak position compared to other sectors, as it is the only business sector that must provide client data to third parties without a legal mechanism for compensation according to the sectoral or competitive disadvantage in the face of these new players.

#### **Client protection**

In the current environment of digital transformation and the maturity of the regulations protecting financial clients, there are a series of initiatives underway that seek to strengthen financial client protection. The following is a list of initiatives focused on financial client protection, which Caja Ingenieros is addressing not only in terms of its legal obligation, but also in the way it provides its different financial services.

The MiFID II Directive and others on similar financial products or services, as we have mentioned above within the retail investment strategy, are undergoing a revision and definition process, as part of the trilogue held by the different European bodies. Worth noting are the aforementioned trilogues being held in Europe on the possibility of limiting and even eliminating the collection of third-party (managers and manufacturers of investment products) incentives in investment advisory services so that they can be received, where applicable, directly from the end investor. This rather significant matter could lead to an in-depth revision of the distribution and business model in investment services. Along with different national and European organisations, Caja Ingenieros is attentive to this issue in order to reasonably balance the necessary strengthening of access to capital markets for retail investors, based on the strategy for a value-added service that strengthens access to customised value products and services, with the ongoing transparency of costs, management and social responsibility that is already required under other regulatory initiatives. Generally speaking, regulatory initiatives that include price intervention mechanisms without prior or clearly defined motivations may have an adverse effect on the lawful and understandable purpose being pursued. In any case, as mentioned above, Caja Ingenieros includes in its proximity and service strategy those products that add value, are competitive and encourage transparency and protection for the end client first and foremost.

In the retail banking segment, where a large part of Caja Ingenieros' service focuses on, the different regulatory initiatives that are underway address new payment and consumer credit services, matching their immediacy at a European cross-border level with cost adjustments and including a mechanism for preventing money laundering, terrorist financing or compliance with international sanctions. Likewise, they deal with new products and ways of granting consumer credit, hence enhancing client protection.

***Caja Ingenieros is analysing the European and national regulations that underpin its commitment to serving vulnerable groups, along with the initiatives to improve the financial health of its members, which it incorporates into its purpose and values.***

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### **Accessibility and inclusion**

Caja Ingenieros is analysing the European and national regulations that underpin its commitment to serving vulnerable groups, along with the initiatives to improve the financial health of its members, which it incorporates into its purpose and values. This includes not only those groups that may be in a situation of greater financial vulnerability, with specific regulations in areas such as access to payment accounts (specifically those categorised as "basic" under the regulations), but also access to refinancing conditions or payment facilities for mortgage loans, which the Bank abides by and has abided by the different Codes of Good Practice approved by official bodies. All of the above applies within the framework of public and regulatory initiatives on accessibility and inclusion in the financial system, including the new regulation on adapting products and services to people with special needs, according to their circumstances, and on making progress in improving financial health focused not only on the Bank's values, but also on the demands of regulators, supervisors and society as a whole.

Lastly, the bill for the creation of a single authority in the financial sector to deal with complaints and claims must be underlined. This authority will have greater mechanisms and resources, with binding decisions for the banks in certain cases, which will change the current customer care scheme and procedure of the banks. Caja Ingenieros continues to address these issues in order to promote continuous quality improvement, aligning itself with this new regulation to achieve this goal.

### **Solvency and liquidity**

- CRD6/CRR3: the banking package with the new regulation to adapt European regulations to Basel III was formally approved in April 2024 by updating the Capital Requirements Directive and Regulation (CRD6 and CRR3, respectively) and will entail changes to risk-weighted assets and operational risk capital consumption. Banks using internal models to determine risk-weighted assets must comply with the so-called output floor, which involves adjusting more equity requirements based on the standard method calculation, which is more demanding. Since Caja Ingenieros only applies the standard method, the output floor will not entail additional capital requirements. The CRR3 will be applied as of 1 January 2025 and will affect the first-quarter 2025 reporting adaptations to the solvency oversight (COREP). Given the limited time available to develop technical reporting standards, it is difficult for these standards to incorporate the recommendations on proportionality published by the EBA in its 2021 study on the cost of regulatory compliance.
- The regulatory changes will involve 139 mandates being assigned to the European Banking Authority (EBA), part of which will require regulatory developments through guidelines and technical standards. The mandates are divided into four stages with their respective implementation deadlines. These mandates will define some of the indicators needed to adapt the solvency calculation to Basel III, so there will be changes to the solvency calculations after the first reporting period in 2025.
- Apart from the amendments regarding the calculation of capital requirements, there will be changes in the prudential information (Pillar 3) to be published by banks. The EBA has also issued a consultation paper on the creation of a data hub, providing centralised access to stakeholders and promoting data comparability in a harmonised way. Given the diversity of banking business models both across EU countries and on a national level, the usefulness of comparisons



### Prevention of money laundering and terrorist financing

Work continues on the road map to providing an updated, stronger legislative package with greater supervisory capacity for the fight against money laundering and terrorism financing. The aim is to have common rules throughout the European Union, without getting into transposition differences by country, including a new body with full supervisory and coordination capacities in this area on the European continent to address, inter alia, the objective of preventing cases that have occurred in certain regions and banks within the EU. This package is made up of:

- The Regulation on anti-money laundering obligations that are applicable to the private sector and common to the European Union as a whole, for which no significant changes are envisaged with regard to current national legislation.
- New Directive regarding the mechanisms to fight money laundering.
- The Regulation creating a new EU anti-money laundering authority (AMLA), which will have powers to impose penalties and fines, is expected to be established in the third or fourth quarter of 2024 and to become operational by 2026.
- The Regulation consolidating the regulation on transfers of funds, the objective of which is to make crypto-asset transfers more transparent and fully traceable.



## European banking environment in 2023

Economic growth in the European Union stalled in 2023, whereas macroeconomic uncertainty remains high. Inflationary pressures are receding, but have proven persistent despite lower energy prices, while geopolitical risks have become even more pronounced with a new crisis in the Middle East, as well as emerging tensions, e.g. in the Caucasus and between China and Taiwan.

***EU banks' return on assets (ROA) and return on equity (ROE) achieved their highest levels since the 2008 global financial crisis, reaching 0.7% and 11%, respectively.***

Banks are increasingly focussing on climate-related risks and broader ESG standards. They not only bear the risk of a potential deterioration of their asset quality due to climate-related physical risk events, but are also subject to transition risks through their lending and investment activities, particularly those banks with exposures to higher carbon-emitting sectors. ESG factors are potential financial risk triggers for banks' balance sheets, but also a source of reputational risk. Moreover, the integration of ESG considerations into the funding and lending activities of financial institutions is increasing. The latter believe that a key priority going forward is to provide sustainable lending to a broad range of clients, including retail banking clients, despite such obstacles as lack of data, transparency and regulatory uncertainty.

The impact of higher interest rates due to tighter monetary policies continues to affect economies across the world. This impact has not yet fully materialised, but has so far contributed to the slowdown in residential real estate markets due to the rising cost of mortgages, among other things, whereas the commercial real estate (CRE) market is further challenged by structural factors. Turbulence in financial markets, such as in the US regional banks, caused by losses on the held-to-maturity portfolio, or in the UK insurance sector, resulted from the seismic shift in the interest rate environment, among other things.

The increase in interest rates has led to a recovery in net interest income. EU banks' return on assets (ROA) and return on equity (ROE) achieved their highest levels since the 2008 global financial crisis, reaching 0.7% and 11%, respectively. While this recovery has been widespread, some banks benefited more than others, depending on their business model or their asset and liability structure.

Credit growth slowed. Demand was adversely affected by rising interest rates, whereas macroeconomic uncertainty had a negative impact on banks' risk appetite.

Despite some macroeconomic parameters' deterioration over the past year, banks' asset quality has remained relatively stable. The NPL ratio was at an all-time low of 1.8% in June 2023. However, concerns about real estate markets are reflected in banks' increased provisions to cover their real estate exposures.

Issuance of capital market financing has increased, whereas overall financing costs have adjusted to the new interest rate environment. Liquidity remains high, although there is a slight downward trend. The liquidity coverage ratio (LCR) stands at 160.9% and remains at solid levels, albeit somewhat lower than in the previous year. The drop in the LCR is mainly due to a decline in banks' liquid assets, largely driven by quantitative tightening (QT) and the European Central Bank's (ECB) targeted long-term refinancing operations (TLTRO-3), which are maturing.

Capital ratios in the EU banking sector reached new all-time highs in June 2023, when banks reported an average CET1 of 16.0% and room for manoeuvre remained above regulatory requirements. The leverage ratio also increased by around 40 basis points to 5.7%. Retained earnings boosted banks' capital, while stagnant loan volumes and lower market risk prevented risk-weighted assets from increasing.

### EBA stress tests in 2023

In July, the EBA published the outcome of its biennial stress test of all European banks. In the most adverse scenario, the banks subject to the year suffered an aggregate fall of more than €496 billion, which represents a destruction of 459 basis points of fully loaded CET1 capital.

The year is based on particularly severe scenarios, which are characterised by a worsening outlook for private consumption and investment due to a tougher global geopolitical environment, rising commodity prices and a substantial increase in interest rates.

Despite the severity of the year, European banks maintain high solvency levels. CET1 is above 10% in the most adverse scenario, allowing supervisors to assert the financial system's ability to continue to support the economy, even in times of severe stress.

| Aggregate information at the European level (EBA) | 2023 HY           |
|---|-------------------|
| Number of banks (EBA perimeter)                   | 70                |
| CET1 % of starting point                          | 15.0%             |
| CET1 impact under an adverse scenario             | -459 basis points |
| Capital decrease (billions of euros)              | -€496 B           |
| Starting point leverage ratio                     | 5.4%              |
| Leverage ratio under an adverse scenario          | 4.3%              |

Source: EBA, AFI

### 2023 figures for the banking sector (deposit banks)

The **outstanding volume of ORS** lending experienced a negative net change in 2023 of about €38,400 billion (-3.5%), with a sharp decline in both normal and doubtful loans. The tendency to pre-amortise loans in an environment of rising financing costs and excess savings mainly explains this behaviour.

If we look at the lending patterns during the year, we see that both the housing sector (€56,242 billion in cumulative lending in 2023, down 14% year-on-year) and large companies (down 18.8% to €151,000 billion) have responded to the rise in interest rates by significantly reducing their appetite for credit. Only the niches that are most sensitive to the cycle (SMEs and consumer) achieved slight increases of around 5% year-on-year.

As for **credit deterioration**, the NPL ratio stabilised 2023 around 2022 levels and closed the year virtually unchanged from the previous year (3.44% in December 2023, 1 basis point lower than in December 2022).

With regard to **traditional liabilities**, the sector has lost around 10,300 billion in deposits (-0.7% year-on-year), which is due to customers' search for higher yields (e.g. increased purchases of Treasury bills by individuals or other types of remuneration in money market vehicles) and the eagerness to use the increase in post-pandemic precautionary savings to amortise loans. By type of liability product, there was an acceleration in the transfer from demand deposits (-8.3% year-on-year) to time deposits (+44.9% year-on-year) as banks increased the remuneration of their fixed-term deposits.



In the case of **investment funds**, the amount under management increased by more than €40,000 billion, both due to the increase in net subscriptions, which amounted to more than €15,000 billion in the year, and to the market effect, which added some €25,000 billion following the good performance of the financial markets in 2023.

|   | December 2023            | Monthly change |              | YTD            |              |
|---|--------------------------|----------------|--------------|----------------|--------------|
|   | Balance in millions of € | Millions of €  | %            | Millions of €  | %            |
| <b>Deposits (system total)</b>              | <b>1,392,518</b>         | <b>34,914</b>  | <b>2.5%</b>  | <b>-10,371</b> | <b>-0.7%</b> |
| Demand deposits                             | 1,194,499                | 21,310         | 1.8%         | -99,199        | -8.3%        |
| Term deposits                               | 198,020                  | 13,604         | 6.9%         | 88,828         | 44.9%        |
| <b>Lending to other residential sectors</b> | <b>1,126,785</b>         | <b>-8,347</b>  | <b>-0.7%</b> | <b>-39,978</b> | <b>-3.5%</b> |
| Of which: normal                            | 1,088,017                | -7,909         | -0.7%        | -38,470        | -3.5%        |
| Of which: NPL                               | 38,768                   | -438           | -1.1%        | -1,507         | -3.9%        |
| <b>Public Authority lending</b>             | <b>75,167</b>            | <b>271</b>     | <b>0.4%</b>  | <b>-4,645</b>  | <b>-6.2%</b> |
| <b>Default rate</b>                         | <b>3.44%</b>             | <b>-1 bp</b>   |              | <b>-1 bp</b>   |              |
|   | By numerator             |                |              | -4 bp          |              |
|   | By denominator           |                |              | 3 bp           |              |
| <b>LtD</b>                                  | <b>81%</b>               | <b>-2.7 bp</b> |              | <b>-2.3 bp</b> |              |

Source: AFI based on BoS

As to the **sector's results, starting with the interest margin**, 2023 has seen a significant acceleration in this item of the profit and loss account, which closed with €37,200 billion (+52.4%). Greater financial revenues were obtained in the productive performing asset, derived from the new bullish environment in interest rates, whereas the transfer to the cost of liabilities has not yet occurred at the same speed, which boosts the interest margin of the sector as a whole.

Of note in terms of **gross margin** was a slight 4.7% drop in net fees, virtually offset by higher dividend income (+5.6%). A less significant item, which has been somewhat volatile in recent years, is gains on financial transactions (NTI), which virtually contributed nothing to the year's result (€700 billion, -72% compared to 2022). Operating expenses are up 6.3% for the sector as a whole at the end of 2023.

The last part of the profit and loss account shows **an increase in impairment losses and provisions (28.6% and 45.1%, respectively)**, as banks strive to improve the coverage of loan portfolios in positive years, resulting in pre-tax earnings for the sector as a whole of €28,900 billion (+33% compared to 2022).

The sector's ROE thus closed 2023 in double digits at 10.93% (compared to 6.84% in 2021 or 9.08% in 2022).

# 3

## About us



# About us

The Caja Ingenieros Group is a credit and financial and insurance services cooperative group aimed at professionals and companies throughout Spain, whether they are in the engineering sector or in other areas. Each member is both a customer and an owner of the Bank in this cooperative banking model. After a track record of 56 years, the Group has updated its corporate image to capture its current reality and continue building the future under the slogan "We humanise your finances".

## Number of members

**213,000**

people

in 2023, the year in which it celebrated its 56 years of history.

## Caja Ingenieros Group

GRI 3-3, 2-1, 2-6

The Caja Ingenieros Group is a credit and financial and insurance services cooperative group aimed at professionals and companies throughout Spain, whether they are in the engineering sector or in other areas, which develops its own sustainable business model in which the clients are also members and, therefore, owners of the Bank. As well as being solvent, transparent and meticulous, Caja Ingenieros is a close, committed cooperative bank with a clear calling to serve and the mission of offering financial and insurance solutions through a cooperative model that integrates sustainability criteria beyond the financial feature.

## History

A group of industrial engineers established the cooperative society in 1967. Since then, it has experienced ongoing and sustained growth, with over 213,000 members in 2023, the year in which it celebrated its 56th anniversary. Over these years, it has always maintained its calling: to provide personalised financial and insurance services with the highest sustainability standards.

What characterises the Bank and makes it unique is its cooperative banking model in which each member is, in turn, a client and owner of the Bank. It has always relied on its foundational values to strengthen the basis of its growth and its cooperative model.

In February 2011, the Group established the Caja Ingenieros Foundation to convey its corporate social responsibility (CSR) activities. This is a private, non-profit institution that came about following the transformation of the former Agrupación Sociocultural y Tecnológica de los Ingenieros. The Foundation seeks to optimise the efficiency of the resources used to promote and foster engineering and activities of cultural, social, environmental, health and welfare, professional and technological interest.





## Branches

# 33

branches

where it offers advice on financial and insurance services to its members.

## Companies forming the group

The Caja Ingenieros Group consists of a number of companies that enhance, optimise and diversify its capacity to provide services and support to members. All Group entities contribute to the CSR strategy, but the social action is conducted through the Caja Ingenieros Foundation.

Caja Ingenieros, which currently has 33 branches in which it offers its members advice on financial and insurance services, acts as the parent company of the Caja Ingenieros Group, which includes Caja Ingenieros Gestión, Caja Ingenieros Vida y Pensiones, Caja Ingenieros Banca-Seguros, Caja Ingenieros Foundation, Ingenium Shopping and Norbolsa (specialising in stock market brokerage and value-added financial services, a company in which the Caja Ingenieros Group has a 10% holding). The following table lists the different companies in the Group.



| Company name   | Registered address   | Corporate purpose   |
|--|--|---|
| Caja de Crédito de los Ingenieros, S. Coop. de Crédito                                 | Via Laietana, 39, 08030 Barcelona  | A cooperative credit society that conducts all kinds of asset, liability and service transactions in banking, with special attention to the financial needs of its members. |
| Caja Ingenieros Gestión, Sociedad Gestora de Instituciones de Inversión Colectiva, SAU | Rambla de Catalunya, 2, 08007 Barcelona                                      | The Caja Ingenieros Group investment fund manager.  |
| Caja Ingenieros Vida, Compañía de Seguros y Reaseguros, SAU                            | Rambla de Catalunya, 2, 08007 Barcelona                                      | Life insurance company marketing additional social insurance products and a pension fund manager.   |
| Cooperativa de Consumidores y Usuarios de los Ingenieros (Ingenium Shopping)           | Via Laietana, 39, 08003 Barcelona<br>Rambla de Catalunya, 2, 08007 Barcelona | Provision of services and sale of consumer articles and supplies for members.   |
| Norbolsa, SV, SA*  | Plaza Euskadi, 5, 48009 Bilbao   | Investment services company.  |
| Caja Ingenieros Foundation   | Potosí, 22, 08030 Barcelona  | Corporate social responsibility vehicle.  |

\*Associate. Caja Ingenieros has a 10% stake in Norbolsa, SV, SA. Even though this is less than 20% of share capital, it has significant influence over the investee, as shown by its seat on the latter's Governing Board.

## Caja Ingenieros Gestión

Since its creation, Caja Ingenieros Gestión has been extremely aware of the importance of responsible investment. Besides financial analysis, its trustee duties as a management and administration company of collective investment institutions (CII) means that the bank must be responsible with the investment it makes on behalf of its unitholders.

### Caja Ingenieros Gestión's investment philosophy

It is based on an independent financial and extra-financial analysis, taking into account environmental, social and governance (ESG) aspects and placing special emphasis on the sustainable business model of the companies in which it invests.

The investment philosophy of Caja Ingenieros Gestión is based on an independent financial and extra-financial analysis, taking into account environmental, social and governance (ESG) aspects and placing special emphasis on the sustainable business model of the companies in which it invests.

### Method of investment in the instruments managed

In terms of sustainability, all the funds share a common commitment policy:

- The integration of ESG (environment, social and good governance) factors in the investment process is essential when determining the suitability of an investment and assessing the social and environmental impact generated by its activity or business model.
- The exclusion of certain controverted sectors, such as the weaponry industry or the tobacco sector, from the Group's investment universe.
- Constructive dialogue with the companies in which it invests, responsible exercising of voting rights and joining different international initiatives aimed at eradicating corporate malpractice or at fostering transparency.



### Managed equity

# 1,090

million euros

in investment funds, i.e. an increase of 20.3% over the previous year.

## Trends that create opportunities

With regard to the trends that are incorporated into the strategies with the aim of creating opportunities for members, Caja Ingenieros identifies the following:

- Demographic trends.
- Changes in private consumption patterns.
- Transformations in urban processes.
- Digitalisation of society.

The management style involves detecting quality assets that offer certain resilience in any market environment and economic cycle. Along these lines, the following are valued:

- Competitive advantages to maintain leadership positions.
- High and sustainable rates of return.
- Solid and solvent financial positions.
- Predictability and recurrence in revenues and operating margins.

Furthermore, a characteristic trait of this bank's methodology is its risk management (especially the risks associated to climate change) and the inclusion of the analysis of secular and disruptive tendencies in selecting the assets to be included in the funds managed.

The programme of activities of Caja Ingenieros Gestión includes pension plan management and advice on investments to eligible counterparts. Both activities are performed at present by providing the corresponding services to Group companies.

At the end of financial year 2023, the equity managed stood at 1,090 million euros in investment funds, i.e. 20.3% up on the previous year. The total number of managed investment fund accounts stood at 51,974, which is a 3% increase on the previous year, and the number of investment fund unitholders amounted to 25,173.





**Equity in pension plans that promote social, environmental and good governance features reached 358.8 million euros.**

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**During the 2023 financial year, the range of SRI-labelled products was expanded with the incorporation of the Autcat Futuro Autónomos Plan, PPES.**

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**Equity in pension plans that promote social, environmental and good governance characteristics**

**358.8**

million euros

94% of managed equity in pension plans.

## Insurance and pension plan business

The insurance and pension plan business of the Caja Ingenieros Group meets all the needs of its members regarding welfare and protection.

Its activity is divided into two companies:

- Caja Ingenieros Vida, an insurance company and pension plan manager, which creates and manages life and savings insurance and pension plans.
- Caja Ingenieros, Operador de Banca-Seguros Vinculado, a company that deals in insurance brokerage.

## Caja Ingenieros Vida, Compañía de Seguros y Reaseguros

This is the benchmark company with regard to welfare in the Caja Ingenieros Group. It provides specific products and services for supplementary social welfare and personal protection adapted to the individual needs of each member with a personalised advisory service.

It also manages a wide range of pension plans to offer solutions that suit the different risk profiles and the time frame of members, with a high management quality that has been recognised by the main international rating agencies.

According to the commitment of the Caja Ingenieros Group to contribute toward the sustainable growth of the economy, Caja Ingenieros Vida has been at the forefront of the Spanish market in the launch of pension plans managed under a strategy of socially responsible investment (SRI), which considers the selection of the best positioned companies in terms of environmental, social and good governance issues. Caja Ingenieros Vida has also adhered to the UN Principles for Sustainable Insurance (PSI) since 2021 and also incorporates SRI into systematic savings through the life insurance Cdi PIAS GO.

Equity in pension plans that promote social, environmental and good governance features reached 358.8 million euros and represents approximately 94% of managed equity in pension plans.

In November 2023, the Caja Ingenieros Group's employment pension plan was awarded the "Rising Star" prize in the GOLD category for the Best Long-Term Strategy, granted by IPE (Investment & Pensions Europe), a renowned European publication specialising in pension funds that recognises the best employment pension plans in Europe.

In 2023, Caja Ingenieros Vida has expanded the solutions it makes available to members of the Corporate Banking segment in the area of supplementary social welfare. These services enable companies to offer one of the most highly valued employee benefits while promoting corporate responsibility and the commitment of their professionals.

While taking into account the financial needs of the professional and business community, a new agreement has been reached with Cecot and Autcat members for the 2023 financial year. The agreement aims to increase financial services to the self-employed in Catalonia who are members of Autcat and/or members of Caja Ingenieros, providing them with financial advice, as well as the banking services and benefits available through the Caja Ingenieros Group.

Thus, during the 2023 financial year, the range of SRI-labelled products was expanded with the incorporation of the Autcat Future Autónomos Plan, PPES. This is a pioneering, exclusive pension plan for the self-employed that allows the latter to supplement their contributions with an additional 4,250 euros a year. This provides the self-employed with a tool that will be a great help for their retirement.



## **Caja Ingenieros, Operador de Banca-Seguros Vinculado, SLU**

Caja Ingenieros, Operador de Banca-Seguros, completes the range of insurance products for patrimonial, professional and business protection and provides coverage and solutions adapted to the needs of Caja Ingenieros members at any given time. The Bank does this through insurance brokerage involving the distribution of products by the main specialist companies in the market.

The Caja Ingenieros Group provides its members with a comprehensive, customised advice model known as the Insurance Advisory Service, the goal of which is to help them in the overall management of their insurable risks and suggest the best solutions with the guarantee of a personalised service that also includes the timely and on-demand review of their risks and coverage. In 2023, the Bank increased the volume of brokered premiums by 10%, leading to a total annual premium portfolio of 24.6 million euros. A total of 5,846 new policies have been taken out through the network of Caja Ingenieros branches, which involved a volume of premiums of 3.2 million euros. The total number of valid policies taken out by Group members stands at 52,215.

Insofar as portfolio distribution, the branch with the greatest volume of premiums is life (30%), followed by death (21%), home (19%), payment protection (13%) and health (9%).

***At the end of 2023, Ingenium Shopping had 136 affiliated establishments from different business sectors and of the most prestigious brands that the Bank considers to be of interest to its members.***

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***Norbolsa's analysis services feature more than thirty years of experience.***

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Its analysis services are supported by its thirty-plus years of experience and a highly qualified team of professionals with solid financial training.

## **Cooperativa de consumidores y usuarios de los Ingenieros (INGENIUM SHOPPING)**

Ingenium Shopping was created in 2011 to offer members and their relatives more favourable financial conditions and advantages in establishments from a wide diversity of sectors.

At the end of 2023, Ingenium Shopping had 136 affiliated establishments from different business sectors and of the most prestigious brands that the Bank considers to be of interest to its members. The volume of purchases made during this year in establishments affiliated to Ingenium Shopping exceeded 236,000 transactions at the sum of over 10.3 million euros.

The sectors represented in Ingenium Shopping are: food and beverages, beauty, sports, electronics and electrical appliances, skiing, flowers and gardening, training, photography, home, image and sound, information technology, jewellery and watches, toys, books and stationary, pets, messaging, furniture and decoration, fashion and accessories, leisure and culture, optics, child care, catering, health and personal care, storage, vehicle and motor and footwear.

In 2023, the advantages and discounts on electric mobility (motorbikes) have been boosted, along with self-consumption discounts for individuals and companies.

Caja Ingenieros created Ingenium Renting, which has been in operation since 2016, to offer quality services to members and to meet all their needs. It offers long-term vehicle rental through the company Lease Plan Servicios, S.A., with its corresponding maintenance, assistance and insurance services, among others.

## **Norbolsa, SV**

Norbolsa, SV, is the investment services company associated with the Caja Ingenieros Group, in which Caja Ingenieros holds a 10% stake.

It was established by the Basque savings banks in 1989. It specialises in brokerage and in high added-value financial services: fixed and variable income primary market, portfolio management, stock market analysis, liquidation and custody services, corporate business, services to issuers and financial advice.

Norbolsa is a financial advisor of reference in the capital market access process for companies and investors and its main business lines are brokerage, the liquidation and custody of securities, the management and consulting of institutional portfolios, the provision of corporate services to companies and operations in primary markets.

Its analysis services are supported by its thirty-plus years of experience and a highly qualified team of professionals with solid financial training.



## Corporate culture: mission, vision and values

GRI 3-3, 2-22, 2-23, 2-24

After a track record of more than 55 years, the Caja Ingenieros Group updated its corporate image in order to capture what it has become: a consolidated, solvent Group that has a different way of understanding finance due to its cooperative banking model.

Thus, the Caja Ingenieros Group reflects the essence of its beginnings, which were always focused on people, on the power of unity and on close relationships. This new image reasserts the power of a solid brand, which owes its name to its origins, the professional engineers, and its commitment to continue building a better, more sustainable, cooperative and social future.



"With the new corporate identity, we seek to continue building together a history for the future, to improve the financial health of our members, to generate a shared social benefit and to position the Caja Ingenieros Group as a driving force for economic and social change."

Joan Cavallé

## Mission

**We offer financial and insurance solutions based on a cooperative model that integrates sustainability criteria.**

The Caja Ingenieros Group is a cooperative group offering financial and insurance services aimed at professional communities and companies. Its mission is to provide solutions to its members in the financial, insurance, professional and personal areas, based on a cooperative model that integrates sustainability criteria.

For this purpose, we establish long-term relationships based on ethics, commitment and trust and ensure the Group's strength as a means to provide a return to its members, collaborators, professional communities and society. Because of its focus and service excellence, it is the leading institution in the sector for professional communities, to which it devotes, through the Caja Ingenieros Foundation, its social action.

## Vision

**We work as a close team to be able to offer reliable answers that improve our members' financial health, while generating a shared social benefit.**

The Caja Ingenieros Group's shared goal is to work as a close team to be able to offer reliable answers to its members in order to help them improve their financial health, while generating a shared social benefit beyond the financial component.

To this end, it responds to the needs of each member by offering them close quality advice that allows them to find the best solutions for their specific needs. It has a highly qualified team committed to the Bank's purpose and they are champions of innovation and technology, working constantly to improve efficiency as a way of achieving sustainability for their value proposition.

## Purpose

**We are driven by humanising your finances.**

Based on the goal "We humanise your finances", the Caja Ingenieros Group strengthens its commitment to its members, while keeping its essence intact, with the aim of continuing to provide shared value and caring for people's financial health through social economy and sustainable finances.

## Values

Excellence, ingenuity, integrity, clarity and passion are the Caja Ingenieros Group's identifying values with which it seeks to continue to respond to the new challenges of society.

### **Excellence**

It drives us to give our best, to anticipate events and adapt to them, so that we obtain and deliver increasingly better results.

### **Integrity**

It allows us to keep our identity and authenticity, so we maintain our essence whatever the circumstances.

### **Clarity**

We differentiate and identify ourselves in the way we build solid relationships with all our audiences by offering comprehensive, accessible and understandable information.

### **Ingenuity**

We use available resources creatively to find innovative solutions and to question ourselves in order to move forward.

### **Passion**

It brings us closer to people by imbuing our daily work with enthusiasm and vocation, being able to convey it.

## Corporate strategy

GRI 3-3, 2-22, 2-23, 2-24

### Strategic review 2023

2023 has been a year of general transformations, with significant changes in different areas, such as the economy, politics and daily life within society. In the global context, the year was marked by the growing geopolitical tensions arising from the misunderstandings between Europe and Russia or the conflict in the Middle East. Financial uncertainty has increased, with the collapse of large banks such as Silicon Valley Bank and Credit Suisse, due to inflation levels not seen in the last 25 years, interest rates at a 20-year high and the consolidation and democratisation of new technologies, such as artificial intelligence (e.g. ChatGPT).

Likewise, in the national context, this year saw the formation of a new government (with the prospect of policy continuity with regard to the previous term) and the good performance of the economy. The year ended with an increase of 2.5% in Spanish GDP, as a result of the excellent performance of the labour market, the increase in wages and the good performance of tourism. The public sector also performed well due to the implementation of programmes financed by the Next Generation funds.

As to the banking environment, although the context of uncertainty has transferred bouts of volatility to the markets and recurring interest rate hikes have put pressure on equity markets until the last quarter, financial performance has been very positive. This was presumably the result of the low leverage of companies and households, the accumulation of savings in recent years and the good performance of the labour market, which has enabled the sector to meet the low demand for new credit, both in the household and corporate sectors, without tensions. Moreover, given that the sector's liquidity position has been very strong, there have been no tensions in obtaining funds either. This has led to a reduction in balance sheets, which, despite the combination of the limited repricing of interest rates on both assets and liabilities – to a greater extent on the latter due to the availability of ample liquidity in the sector –, has enabled a very significant increase in interest margins.

In terms of internal management, the Caja Ingenieros Group has responded to this new environment, with its persistent inflation and significant interest rate hikes, which has allowed the most prudent savers and investors to reclaim their natural investment space. Furthermore, the credit offer was updated in a mortgage market steeped in a readjustment process, with a downward trend in the number of sales and purchases and stable prices, as well as a stagnation in business financing due to a shortage of investment projects as a result of the uncertain economic environment.

2023 has been a very important year for the Caja Ingenieros Group for having launched a **new strategic plan: Transforma 2026**. Not only does it lay the foundations of the Group's roadmap until 2026, but it has also implemented a new corporate identity and a new purpose: "We humanise your finances".

***The Caja Ingenieros Group has responded to this new environment, with its persistent inflation and significant rises in interest rates, which has allowed the most prudent savers and investors to reclaim their investment space.***

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## Management strategy 2023

The management strategy for 2023 was based on the following aspects:

**Caution.** Solvency, liquidity and risk policies were strengthened for the Bank to be able to minimise the impact of stress scenarios and achieve a profitability that enables the Group to maintain its growth path and underpin its solvency through organic capital generation.

**Effective segmentation.** Progress was made in personalising the service offered to members through strict customisation of the financial and insurance range.

**Digital transformation and data-driven management.** Channels and digital interaction with members were promoted, whereas internal management skills and knowledge were strengthened based on data-driven management.

**Talent.** The talent of the professional team was strengthened, while taking into account the structural challenges of the labour market and, more particularly, of the banking sector, in the areas of digitalisation, sustainability and information technologies, in order to train professionals in new skills (hard and soft).

**Sustainability and ESG.** The "S" of the ESG acronym (environment, social, governance) was bolstered in the Caja Ingenieros Group's impact areas regarding its financial and insurance activities, as well as in the initiatives promoted by the Caja Ingenieros Foundation.

Adopting this dynamic management approach not only met a lot of the goals proposed, but also overcame the challenges defined at the start of the year.

## 2023 milestones

**Growing number of members.** In 2023, the gross figure of almost 9,456 new members was recorded, which meant reaching 42.95% of the annual target.

**Strengthening of the cooperative membership base.** At year-end 2023, there was an increase in holdings in fixed-term products (+80%), fixed income (+55%), investment funds (+4%), savings / life insurance (+4%) and credit accounts (+4%).

**Improving service quality** by prioritising improved member assistance. The Caja Ingenieros Quality Unit was consolidated in 2023, which monitored compliance with the different service standards in member assistance.

**Optimising the generation of risk-weighted assets.** In 2023, the annual budget foreseen for generating risk-weighted assets was not used in full, which meant that growth could be balanced with capital ratios above the foreseen annual objectives.

**Increasing the "Caja Ingenieros" brand awareness.** The corporate identity of the Caja Ingenieros Group was updated, hence giving greater visibility to the Bank's own values, its vision and mission as a cooperative bank.

**Strengthening the Bank's role in leading ESG integration in the Group's business activity.** In 2023, key milestones were reached in terms of sustainability, including the implementation of new alerts in pricing sheets of companies in emission-intensive sectors, the consolidation of the process of analysing the carbon footprint of credit investments, the improvement of the indicators of the Environmental and Social Impact Calculator of the investment funds managed by Caja Ingenieros Gestión and, finally, an innovative project in our country, the implementation of the new "Environmental Impact" service that allows us to measure the carbon and water footprint of purchases, consumption and financial transactions.

## 2023 goals

|                    | 2023 goal | 2023 results |
|--------------------|-----------|--------------|
| Capital ratio      | >16%      | 17.1%        |
| Customer turnover  | >€9,400 B | €8,139 B     |
| ROE                | >7.5%     | 8.2%         |
| Performance ratio  | <74%      | 71.5%        |
| Default rate       | <3%       | 2.7%         |
| Coverage ratio     | >50%      | 51.1%        |
| Satisfaction index | >8.40     | 8.28         |
| NPS                | >50%      | 44.0%        |

### 2023 was marked by the consolidation of a new financial stage

The year 2023 was marked by the consolidation of a new financial stage, with positive interest rates and the presence of inflation determining not only monetary and tax policies, but also the business activity of the Caja Ingenieros Group.

In this regard, the assessment of the 2023 financial year is highly positive, with financial results that are higher than those set out in the business plan for the year and that have recorded very significant growth compared to 2022. Thus, 2023 can be classified as Caja Ingenieros' best financial year, which allows for increased member remuneration, while strengthening the Bank's solvency.

Moreover, beyond the earnings obtained, substantial progress has been made in terms of Group awareness and recognition, business management, the management of cross-cutting processes and the talent of the professional team, as well as the greater impact and quality of non-financial indicators.

All this is the result of the great efforts of the outstanding team of professionals, enabling us to deal with and overcome the challenges posed in the financial year and strengthen the positive position of the Caja Ingenieros Group to face the 2024 financial year.

## Context of the 2024 financial year

After the ECB's monetary policy shift in the past few years, the new financial context to be expected in 2024 features the following:

- **The fight against inflation and limited interest rate cuts**, with the aim of anchoring inflation expectations at levels that are in line with its mandate, while prioritising this target over economic growth.
- **Risk of economic contraction in the eurozone** in the short and medium term owing to persistently high interest rates and the slowdown in Germany's industry.
- **Impact on the banks' earnings**; although they have recovered the creation of value on their balance sheets in the context of high interest rates, the expectation of economic contraction and geopolitical uncertainty may lead to tensions in generating results.
- **Recovering the importance of savings**, with an increase in the profitability of deposits and term savings in a context of reduced global liquidity.

The following credit and investment trends are therefore foreseen in this new scenario:

- **Reduced liquidity** resulting from the withdrawal of asset purchase policies by the ECB
- **Weakness in demand for mortgage financing**, following an increase in the cost of financing due to high interest rates and the macroeconomic scenario of lower growth
- Increased requests for **reconditioning outstanding mortgage transactions**, with households seeking to adapt their mortgages to new market conditions.
- **Deteriorating financial conditions**, which companies will have to face as a result of tighter financing conditions.
- **Reduced demand for project financing** due to economic uncertainty.
- **Reclaiming opportunities for investors with a more conservative profile** by recovering yields on bank deposits and low-risk assets.

In this macroeconomic context of uncertainty, the Caja Ingenieros Group will maintain its commitment to offering a quality financial service and greater proximity, while dynamically adapting to its members' needs and the market challenges, as well as increasing proactivity in the relationship with members.

As far as the regulatory context is concerned, supervisory requirements are expected to intensify, especially in terms of control and monitoring of climate and environmental risks, where the Caja Ingenieros Group will focus its efforts on the consolidation of metrics regarding the impacts of financial activity, both in financial portfolios and in credit investment in emission-intensive sectors. The scenarios of stress posed by the central banks are expected to be significant and, therefore, the Caja Ingenieros management policies will focus on premises of increased caution. Lastly, operational risks and cyber risks will undergo a special development as a result of the entry into force of the DORA regulation.





## Strategic areas in 2024

In this economic and financial environment, Caja Ingenieros' objectives for 2024 will focus on the following strategic areas:

- **Caution.** Maintaining high solvency and liquidity in the uncertain global economic and financial context, strengthening the credit management capacity in Corporate Banking and Public Authorities and maintaining high credit quality in asset transactions and financial investments, as well as maintaining caution in the average duration of the debt and fixed-income portfolios.
- **Technological investment.** Continuing to transform the Caja Ingenieros Group, strengthening operational resilience and boosting digital channels and interaction, as well as reinforcing data-driven procedures, while increasing internal management skills based on data management and knowledge.
- **Talent.** Boosting training programmes and knowledge areas and promoting spaces for working groups, cross-cutting processes and the development of soft skills.
- **Sustainability.** Developing the financial culture and health integrated in the service proposal and promoting procedures of the Paris Agreements and Net Zero Initiative.
- **Segments.** Consolidating the effective segmentation model by establishing separate business (margins, return on capital and turnover) and commercial objectives (acquisition, linkage, retention, satisfaction and quality), while implementing financial and economic scorecards by segment and promoting the multichannel advisory and service proposal model.
- **Data-driven Organisation.** Improving data quality in IT systems, strengthening data governance and improving data processing and management tools (from analysis to management).
- **Cross-cutting Processes, Quality and Efficiency.** Integrating cross-cutting processes in the areas' management plans, consolidating quality throughout the group's value chain and developing the role of the central operations area (from administration to expertise).
- **Awareness and Image.** Strengthening corporate governance, developing the Foundation's purpose, increasing active participation in events (interviews, conferences, lectures, etc.) and promoting the corporate brand as a benchmark in the cooperative model, commitment to sustainability and social purpose, i.e. "We humanise your finances".

## Strengths

The Bank has different strengths and elements to create value, including:

- A **sensitive and appropriate balance sheet** in the current interest rate environment, along with a low density of risk-weighted assets and a dual business model structure characterised by the relevance of balance sheet banking (generating interest margin) and service banking (generating revenue from services/fees).
- Outstanding **capacity to grow organically** thanks to a multi-channel network that allows for the increased service demand to be absorbed and to an integrated and cross-cutting operational structure throughout the organisation.
- A **professional team** in the different areas of business activity and management with knowledge and expertise, as well as a very strong commitment to the Caja Ingenieros Group.
- **Accredited brand identity** in terms of recommendation and corporate reputation, which has been confirmed after the implementation of the new corporate identity, hence increasing brand awareness.
- A fully independent **investment capacity in technology**, managed by a highly qualified and experienced team.
- The **trust placed** in it by the over 210,000 members that make up the cooperative project of the Caja Ingenieros Group.

## 2024 financial objectives

- Place the solvency of the Group above 17%.
- Exceed 8.9 billion euros in turnover from customers.
- Keep ROE above 8.6%.
- Keep the default rate below 3%.
- Maintain the hedging ratio above 50%.
- Increase core margin by more than 2%
- Increase gross margin by 9%
- Strengthen equity by recapitalising income to 5.9%

## Commercial, business and activity objectives in 2024

- Exceed 1.2 billion euros in new lending activity, asset management and savings.
- Exceed 4.9 million euros in revenues on insurance premiums.
- Increase member numbers by 18,000 (gross newcomers).
- Obtain satisfaction and recommendation indexes above 8.34 and 49.9%, respectively.

## Quality and social objectives in 2024

- Incorporate **quality as a management practice** in the different areas by defining new indicators and identifying key actions for improvement.
- Identify the **relevant moments** in the relationship with members and establish the respective action/communication protocols.
- **Consolidate the member's Customer Journey Map** as a tool aimed at the quality experience of members in all assistance channels.
- **Redesign the corporate onboarding process** for newcomers to the Caja Ingenieros Group.
- **Reformulate the Member Service Department** by establishing a new relationship model with members and improving their experience.

## 2024 sustainability objectives

- **Incorporate sustainability objectives into business management**
- **Increase the sustainability of our members** through €3.3 M in financing via the ECO Loan lines as well as 84% of investment and 100% of welfare products under Article 8
- **Contribute to improving the financial health of our members** by integrating financial health metrics into member recommendations and developing the financial health test by incorporating subjective member assessments
- **Advance alignment with the Paris Agreement** by reducing emissions beyond Paris targets, thus consolidating pricing sheet alerts on emissions-intensive sectors and not investing in laggards (based on MSCI ESG rating)

## Transforma 2026 strategic plan

The Governing Board approved the closure of the previous **strategic plan, Conecta 2023**, in September 2022 and assessed its level of achievement very positively, placing the overall level of compliance with the strategic initiatives at around 70%.

The new strategic plan of the Caja Ingenieros Group was drawn up during the first half of 2023, whose time frame was set at four years, from 2023 to 2026. One of its main objectives is the institutional structuring of the Group's corporate culture to tackle the future challenges suggested by the new social and economic dynamics.

### ***The new strategic plan of the Caja Ingenieros Group was drawn up during the first half of 2023***

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Its time frame was set at four years, from 2023 to 2026. One of its main objectives is the institutional structuring of the Group's corporate culture to tackle the future challenges suggested by the new social and economic dynamics.

#### **Corporate identity:**

- Reassert the group's corporate identity with a new corporate image.
- Increase brand awareness.
- Develop the Foundation's purpose.
- Become a benchmark in socially responsible investment.

#### **Profitability and solvency:**

- Boost recurring results to increase profitability and efficiency of the Caja Ingenieros Group.
- Maintain appropriate levels of liquidity and diversification of businesses and income sources.
- Strengthen the solvency position by reaching 18% in the CET1 ratio through the organic capital generation.
- Maintain the quality of lending in line with delinquency levels below 3%.
- Achieve an ROE of around 9% by 2026, with an improvement in the efficiency ratio to around 70%.

#### **Service to members:**

- Pursue sustainable growth of the member base up to 250,000 members.
- Place Caja Ingenieros in the TOP3 of the NPS and satisfaction indexes.
- Prepare the organisation to obtain quality certifications granted by renowned bodies.
- Consolidate the Caja Ingenieros Group's own advisory model (finance and insurance).

#### **Business and Group Companies:**

- Increase member turnover by 30% and bring total assets to 5.5 billion euros.
- Expand the business activity of the group's subsidiaries through new distribution channels and/or corporate agreements beyond the scope of Caja Ingenieros.
- Bolster the insurance model by increasing the contribution to the group.
- Manage and design investment strategies that incorporate metrics of impact, commitment and alignment with the SDGs beyond financial yield.
- Implement the analytical measurement tool for generating results by segment and office.



### Organisational structure and professional team:

- Drive talent development of the professional team in soft skills.
- Prepare the organisation to get the "Great Place to Work" rating for the Caja Ingenieros Group.
- Consolidate the corporate management model based on data-driven decision-making.

To this end, **275 actions, grouped into 38 strategic initiatives**, have been identified that address changes in the following areas:

- Risk culture, capital and efficiency
- Management and partner experience
- Operations, innovation and technological transformation
- Social processes and group brand
- People, talent and proactivity
- Technology
- ESG
- Corporate governance.



# Sustainability strategy, Sustainable Horizon and SDG

The cooperative and responsible banking model of the Caja Ingenieros Group is implemented in line with the criteria of good governance and social and environment impact. Seven areas have been defined upon these three cornerstones that have an impact on and involve the entire organisation across the board.



The areas regarding the environmental sustainability of the Caja Ingenieros Group's business are included in the Bank's **2026 Sustainable Horizon Plan**, which in 2023 has revised its objectives and lines of action, which focus on aligning Caja Ingenieros' business with the Paris Agreement and on increasing the sustainability of its members. For more information on the 2026 Sustainable Horizon Plan, please refer to Chapter "07. Environmental commitment".

***Sustainable finances are at the centre of the Caja Ingenieros Group strategy, because, from the viewpoint of cooperative banking, they include the double perspective by which the Caja Ingenieros Group performs its function: social and commercial.***

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## Sustainable Development Goals (SDG)

In 2019, the Caja Ingenieros Group signed its membership to the United Nations Global Compact, the main goal of which is to promote the incorporation of ten sustainability principles into the areas of human rights, the environment, rules for employment and the fight against corruption in business activities worldwide, as well as to channel the actions helping meet the Sustainable Development Goals (SDG).

The SDGs are proof of the commitment of organisations worldwide to promote actions so that they are met and to measure their impact on society.

Sustainable finances are at the centre of the Caja Ingenieros Group strategy, because, from the viewpoint of cooperative banking, they include the double perspective by which the Caja Ingenieros Group performs its function: social and commercial.

The financial institutions play a key role in meeting the SDGs. The so-called sustainable finances and socially responsible investment are the key to ensuring real changes not only in the sector but in the rest of the business network and society.

## Implementation

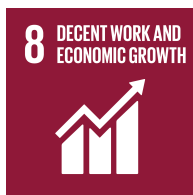
In line with the Bank's sustainability strategy, progress continued in 2023 in the three SDGs in line with its strategic goals and in which it has greatest impact, following the SDG Compass, a guide developed jointly by the Global Reporting Initiative (GRI), the United Nations Global Compact and the World Business Council for Sustainable Development (WBCSD).

The Caja Ingenieros Group has identified three SDGs as priorities that are aligned with its business and sector: decent work and economic growth (SDG 8), industry; innovation and infrastructure (SDG 9); and climate action (SDG 13). The Bank relies on metrics to monitor its contribution and commitment to each of these SDGs and 2030 Agenda. During 2023, different actions and projects have been carried out in line with the priority SDGs and their targets, which are elaborated on below.





## SDG 8. DECENT WORK AND ECONOMIC GROWTH



### 8.1. Contribute towards per capita economic growth and GDP growth in Spain.

- The Group's pretax earnings amounted to 23.7 million euros.
- The Bank has fulfilled its tax commitment through the taxes and levies paid, which amounted to 19.5 million euros.

### 8.3. Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation and encourage formalisation and growth of micro-enterprises and SMEs, including through access to financial services.

- In 2023, the Bank made purchases from its suppliers amounting to 41,330,676.05 euros, 17,880,929.07 euros of which were from local suppliers.
- 43% of the Group's suppliers are local (with central offices in Catalonia).
- Financing has been granted to major companies, SMEs, professionals and the Public Authorities for a total of 301,644 million euros, which accounts for 67% of the financing offered by the Group.
- 223 startups and entrepreneurs took part in the two awards that the Foundation develops for the promotion of entrepreneurship and business creation.

### 8.5. By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, as well as equal pay for work of equal value.

- 99.62% of the Caja Ingenieros Group workforce is employed under a permanent contract.
- The hiring of professionals in the Group has increased by 70% in comparison with 2022.
- Over 44,469 hours of training has been given to professionals in the Group, which is a 2.5% increase in relation to 2022.
- The Group contracts suppliers with a significant social component that provide employment to vulnerable groups.

### 8.6. Substantially reduce the proportion of youth not in employment, education or training.

- 49% of all newcomers in 2023 were under the age of 30.
- The Bank has granted study loans on favourable terms amounting to more than 0.85 million euros, which is tantamount to a maintained financing level compared to 2022.
- Thanks to the Foundation's Innovative Ideas Award, 158 enterprising proposals have transformed their business idea into an actual company.

### 8.8. Protect labour rights and promote safe and secure working environments for all workers.

- The Group's professionals are covered by private medical insurance and advantageous coverage for their relatives.
- The Bank provides those professionals requiring as such with benefits for physical exercise in arranged sports centres.

We support the education of the relatives of Caja Ingenieros Group professionals with study grants for children up to the age of 25.



## SDG 9. Industry, innovation and infrastructure



### 9.2. Promote inclusive and sustainable industrialisation by 2030.

- The sum of 1,147 million euros was reached in managed equity by the Caja Ingenieros management and the life insurance company in investment funds and pension plans under sustainable criteria. At the end of 2023, this amount accounts for 78% of managed equity. Sustainable criteria are involved when the financial products promote social and/or environmental characteristics.
- The purpose of the CdE ODS Impact ISR investment fund is to invest with particular impact on three of the seventeen SDGs (4/6/9) and for 37.18% of the equity of the fund to have a positive impact on SDG ODS 9.
- The Caja Ingenieros Group distributes products to promote the sustainable industrialisation of the business network (ECO Professional Loan). In 2023, the granting of ECO loans increased by 76% in comparison with 2022.

The Bank is a signatory of the three sector-based initiatives promoted by the United Nations to support sustainable industrialisation and channel investment towards sectors that contribute towards sustainable development: the Principles for Responsible Banking, the Principles for Responsible Investment and the Principles for Sustainable Insurance.



## SDG 13. CLIMATE ACTION



### 13.2. Integrate climate change measures into policies and strategies.

- Through its investment funds and pension plans, the Caja Ingenieros Group has channelled over 284 million euros in investment into companies that are taking measures to reduce their CO<sub>2</sub> emissions and the effects of climate change.
- The carbon footprint of funds managed by Caja Ingenieros Gestión has not increased with regard to 2019 (baseline year for calculation).
- The Group has granted financing to companies and individuals to fund energy efficiency projects for a total value of 4.46 million euros.
- The Caja Ingenieros financial investment portfolio is in line with the Paris Agreement and fosters a positive impact on the global temperature increase forecasts for 2050, which stand at values of less than 2°C compared with pre-industrial levels. This is the temperature increase limit set by the Paris Agreement and well below the average temperature of listed companies worldwide.
- 75% of the direct investment equity of Caja Ingenieros Gestión is in line with 2050 compliance with the Paris Agreement.
- On joining the UN Environmental Programme Financing Initiative (UNEP FI), Caja Ingenieros adopted the goal to help mitigate the climate risk in line with the good practice defined by this association and according to the Paris Agreement and to promote the Sustainable Development Goals.
- The goals of the Group's credit investment policy include the development of products, measuring methods and granting criteria to reduce greenhouse gas emissions and for transition to an emission-free economy.
- The climate risk has been included in risk, credit investment, financial investments and reputational risk management policies. The climate risk is also included in capital and liquidity self-assessment.
- For the fourth year running, the TCFD's recommendations to incorporate climate risk management into the Bank's policies, metrics and objectives, reporting and monitoring have been implemented.



- We have released information on the integration of sustainability risks, which describes the criteria for integrating ESG risks and factors into the Bank's services.
- Caja Ingenieros is a member of the Climate Action 100+ platform to promote dialogue with the organisations generating greatest negative impact on the environment.
- For the fifth year running, the Bank maintains its commitment to reduce its carbon footprint. In 2023, it was reduced by 18% compared to 2018.
- The Bank has offset 100% of all greenhouse emissions that they were unable to avoid.
- The Group continues with selective waste collection in the workplace.
- 174 photovoltaic panels were installed on the roof of the Potosí building with a maximum power of 82.72 kW, enabling to generate energy for self-consumption.
- 96.69% of members use the Group's on-line channels for their transactions, thus avoiding having to go to the branches, which has helped reduce the use of paper.

### **13.3. Improve education, awareness raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.**

- The Bank has upheld its commitment to raising awareness of environmental protection and has allocated 18% of the investment by the Caja Ingenieros Foundation to environmental awareness and protection projects.
- Through the extensive portfolio of sustainable finance products it seeks to promote action that reduces the carbon footprint of organisations and individuals.
- Caja Ingenieros has launched the "Environmental Impact" application, which aims to provide information on the carbon and water footprint that members generate with their card consumption and basic bills; it also offers advice and challenges to reduce them.
- Caja Ingenieros Gestión has continued to promote the CIMS calculator, which measures the social and environmental impact of investments in SRI investment funds in order to raise awareness and make more visible the positive impact of investments that follow sustainable criteria.
- We have renewed our commitment to the Global Investor Statement to Governments on the Climate Crisis initiative, which aims to call for mandatory and more comprehensive financial reporting by companies on climate and environmental issues.
- The team of professionals at Caja Ingenieros (65% of the sales network at 2023 end) is certified in sustainable finance through the EFPA ESG Advisor certification programme for sustainable finance consulting.

The Governing Board of Caja Ingenieros has received training in climate risks, legislation and taxonomy.

As well as the priority SDGs, the Caja Ingenieros Group contributes towards SDGs 4, 5, 10 and 17 through its products and services and its corporate policies.

## SDG 4. QUALITY EDUCATION



**Ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.**

- We have allocated 60% of the social investment of the Foundation to grants for university studies and awards for talent, primarily in engineering and technology.
- Over 4,373 people have benefited from the grant and training programmes and from the social and professional integration promoted by the Foundation, which is a 123% increase compared to 2022.
- The Group has partnership agreements to support students with the main universities in Spain (Universitat Politècnica de Catalunya, Universitat Autònoma de Barcelona, Universitat de Barcelona, Universidad Politècnica de Madrid, Universidad Politècnica de Valencia, Universidad de Sevilla, Universidad de Alicante, etc.) to encourage the training of future and present professionals.

**Promote the creation of infrastructures to enhance and improve education in developing nations.**

- The CdE ODS Impact ISR, FI investment fund has channelled investment towards Global Compact signatory companies that are reporting a significant contribution to Sustainable Development Goal 4 (quality education). 10% of fund equity has a positive impact on SDG 4.

## SDG 5. GENDER EQUALITY



**Achieve gender equality and empower all women and girls.**

**Work for gender equality and equal opportunities and make it public through policies. Gender diversity in the workforce and promotion of STEMs among women.**

- In 2023, the percentage of women in the workforce stood at 41%.
- Through ENGINY-era, the Caja Ingenieros Foundation promotes STEM vocations among children through workshops in which over 500 children aged between 6 and 12 took part in a total of 25 workshops in 2023.
- The Caja Ingenieros Foundation continues to support and promote the presence of women in engineering through the "Women and Engineering" project.



## SDG 10. REDUCTION OF INEQUALITIES



**Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.**

- Through the Caja Ingenieros Foundation, partnerships are established with organisations from the third sector that work to guarantee the social inclusion of vulnerable groups. In 2023, 22% of the Foundation's investment was allocated to social and labour integration projects for vulnerable groups.

## SDG 17. PARTNERSHIPS FOR THE GOALS



**Revitalise the global partnership for sustainable development.**

**Encourage and promote effective public, public-private and civil society partnerships to contribute towards sustainable development and sustainable finances.**

- The Bank has been a member of the Global Compact Network to promote sustainable development since 2018.
- We are active members of the working groups for sustainable finances of Barcelona Centre Financer and CFA Spain.
- We are members of Climate Action 100+, the largest initiative of investors worldwide, the purpose of which is for the one hundred companies that generate most CO<sub>2</sub> to take the necessary measures to reduce the negative impact they have on the environment and, therefore, stop climate change.
- Since 2014, Caja Ingenieros Gestión has been a member of the international Principles for Responsible Investment (PRI), an initiative that promotes the application of extra-financial criteria in investment decision-making.
- The Bank is a member of the UN Environmental Programme Financing Initiative, with the commitment to continue aligning our activity with the Principles for Responsible Banking.
- Since 2021, Caja Ingenieros Vida y Pensiones has adhered to the Principles for Sustainable Insurance (PSI), a global framework for the insurance industry to deal with environmental, social and governance risks and opportunities and part of UNEP FI, the UN Environmental Programming Financing Initiative to create a financial sector with a positive impact and that serves people and the planet.
- The Bank is a member of the Carbon Disclosure Project (CDP), an international organisation that strives to ensure companies around the world measure, manage, disclose and, ultimately reduce their greenhouse gas emissions.
- Through the Caja Ingenieros Foundation, we have developed partnerships with organisations from the third sector and education, enabling us to implement 65 projects with social and environmental impact.

# 4

## Governance, ethics and integrity



# Governance, ethics and integrity

GRI 3-3, 2-23, 2-24

The Group's organisational structure is characterised by clarity and simplicity. Its aim is to establish a cross-cutting collaboration between all areas so that members can enjoy customised and transparent quality proposals. To this end, it relies on the values of ethics, transparency and good governance, as set out in the Code of Ethics, and establishes the three lines of defence model for effective risk management.

## Corporate organisational chart

The organisational structure of the Caja Ingenieros Group aims to promote collaboration among all the areas that make up the Group, in order to offer members customised, cross-cutting and transparent quality service proposals.

The corporate and governance bodies are the General Meeting and the Governing Board and through delegation by the latter, in specific cases, the Executive Committee. In turn, the Board receives the support of two mixed advisory and supervisor committees: the Audit and Risk Committee and the Appointments and Remuneration Committee, which encourage the control and governance of the Caja Ingenieros Group.

The Bank's **Internal Audit Head Office**, which provides the third line of defence of risk management, is answerable to the Audit and Risk Committee, to which it reports directly, in order to encourage independence and objectivity in supervisory tasks in line with the best practices accepted and implemented in the organisation. The Sub-Head Office of the Global Risk Management Area, which forms the second line of defence, also reports directly to this Committee and is answerable to this Audit and Risk Committee and to the General Management, thus providing this area with an independent nature.

The **General Management** is answerable to the Governing Board and takes part in the control and management of the organisation, its duties being included in the Articles of Association.

The **Management Committee** is answerable to the General Management and acts as the internal governing body for Group management and control.



**The General Meeting is the highest body of expression of the corporate will of Caja Ingenieros.**

**The Governing Board is the main management body, responsible for the governance, management and representation of the Bank.**

## Governing bodies

The main duties of the maximum governing, management and control bodies indicated above are described below.

### GENERAL MEETING

This is the highest body of expression of the corporate will of Caja Ingenieros. It is formed by members or their representatives and it has the power to discuss matters of common interest and make decisions regarding the general policy of the Bank. Its operation and powers are set out in the Articles of Association.

### GOVERNING BOARD

The Governing Board is the main management body, responsible for the governance, management and representation of the Bank. It is responsible for senior management, supervision of managers and representation of the cooperative society.

Its representative powers extend to all acts related to activities comprising its corporate purpose. It is competent to establish the general guidelines for action and to exercise the powers not reserved by law or by the Articles of Association to other corporate bodies. It acts in accordance with the law, the Articles of Association and the general policy established by the General Meeting. Its functions and responsibilities are included in the internal operating rules of the Board.

In relation to the General Meeting, the Board performs relevant duties, such as:

- legal representation of the Bank;
- the call for the General Meeting to be held;
- the surveillance, implementation and monitoring of compliance with corporate agreements.

The Board meets as often as necessary for the proper performance of its duties and at least six times a year.

The Board is made up of ten members, nine of whom are chosen by the General Meeting from among the members. The remaining member is the employment advisor, who is chosen from among the Bank's employees. The members of the governing bodies are listed below.

| GOVERNING BOARD            |                    |                           |
|----------------------------|--------------------|---------------------------|
| Name                       | Position           | Type of board member      |
| Félix Masjuan Teixidó      | Chairman           | Non-executive             |
| Antonio Santamans Olivé    | Deputy Chairman    | Non-executive             |
| August R. Bou Camps        | Secretary          | Non-executive-Independent |
| Josep Maria Joana          | Board member no. 1 | Non-executive             |
| Josep Maria Muixí Comellas | Member no. 2       | Non-executive-Independent |
| Pedro Marín Giménez        | Member no. 3       | Non-executive             |
| Carme Botifoll Alegre      | Member no. 4       | Non-executive-Independent |
| Sara Gómez Martín          | Member no. 5       | Non-executive-Independent |
| Núria Agell Jané           | Member no. 6       | Non-executive             |
| Ignasi Vinuesa Gimeno      | Member no. 7       | Employment advisor        |



## EXECUTIVE COMMITTEE

This Committee exercises certain management and administration powers delegated by the Governing Board, which are included in the internal operating rules of the Board. The Executive Committee meets at least twelve times a year. The Governing Board always maintains its competence in the delegated powers and is responsible to the Bank, members, creditors and third parties for the management carried out by the Executive Committee.

| EXECUTIVE COMMITTEE     |                 |                           |
|-------------------------|-----------------|---------------------------|
| Name                    | Position        | Type of board member      |
| Félix Masjuan Teixidó   | Chairman        | Non-executive             |
| Antonio Santamans Olivé | Deputy Chairman | Non-executive             |
| August R. Bou Camps     | Secretary       | Non-executive-Independent |

## Advisory and supervisory committees

The **Audit and Risk Committee** and the **Appointments and Remuneration Committee** are delegate bodies of the Governing Board and play an advisory and supervisory role.

Each Committee has internal operating regulations approved by the Governing Board, which include its duties, responsibilities, powers and obligations.

### AUDIT AND RISK COMMITTEE

This committee has advisory and supervisory duties, especially in matters regarding the governance system, management policies and models, risk control, including compliance and internal auditing, as well as the review of financial information and of the competence and independence of the accounts auditor. Its functions and responsibilities are included in the internal operating rules of the Audit and Risk Committee.

It meets at least once a quarter and consists of four members of the Board: a chairman, a secretary and two members.

| AUDIT AND RISK COMMITTEE   |              |                           |
|----------------------------|--------------|---------------------------|
| Name                       | Position     | Type of board member      |
| Josep Maria Muixí Comellas | Chairman     | Non-executive-Independent |
| August R. Bou Camps        | Secretary    | Non-executive-Independent |
| Félix Masjuan Teixidó      | Board Member | Non-executive             |
| Carme Botifoll Alegre      | Board Member | Non-executive-Independent |

### APPOINTMENTS AND REMUNERATION COMMITTEE

This Committee is responsible for supervising and advising on the remuneration, selection and appointment of members of the Board, the Senior Management, key personnel and holders of internal control functions. To do so, it regularly monitors and supervises the selection and appointment policy of the positions mentioned above, as well as the remuneration policy, ensuring that it is aligned with the Bank's sound and prudent management. Its functions and responsibilities are included in the internal operating rules of the **Appointments and Remuneration Committee**.

This committee is made up of six Board members: chairman, secretary and four members (one of whom is the employee board member), who meet at least once a year.

| APPOINTMENTS AND REMUNERATION COMMITTEE |              |                           |
|---|--------------|---------------------------|
| Name                                    | Position     | Type of board member      |
| August R. Bou Camps                     | Chairman     | Non-executive-Independent |
| Sara Gómez Martín                       | Secretary    | Non-executive-Independent |
| Félix Masjuan Teixidó                   | Board Member | Non-executive             |
| Antonio Santamans Olivé                 | Board Member | Non-executive             |
| Pedro Marín Giménez                     | Board Member | Non-executive             |
| Ignasi Vinuesa Gimeno                   | Board Member | Employment advisor        |

**Senior management (General Management) actively participates in the Caja Ingenieros internal control system and is kept permanently up to date by all functional areas responsible for supervising its effectiveness.**

## General Management

This is the body responsible for the executive management of Caja Ingenieros Group and, to that end, it has general powers in relation to the organisation and management of the Group and coordination of the different areas of business, support and control. The current managing director of the Group is Joan Cavallé Miranda.

Senior management (General Management) actively participates in the Caja Ingenieros internal control system and is kept permanently up to date by all functional areas responsible for supervising its effectiveness.

The Caja Ingenieros General Management is also the representative of the Bank and the Group before Spain's anti-money laundering watchdog, SEPBLAC.

## Management Committee

This is an internal body that is answerable to the General Management. Its role involves implementing the strategic lines of the Group and of all the companies forming it. It has general powers in terms of Group organisation and management, as well as the coordination of the different areas of business, support and control and other key areas of the Bank.

| MANAGEMENT COMMITTEE                    |                              |
|---|------------------------------|
| Joan Cavallé Miranda                    | Daniel Sullà Dulanto         |
| David Murano Casanovas                  | Antoni Fernández Moreno      |
| José Luis Sánchez Rabaneda              | Bas Fransen                  |
| Juan José Llopis Rodríguez              | Mariano Muixí Vallès         |
| Carlos Asensio-Wandosell García Cabañas | Isabel Sánchez Soria         |
| Montse Bertran Bergua                   | Iván Ibáñez Domínguez        |
| Montse Carbó Serrano                    | Anna Maria Torrademé Pascual |

## Organisational chart of the Caja Ingenieros Foundation and subsidiaries

The organisational chart containing the list of trustees of the Caja Ingenieros Foundation and of our subsidiaries, a description of which is included in the previous chapter, is also included below.

### CAJA INGENIEROS FOUNDATION

|                            |                 |
|----------------------------|-----------------|
| Félix Masjuan Teixidó      | Chairman        |
| August Bou Camps           | Secretary       |
| Antonio Santamans Olivé    | Deputy Chairman |
| Pedro Marín Giménez        | Trustee         |
| Sara Gómez Martín          | Trustee         |
| Carme Botifoll Alegre      | Trustee         |
| Josep Maria Muixí Comellas | Trustee         |
| Josep Maria Joana          | Trustee         |
| Ignasi Vinuesa Gimeno      | Trustee         |
| Joan Cavallé Miranda       | Trustee         |
| Josefina Cambra            | Trustee         |
| Salvador Domingo           | Trustee         |
| Ramon Ferrer               | Trustee         |
| José Miguel Muñoz          | Trustee         |
| José Antonio Galdón        | Trustee         |
| José María Bueno           | Trustee         |
| José Oriol Sala Arlandis   | Trustee         |
| Manuel Bertran Mariné      | Trustee         |

### CAJA INGENIEROS VIDA

|                         |                            |                           |
|-------------------------|----------------------------|---------------------------|
| Ferran Sicart Ortí      | Chairman                   | Non-executive-Independent |
| Joan Pere Ràfols        | Board Member               | Non-executive-Independent |
| Jordi Rivera Saganta    | Board Member               | Non-executive-Independent |
| Montse Bertran Bergua   | Board Member               | Non-executive             |
| José Angel Carretero    | Non-board-member secretary |                           |
| Antoni Fernández Moreno | General Manager            |                           |

### CAJA INGENIEROS GESTIÓN

|                         |                 |                           |
|-------------------------|-----------------|---------------------------|
| Jordi Martí Pidelaserra | Chairman        | Non-executive-Independent |
| Jaume Franco Domingo    | Board Member    | Non-executive             |
| Ferran Sicart Ortí      | Board Member    | Non-executive             |
| Jordi Marsan Ruiz       | Board Member    | Non-executive-Independent |
| Daniel Sullà Dulanto    | General Manager |                           |

### CAJA INGENIEROS OPERADOR DE BANCA-SEGUROS

Iván Ibáñez Domínguez (sole director)

## Functional organisational chart

In the functional organisational chart of the Caja Ingenieros Group, all departments are structured around the members. The Bank is organised over four main cross-cutting areas of service, which work with the utmost collaboration possible to provide members with a customised quality service.

- **Cross-cutting corporate areas: responsible for institutional and internal issues of the Group.**
  - o Corporate Social Responsibility and Communication
  - o SAC General Secretarial Office
  - o Legal Advice and UCAA
  - o Institutional Relations
  - o Business Intelligence
  - o Organisation and Innovation
  - o Quality
  - o Internal Audit
- **Business areas: they head the constant reviewing and updating of the entire range of products and services, according to the needs of the members.**
  - o Collective Investment
  - o Insurance and Social Welfare
  - o Capital Market
  - o Trading
- **Services to members area: combines professionals with the utmost training to give the best service. Management segments:**
  - o Retail Banking
  - o Personal/premium banking
  - o Corporate banking
  - o Wholesale Banking
  - o Institutional Banking
  - o Branches
  - o Agile Services
  - o Telephone Banking
  - o ONLINE and MOBILE Banking
  - o Business Support
- **Cross-cutting service to the Group areas: these offer overall and interdisciplinary support to the entire organisation.**
  - o Resources and Technology
  - o People
  - o Global Risk Management
  - o Financial



## Good governance

(GRI 3-3)

The Caja Ingenieros Group has the firm commitment to strengthen its activities, inspired by the values of ethics, transparency and good governance, in order to generate quality information for its stakeholders, create conduct criteria for all its members and strengthen a sustainable business model, all with the utmost respect for and compliance with human rights.

The Caja Ingenieros Group therefore abides by its **Code of Ethics**, which reflects its principles and values in line with respect for said human rights. It is available to all stakeholders on its corporate website and its application is required of our employees and of the professionals working with the Bank.

Despite working exclusively in Spain, its essential base involves the inevitable respect for human rights and acts as the framework of action for all other policies, procedure and directives, which provide additional guidance regarding the correct behaviour of Caja Ingenieros Group personnel.

**The Caja Ingenieros Group abides by its Code Ethics, which reflects its principles and values in line with respect for said human rights.**

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### Code of Ethics and prevention of criminal risks

The Code of Ethics is a tool that promotes the performing of professional work by employees, management and members of the governing bodies, in line with criteria of honesty, integrity, excellence, responsibility and transparency. Its content is reviewed on a regular basis.

The Caja Ingenieros Group is committed to the application of the contents of the Universal Declaration of Human Rights, the UN Global Compact and all other conventions and treaties by international organisations, such as the Organisation for Economic Cooperation and Development and the International Labour Organisation. Such is its commitment that the Bank is a member of the United Nations Global Compact.

The Code of Ethics also sets out guidelines for action regarding the equality and diversity of people, which requires respectful and equal behaviour for all types of personal and professional relationship arising from the businesses and activities of the Caja Ingenieros Group and in which there is no room for discrimination due to gender, ethnic origins, creed, religion, age, disability, political beliefs, sexual orientation, nationality, citizenship, marital status or socioeconomic status.

In 2023, an assessment was conducted on the validity of the Code of Ethics. After reviewing its values within the framework of the new Strategic Plan, its update was submitted to the Audit and Risk Committee for assessment. At the beginning of 2024, it was approved by the Governing Board.

The Caja Ingenieros Group has procedures in place to prevent any breach of the Code of Ethics, including any violation of human rights throughout our value chain. These procedures focus on three main stakeholders: employees, members and customers and suppliers.

In order to safeguard the values and principles included and related regulations, the Bank provides its professionals with a reporting channel, known as the **Ethics Channel**, through which any breaches can be received confidentially and anonymously (therefore in line with European law yet to be transposed regarding the defence of whistleblowers), if required. Employees are able to choose different recipients, so the reports can be received by different people in various areas of the organisation, all with enough authority and independence to deal with them. During the 2023 financial year, no communications were received via the Ethics Channel.

| Number of communications received              | 2022 | 2023 |
|--|------|------|
| Communications received via the Ethics Channel | 1    | 0    |

(GRI 205-2)

Training is also essential in the risk prevention system of this area. The Caja Ingenieros Group regularly trains its employees on the Code of Ethics and criminal risks. In 2022, the criminal risk training course was rolled out again to the entire workforce, hence reaching 99% of employees. During 2023, it was updated and rescheduled for newcomers, as shown below.

| Number of people who have received training on the anti-corruption policy and procedures, by professional category | 2022*      | 2023      |
|--|------------|-----------|
| Management Committee   | 13         | 2         |
| Middle management  | 120        | 6         |
| Remaining workforce  | 373        | 85        |
| <b>Total</b>   | <b>506</b> | <b>93</b> |

\* In 2022, it was rolled out again to the whole organisation. In 2023, it is carried out for newcomers.

Training for newcomers must be passed by all employees and includes training on:

- Prevention of money laundering and terrorist financing
- Information security
- Occupational risks

This training, along with other training that is also obligatory depending on the specific job (MiFID, prevention of market abuse, property contracts and insurance, among others), is given and updated annually for the entire workforce.

In terms of members and customers, the Caja Ingenieros Group is governed by a policy of acceptance in line with applicable law, particularly the prevention of money laundering and terrorist financing. In this policy, a risk-based approach excludes certain groups of acceptance. Furthermore, the assessment and, where applicable, authorisation by the Money Laundering Prevention Committee is necessary for other groups of members. In all cases, the internal regulations implementing this policy include the non-acceptance of members who might be a reputational risk to the Bank as an element that must be evaluated.

The Caja Ingenieros Group has zero tolerance towards acts of corruption. The Bank's Code of Ethics sets out the principles for action to prevent any situation that might lead to acts of corruption. These criteria are specifically developed in the criminal risk prevention policy (reviewed by the Audit and Risk Committee, which conducted the latest review in March 2023 and approved by the Governing Board), which includes mechanisms for prevention and, where applicable, detection of behaviour associated to the crime of corruption.

**The Caja Ingenieros Group has zero tolerance towards acts of corruption.**

This policy and its regular updates are available for all employees on the corporate intranet.

- The **criminal risk prevention policy** lays out a structure to prevent illegal behaviour, including the fight against corruption and the response procedures to risky situations. Therefore, the Code acts as a framework, on which specific policies are based, which are also part of the compliance system.
- The **money laundering and funding of terrorism prevention policy**, approved by the Governing Board and adapted to European regulations and requirements, includes measures to prevent, detect and report suspicious transactions related to money laundering or the funding of terrorism. The Caja Ingenieros Group has a manual for the prevention of money laundering and terrorist financing (the last updated version was reviewed by the Audit and Risk Committee and approved by the Governing Board on 26 July 2023), which includes the main measures and systems for management and control in this area, including the following:
  - o Governance, management and control system with responsibilities defined for the entire Bank, including Internal Control Body (ICB or Money Laundering Prevention Committee) and the technical unit specialising in the control of this area.
  - o Member and customer admission and acceptance policy, with a risk-based approach. This approach includes categories of members and customers excluded from acceptance, members and customers requiring extra measures (including assessment and approval by the ICB) and members and customers with normal measures.
  - o Know your member and customer measures (KYC).
  - o Prevention and detection of suspicious transactions and, where applicable, internal communication and notification to the supervisor (Executive Service of the Commission for the Prevention of Money Laundering and Financial Offences, SEPBLAC). In 2023, 38 notifications were made to SEPBLAC for suspicious activity (compared with the 23 in 2022).
  - o Workforce training. The entire workforce receives specific training every year on the prevention of money laundering and terrorist financing.
  - o The internal control measures are also subject to assessment and examination by an external expert. The audit in this area was carried out in 2023, which assessed the model comprehensively in accordance with legal requirements. The report issued by the external expert did not identify any recommendations or suggestions for improvement.

## REMUNERATION POLICY

The remuneration policy of the Caja Ingenieros Group defines the principles that promote consistent remuneration, in line with the sound and prudent management of the Bank and with current regulations. The Governing Board is the top decision-making body and responsible for ensuring the remuneration policy is applied. Along these lines, the Governing Board or the Executive Committee (to which this power is delegated) approves the remuneration policy and the Appointments and Remuneration Committee is responsible for assessing the degree of compliance with this policy at least once a year.

The Articles of Association of the Caja Ingenieros Group indicate that the members of the Governing Board only receive the total expenses associated with their jobs and that they may be paid for any activity attributable to their position by way of allowances, which are set and authorised by the General Meeting.

The Caja Ingenieros Group publishes the Prudential Relevance Report every year, which provides stakeholders with data on the remunerations accrued in favour of the Board members and of key and internal control positions, among others.

### MANAGING CONFLICTS OF INTEREST

The rules of conduct offer a framework for the prevention, management and, where applicable, solving of any conflicts of interest that may arise within the Governing Board, its delegate committees, the General Management and its related personnel, as well as the remaining employees.

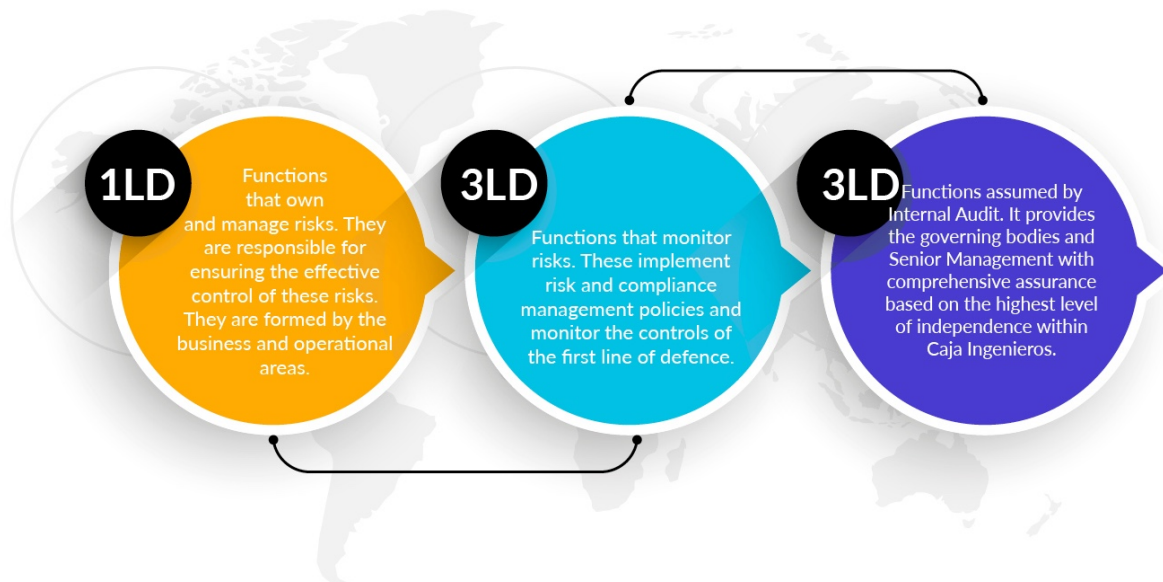
### SUITABILITY OF THE GOVERNING BODIES

The selection and appointments policy approved by the Governing Board indicates that, when assessing the suitability of applicants, relevant aspects, such as background, professional honour, experience and knowledge, must be considered, as well as the degree of adaptation to the duties to be performed, and avoid any bias that might generate any type of discrimination. Applying this policy guarantees that the members of the governing bodies have the appropriate skills for good governance of the Bank.

### Three lines of defence model

The Caja Ingenieros Group has a risk management and control model established: the three lines of defence (3LD) model. This model identifies three groups that participate in effective risk management:

## Three lines of defence model





# 5

## Cooperative model



# Cooperative model

Since its incorporation, the Bank has consolidated its cooperative and responsible banking model, which is committed to society and the planet. Thus, it carries out its social work by guaranteeing access to banking, credit and insurance products and promoting the growth of local economies, which generate long-term value for the community as a whole. It also promotes responsible finance as an investment philosophy to encourage the involvement of the financial system in sustainability and climate change mitigation.

## Members at the centre of the business of the Caja Ingenieros Group

As a cooperative bank, the Caja Ingenieros Group performs its social work by guaranteeing access to banking, credit and insurance products and by promoting the improvement of financial culture and education as tools for generating financial stability for society as a whole. It pays great attention to the needs of professional communities, families and SMEs, prioritising general interests and the common good over individual interests. The nature of the Group therefore determines its relations model, which is very close to and personalised for its customers, i.e. its members, who are at the centre of all its business strategy.

The evolution of this relationship has included the growing digitalisation of recent years before taking the great qualitative leap in 2020, when digital advice took a leading role, without losing quality and proximity, transparency and assistance according to the needs of its members. During the following years, we maintained this dual role of remaining close to members by using digital tools and adapting to their preferences and needs. This exercise of responsibility towards society has enabled the Caja Ingenieros Group to overcome economic, political and social risks in the past and soundly meet the challenges we face as pioneers of the cooperative banking model.

The Caja Ingenieros Group directs its member relations model towards generating shared value and a long-term relationship of trust, based on the principles of proximity, transparency and integrity that guide the Group throughout the entire value chain of products and services: from design, marketing and the after-sales service to the management of claims and complaints.

In 2023, the Group had 213,289 members, whereas the Group's turnover stood at 8.139 billion euros as of 31 December.

We have continued to consolidate the branch network to meet the challenge of maintaining proximity on a local level, while focusing on excellence and integrity as key values in the relationship with and quality service to our members.

February 2023 saw the inauguration of a new corporate headquarters in Barcelona, which was attended by the Minister of Economy and Finance of the Generalitat de Catalunya (Regional Government of Catalonia), Natàlia Mas Guix. This new corporate space, located at number 2 of Rambla de Catalunya, in the heart of Barcelona, houses the teams of Caja Ingenieros Gestión, Caja Ingenieros Vida y Pensiones and Caja Ingenieros Banca-Seguros.

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GRI 2-6 b and d

## Focused on the satisfaction of our members and the quality of our products and services

GRI 3-3

The advisory and marketing processes provide members with the necessary information at all times for the efficient management of their financial resources and the appropriate use of the Bank's services.

ADVICE

The Bank's professional team offer personal assistance adapted to the needs of each individual requiring the services of the Caja Ingenieros Group.

PERSONAL, INDIVIDUAL ASSISTANCE

The Caja Ingenieros Group provides its members with a catalogue of products that are classified according to their nature, inherent risks and complexity. The aim is to provide transparent information for adequate knowledge of contracting products or services. All the investment proposals are made in line with the member profile and the associated risk.

TRANSPARENT INFORMATION

The goal is to provide members with enough information for them to select the most appropriate investment product.

### Product and service quality

In 2022, the Quality Department was created with the aim of promoting quality in a cross-cutting manner, governing and supervising the main indicators influencing member satisfaction and promoting the ongoing improvement of the Caja Ingenieros Group.

In 2023, the quality laboratory became established as a space for ongoing measurement of member service indicators and commercial perspective, where issues such as telephone service in the branch network or compliance with service protocols are assessed. All of this is aimed at providing utmost satisfaction to members and guaranteeing the quality standards defined in the Bank's relationship model.

This is how the member listening model is evolving, where elements have been added to assess specific experiences, such as the first day of registration, when members gave an average score of 9.08 and 93.34% of positive experiences were recorded.

The 2023 satisfaction survey provided an improvement on the results obtained in 2022 in the different service channels.

For 2024, the Bank sets itself the following challenges:

- Consolidation of quality throughout the Group's value chain.
- Boosting customer experience by identifying key moments in the relationship with members and creating a customer journey map as a tool to provide an excellent experience at the different points of interaction.
- Creation of the Quality and Satisfaction Unit with the aim of promoting, in coordination with the different areas in charge, all the improvement opportunities identified from the feedback collected from members.

## Communication and relationship channels

### GRI 3-3

The member relations model of the Caja Ingenieros Group is based on principles of proximity, transparency, quality and integrity. These principles are reflected in everyday work through close and multi-channel communications, enabling the Bank to remain close to an extensive, diverse audience and to deal with their needs and suggestions both quickly and flexibly. These communications are primarily - and increasingly so - in digital format, without forgetting proximity, individualised treatment and personal relationships, as the Caja Ingenieros remote assistance channel is monitored and supported by an expert professional from the Bank. The traditional channels also gained importance through spaces designed especially for consulting. The Bank therefore maintains its support for reinforcing "interaction", providing value to the assistance service offered to members.

The complexity of the financial products and services is not incompatible with clarity in information and in the marketing of Caja Ingenieros Group products and services, which plays a key role in communications with the member base.

#### On-site member meetings

In 2023, a member meeting was held on 7 June, when the 2022 accounts were presented and approved. The event was held in the Auditorium Hall of the Sant Josep Building at the La Salle Campus in Barcelona.

#### On-site meetings

In 2023, 6 face-to-face meetings were held with members, including the presentation of the book 55 años de Banca Cooperativa. Caja Ingenieros, una historia de futuro (55 Years of Cooperative Banking. Caja Ingenieros, a history of the future) and the presentation of the Engineering Observatory at the Congreso de los Diputados (House of Commons in Spain), in Madrid, and at the Parliament of Catalonia, in Barcelona.

#### Publications

In 2023, 9 publications were produced for members, such as Gestion@, the Carta al Inversor (Letter to the Investor), the markets reports and News&You, the new newsletter for members.

As mentioned above, the book 55 años de Banca Cooperativa. Caja Ingenieros, una historia de futuro (55 Years of Cooperative Banking. Caja Ingenieros, a history of the future).

#### Telephone

In 2023, an average of 14,466 calls per month were received, i.e. a 3.41% increase over the previous year.

#### Virtual meetings (webinars)

Three webinars were held for different audiences and groups with which the Caja Ingenieros Group collaborates.

#### Corporate blog

126 publications were recorded in 2023, with a total of 43,000 page views. The most read article was "8 consejos para ahorrar en calefacción" (8 tips to save on heating), with more than 1,200 views.

#### WhatsApp

General channel for quick queries, with around 1,859 conversations per month, which is 6.68% more than the previous year.

In 2023, the average response time to members on WhatsApp was less than 4 minutes. This channel has been incorporated into communications and letters addressed to members, as it is a means of communication for swift, direct and close interaction.



## Social media

Social networks are a remote channel for relations with members that not only provide information on corporate and commercial content, but also act as a direct, fast and instant communication channel between them.

**Instagram:** in 2023, two new corporate channels were launched on Instagram (@caixaenginyers and @cajaingenieros). More than 3,000 new followers were reached during the year.

**Twitter:** the year closed with 48,519 followers on this social network.

**Facebook:** the number of followers was 18,276, 1.25% more than in 2022.

**LinkedIn:** there was a significant increase with 25,012 followers, 17.14% more than in 2022.

• **YouTube:** 2023 closed with 1,206 followers, 14.31% more than in 2022.

In addition to the WhatsApp channel, Twitter and Facebook continue to be the most popular channels for members to communicate with the Bank quickly and directly. The Group has four active accounts: Caixa Enginyers, Caja Ingenieros, Fundació Caixa Enginyers and Fundación Caja Ingenieros.

On the other hand, 57 videos were published on YouTube in 2023 (in both Spanish and Catalan), with the aim of reaching a wide audience by adapting the messages to the audiovisual format. The most outstanding examples were those of the "Ni caja ni banco" (Neither a bank nor a savings bank) campaign in May, with more than 170,000 views, and the videos celebrating the Bank's 55th anniversary, with almost 30,000 views.

As to Instagram, in March 2023 two new profiles were opened on this network (@caixaenginyers and @cajaingenieros) to replace @economiasostenible and enable segmentation by language, as well as to reach a younger audience aged between 18 and 35. Along with LinkedIn, this platform was the best performer in 2023.

As on YouTube, the campaign "Ni caja ni banco. Socios y socias" (Neither a bank nor a savings bank. Members) is the post with the most impacts in 2023 in both profiles, with over 4,000 impacts and almost 300 interactions.

Finally, when launching the "Environmental Impact" service, Caja Ingenieros' new tool that allows you to calculate the carbon and water footprint of the members' economic transactions, a collaboration was established with eco-influencers, such as Enrique Alex, Carlota Bruna, Pol Vives, Ally Viamalama and Paola Calasanz, which had an impact on a community of almost 200,000 accounts all in all.

## 2023: a year of transformation

GRI 3-3

After several years of major challenges for our company in many different areas, including health, business and personal spheres, financial year 2023 saw a stabilisation in the accelerating and expanding of significant efforts that had already been internalised.

Digitalisation is a very important concept in the transformation of service and management processes and it should be noted that the entire team of the Caja Ingenieros Group is committed to adapting to this challenge, while maintaining service and product quality via different management and communication channels for members.

### Digital advice

#### Digital Banking

With regard to Digital Banking, the Bank continues to work on offering its members a cross-cutting, functional banking system that is available anytime anywhere.

During 2023, improvements have been incorporated, thus making new products and services available to members through digital channels, such as the "Environmental Impact" space. This service provides information on the carbon and water footprint generated by each person's banking transactions. This innovative development is further proof of Caja Ingenieros' commitment to sustainability and to fulfilling its purpose of "humanising finance". Moreover, the usability of the "My Finances" service, which includes "Environmental Impact", has been improved. Thus, members can get an economic and environmental view of their banking transactions in a single space.

On the other hand, important advances were made in digital payments in 2023, with the implementation of the Request-to-Pay system and recurring payments through the Ingenieros PAY by Bizum service, which significantly improve the user experience in terms of e-commerce purchases. Also noteworthy are developments in cybersecurity and the possibility of contracting new investment funds and deposits in both self-service and multichannel modes.

All this underscores the Bank's commitment to digital banking, innovation and quality in all services, with 155,875 members using Digital Banking in 2023. In this regard, it should be noted that 96.69% of the Bank's active members make use of digital channels, with BancaMOBILE being the benchmark contact channel, with a 21% increase in accesses and 13.6% in transactions.

The Agile model has been consolidated as a relationship model in the provision of services to members; an account management concept that involves a new way of working, based on digitalisation, which enables more dynamic, flexible and proactive aspects to be promoted. The Agile manager offers an exclusive management service that is fully adapted to the members' needs, including face-to-face visits as well as remote assistance and work, videoconferencing, etc. This professional profile is highly qualified to provide the best advice and features the mobility and flexibility needed to offer this customised service. Their work is based on proactivity and digital interaction, without actually giving up on face-to-face contact.

## Digitalisation and omnichannel services

In 2023, the use of digital channels grew significantly, especially in the case of Banca **MOBILE**. During that year, important digital services were made available to Caja Ingenieros members: improved Bizum service, deposits incorporated into Banca **MOBILE** and launch of new services, such as "Environmental Impact", which allows members to know the carbon and water footprint generated by their transactions.

Furthermore, remote marketing was further promoted through the multi-channel signing of new products, such as Depósito Nómina (Payroll Deposit) and Plan Depósito (Deposit Plan) and investment products, such as the CE Horizon 2027, FI. During 2023, the digital onboarding service was also renewed by improving the validation video and allowing multi-ownership in the account contracting process in order to streamline the registration procedures in Caja Ingenieros for new members. Finally, the digital signature for public authorities was implemented.

## Our products

GRI 3-3

### Responsible products and services

GRI 3-3, 416-1 and 416-2

As a cooperative bank, the Caja Ingenieros Group has naturally promoted sustainability in its business activity, based on helping its members. With the goal of promoting sustainability and optimising risk, the Caja Ingenieros Group promotes the integration of environmental, social and governance (ESG) issues in investment funds. Thus, greater long-term risk-adjusted yields are achieved, as data related to sustainability offers an increasingly important set of tools for identifying risks and opportunities within portfolios.

The Caja Ingenieros Gestión investment process is structured in order to identify risks and opportunities arising from ESG issues, along with traditional financial measures. On the other hand, innovation has become the driving force for updating the product portfolio.

The Caja Ingenieros Group promotes innovation applied to its products and services with the challenge of customising them as much as possible and generating flexible and global solutions (financial, insurance and pensions) aimed at different segments. Thanks to the support of data analysis technologies, the Bank has consistently identified the key segments under which the different member profiles are grouped in order to provide an adapted, tailor-made service with regard to the range of products and to the advisory model.

The newly created products and services follow a protocol included in the organisation's internal regulations, which ensure the interests and safety of members, while respecting the Bank's cooperative principles and values. Thus, all products and services are assessed to ensure their suitability, transparency and adaptation to member interests and needs.

Each product and service includes a file and a manual, where the marketing processes are described, as well as their entering and maintaining in the technological system that supports them. There is also a commercial action guide that unifies the service quality during the pre- and after-sales stages.

## Caja Ingenieros' products and services

GRI 3-3, 416-1 and 416-2

Caja Ingenieros members rely on a broad portfolio of products and services segmented according to their profile and needs.

### Retail Banking

#### Young people

Products and services focused on young people, as well as advice so that they can start to manage and plan their finances. Some examples would be the CI PIAS Joven, wiring and receiving transfers, depositing their first pay cheque, obtaining discounts on purchases with Ingenium Shopping Joven, securing financing for their university and postgraduate studies, buying their first car or Silence motorcycle, travelling abroad and taking out insurance for young people, among many other possibilities. Specific mention should be made of the A mortgage at variable, mixed or fixed rates to help young people start their independent life project.

These products are complemented by tools that facilitate transactions, such as digital payments with Ingenieros PAY (Bizum), Google Pay and Apple Pay and now also with Fitbit Pay and Garmin Pay. Moreover, MOVE cards are manufactured in an environmentally friendly, biodegradable and recyclable way.

#### Families

The Group's services and products are adapted to all types of families. They are designed to meet specific needs and to manage daily life, with advantages on the direct payment of salaries and bills through the account and the acquiring of debit and credit cards, as well as a full portfolio of digital services.

At the asset creation stage, the Bank provides the necessary financing for purchasing homes and cars.

The Caja Ingenieros team also offers advice to channel savings into instruments that best suit each risk profile and objectives, in terms of both savings plans for retirement and investment. The advisory model is based on comprehensive management, while taking into account financial and tax planning according to the members' life cycle.

The objectives for each product range are as follows:

- Forecast: to generate income to supplement current or future income.
- Savings: to guarantee capital and liquidity in the event of unforeseen events in the short term.
- Investment: to guarantee long-term objectives for planned needs.
- Financing: to help meet present and future financing needs.
- Insurance: to protect personal, family and property risks through proposals that include customised coverage.



## Professionals

Professionals evolve continuously throughout their working lives. Caja Ingenieros provides the necessary tools and support for their projects to be successful.

The Bank provides services to manage their business through the Professional Account. We support, through financing, corporate projects and businesses that focus on a low-emissions economy and that use resources efficiently. Specific needs are also financed with products, such as the professional credit policy, the investment loan, the policy for advance payment of invoices, the mortgage loan for premises and offices, etc.

In terms of insurance, the risks inherent to their activities (premises, personal, civil liability and computer-related) are analysed in order to offer a customised proposal and a personal protection plan for the self-employed.

The Caja Ingenieros Group also offers advice on how to supplement the retirement pension through savings plans and a specific pension plan product for the self-employed.

Other valuable services include the Business credit card, renting services and commercial discounts for being members of Caja Ingenieros.

## Senior

We provide members over the age of 65 with products and services especially designed to make their life easier and more comfortable, so that they can live with peace of mind and with enough income when they retire.

- Cash operations available without prior appointment, from 8:30 a.m. to 2:00 p.m., and with no restrictions on transactions: cheques, deposits, cash withdrawals and others.
- Telephone customer care on a toll-free number or WhatsApp queries from 8:30 a.m. to 6:00 p.m.
- Banca**ONLINE** website without technological barriers, certified in terms of AA accessibility.
- ATMs in all branches, accessible via the Banca**MOBILE** application, in addition to other physical machines in 190 Bonpreu and Esclat supermarkets.
- Equity Advisory Service, Discretionary Portfolio Management or Mixed Mortgage. (REVERSE MORTGAGE)
- Tax and insurance advice to plan redemption of pension plans and assess all the risks.
- Financial planning solutions that help ensure our members' well-being by supplementing their pensions when they retire (annuities).

## Corporate Banking, Wholesale Banking and Public Authorities

In the constant quest to meet the financial needs of the Bank's members, we offer a comprehensive and customised service for Corporate Banking, Wholesale Banking and Public Authorities. This service features specific and dedicated teams and stands out for its collaborative approach and its commitment to the economic, sustainable and social development of our communities.

### Corporate Banking

Each company is unique and faces specific challenges on its journey to growth and consolidation. Thus, the Corporate Banking service, with the aim of providing support and stability in the long-term relationship, recommends the most practical and customised options through the following:

- Trade discounts and credit facilities for business financing, supplemented by policies for advance payment of invoices and subsidies.
- Financing of investments in fixed assets both with direct loans and with lines from public companies or reciprocal guarantee companies (SGR).
- Financial, economic and technical guarantees.
- Insurance for multiple purposes, covering any risk SMEs and their managers are exposed to.

We also provide solutions for controlling and optimising national and international collections and payments, tax payment management, payments in shops using the Business debit or credit card, point-of-sale (POS) terminals – both online and physical – and a renting service for private and commercial vehicles.

What is more, we offer advice both on sustainability with the Green Taxonomy Application Guide and on investments within the framework of the European recovery plan with Next Generation EU funds, in which case we have signed an agreement with a leader in the sector.

### Wholesale Banking

The Wholesale Banking service is designed to cater to large corporations and entities with complex financial requirements by suggesting solutions that ...

- minimise risks;
- maximise operational efficiency;
- improve stakeholder experience;
- support growth; and
- make optimum use of available resources.

It may interact directly with members through the Bank's product and service portfolio on a bilateral basis by participating in syndicated transactions and/or cooperating with third parties in co-investment transactions that help achieve common objectives and diversify resources and financing sources.

### Public authorities

Caja Ingenieros acknowledges the importance of efficient and transparent management of public resources and offers specialised financial services for national, regional and local public authorities and their public companies.

The aim is to provide tools and advice that allow for sustainable development and community welfare, including the financing of new investments and the improvement of existing essential infrastructure as well as the management of public treasury with solutions to optimise the administration of public funds to ensure liquidity and efficiency in collections and payments.

## Institutional Banking

At Caja Ingenieros, private institutions also rely on a wide range of financial products and services that are adapted to their specific needs.

Through partnership agreements, solutions are provided to the specific needs of academic institutions, professional associations, research centres, associative bodies and social economy organisations.

In this case, bespoke financing, cash management, socially responsible investment and customised advice are provided. In line with the Bank's business philosophy, customised proposals are offered with solutions that are adapted to each case.

## Customised personal banking solutions

GRI 3-3, 416-1 and 416-2

The Caja Ingenieros Group offers full advice through quality, personalised financial services to guide its members in making the best decisions to meet their needs. The four areas in which advice forms the basis of the service are asset management, insurance, financing and social welfare.

### Asset management

Its aim is to accompany members in making decisions regarding asset investment. The complexity and wide variety of financial instruments require the expert knowledge that the Group's professionals can contribute to the investment solutions.

The Services of the Caja Ingenieros Group include:

- Capital preservation (value generation, portfolio optimisation, diversification).
- Personalised design of investment portfolios based on the financial perspective of the investment management team.
- Financial/fiscal optimisation.
- Optimisation of financial asset structures taking into account the situation and asset and personal needs.
- Delegation of management through the Discretionary Portfolio Management Service, a tool exclusive to Caja Ingenieros.
- Detailed and personalised monitoring of the managed portfolio.

In any case, investment profiles and investment portfolio compositions are determined through suitability and advisability tests, as well as other requirements requested.

### Insurance advisory service

The Bank analyses and assesses risks derived from personal circumstances, reviews insurance positions and their coverage and compares them with needs to provide a personalised proposition. The service includes a selection of trusted companies, valued for their excellence of service, their price, solvency, reputation and performance in the event of loss. Moreover, comprehensive and continuous management of insurance portfolios, supervision of the quality of coverage and services and our own claims service to ensure appropriate and prompt processing are provided.

## Financing

The Caja Ingenieros Group offers the best financing solution for its members' projects throughout their lives. Thus, the Bank adapts to the individual needs of each family, professional, company, public sector body and institution, with a personalised and differentiated service based on an investment policy aligned with the principles for responsible banking management, which means professional and prudent management of risks and incorporates criteria of sustainability and preservation of the environment.

The range of products includes:

- Mortgage loans for the purchase or renovation of homes, commercial premises or industrial warehouses, with members being able to choose between different instruments at variable, fixed or mixed interest rates and terms that enable financial commitments to be adapted to the ability to pay.
- Personal loans for the financing of current investments, studies and consumer goods. For example, the ECO Loan offers favourable conditions for the financing of investments in relation to the improvement of energy efficiency for families, professionals and companies.
- Mortgage subrogation from another bank.
- Credit facilities to meet the short-term financing requirements of companies.
- Guarantees to guarantee future commitments.

In 2023, Caja Ingenieros maintained its involvement in the distribution and application of the European Next Generation funds, advising its members on how to access these funds and analysing the additional financing that the selected investment projects may require. Furthermore, it provides prior financing until public subsidies are available. This initiative includes the co-financing of public/private projects for which many financial solutions are available with extensive adaptability. To participate in reactivating the economy, the credit cooperative pays a great deal of attention to the investment proposals and financing requirements and to the definition of public calls and their processing.

Similarly, the Bank applies active management and continuous monitoring to its exposures to ensure they evolve suitably and implements measures or corrections for those that require them. In addition, our Code of Good Practice reinforces the protection of mortgage debtors without resources and regulates and limits certain conditions for the restructuring of mortgage loans.

## Social welfare

Caja Ingenieros supports members in their decisions to meet their goals with regard to their retirement pension. It has an in-house model that follows along the lines of service commitment and responsibility with members and with society.

The Bank's own welfare model consists of three stages:

- The target income to supplement the pension is determined.
- Different investment scenarios to meet the goal depending on the risk profile, investment preferences and savings goals are prepared.
- Lastly, it regularly monitors their savings plan to adapt it, where appropriate, without losing sight of the target set.



## Socially responsible investments (SRI)

One of the major challenges faced by society at present concerns the decarbonisation of the economy, in which financial institutions play a key role in the transition towards an economy that has a positive impact on people, society and the environment. The commitment of Caja Ingenieros to have a positive impact on society can be seen through a ground-breaking range of socially responsible financial products for its members, which meet ESG criteria in order to align the credit and financial investment with the global commitments of the Paris Agreement and with the Sustainable Development Goals (SDGs) set in the 2030 Agenda to promote the fight against climate crisis and to help improve energy efficiency.

In 2021, the Bank took one step further and developed its own method that measures the impact of its SRI investment funds. This is the CIMS, the Environmental and Social Impact Calculator, a tool that uses indicators and equivalences to measure the impact of the investments on CO<sub>2</sub> emissions, reused waste, or the presence of women on boards of directors, among others.

Furthermore, this disruptive measuring tool enables members of the Bank to help provide a response to the challenges involved in transforming the economic, social and environmental model we have generated as a society, in order to promote the creation of shared value, the reduction of social inequality and to protect the planet by eliminating the negative externalities of greenhouse gas emissions and striving to meet individual return and risk goals.

Since 2006, Caja Ingenieros Gestión has been promoting socially responsible investment (SRI) by applying social, environmental and good governance (ESG) factors to investment decision making to seek not only financial return but also a positive impact on society. Financial year 2014 was also relevant, as Caja Ingenieros Gestión became a signatory member of the Principles for Responsible Investment promoted by the United Nations. Since then, the Bank has continued to individually expand its responsible management policies for each fund with the SRI label, which have the appropriate certificates. The Bank also has its own method for integration ESG factors, which makes it unique in decision making in line with its investment principles.

Over recent years, new theme-based strategies have been launched in investment funds, such as the CI Environment ISR, FI, and the CdE ODS Impact ISR, FI, the first fund by a national management company in which the Sustainable Development Goals (SDGs) and their measuring determine the fund investment policy.

During 2021, continuing with the incorporation of ESG criteria in investments, the CI Global ISR, FI became the first international equity fund to incorporate the SRI label.

In 2022 and 2023, the management firm has introduced a series of conservative fixed income funds, highlighting their social and environmental benefits. These funds are designed to meet the needs of risk-averse investors by offering a sustainable option in their investment portfolio.

In terms of initiatives, its membership to the Montreal Carbon Pledge must be highlighted, which formalises the commitment to measure and publish the carbon footprint of the investment portfolio every year, or to the Carbon Disclosure Project (CDP), which strives to promote greater corporate transparency regarding climate change, deforestation and water security by asking companies to answer questionnaires on these three areas. Disclosure of this information is key to promote action in order to ensure a future with low carbon emissions and water security.

The range of Caja Ingenieros Gestión funds also stands among the best financial vehicles offered by Spanish management companies in both financial and sustainability terms. Furthermore, with the entry into force of the new EU Sustainable Finance Disclosure Regulation (SFDR) on 10 March 2021, over 80% of the assets are recognised as Article 8 funds, i.e. as funds that promote social, environmental and good governance features.

Alongside this, Caja Ingenieros Vida has led the way in the Spanish market in the launch of individual pension plans managed under an SRI strategy. The latest plan to join was the CI Multigestión ISR, PP pension plan. This has meant that managed equity in individual pension plans incorporating the SRI label now stands at 75% of the total. Moreover, the Bank has been the first to introduce the SRI in systematic savings through the Cdi PIAS GO, a life insurance that incorporates a new concept of fully flexible savings-investment that adapts to all investment profiles and companies.

Furthermore, with the entry into force of the new EU Sustainable Finance Disclosure Regulation (SFDR), at the end of the financial year, the pension plan assets of the individual system registered as Article 8 or 9 in Caja Ingenieros Vida (i.e. as funds that promote social, environmental and good governance features) represent 94% of the total compared to 71% of the total with the SRI label.

In accordance with the cooperative nature of the Caja Ingenieros Group, as of financial year 2021, Caja Ingenieros Vida is committed to sustainability by adhering to the Principles for Sustainable Insurance (PSI), hence making it the fifth Spanish insurance company to sign them. The PSIs are a global framework for the insurance industry to address environmental, social and governance risks and opportunities and are part of UNEP FI, the UN Environment Programme Finance Initiative, which aims to create a financial sector with a positive impact and that serves people and the planet.

As far as pension funds are concerned, 2017 saw the launch of Spain's first climate pension plan, the CI Climate Sustainability ISR, PP. Subsequently, it obtained AENOR's certification as a socially responsible financial product, along with another of the Bank's pension plans, the CI Global Sustainability ISR, PP. Both plans have won awards in subsequent years, such as the CI Climate Sustainability ISR, PP, which won Morningstar's Best Hybrid Pension Plan award three years in a row.

## Ten keys that show the different socially responsible actions carried out by the Bank in terms of financial investment:

### 1. The main SRI are key to selecting the assets to invest

As a cooperative bank, the Caja Ingenieros Group has always advocated responsible investment through collective investment institutions (CII). Therefore, when investing in a company, not only is the traditional financial analysis considered but also and a series of environmental, social and corporate governance (ESG issues) criteria.

Socially responsible investment incorporates ethical, social and environmental criteria into the investment decision-making process, in addition to the traditional financial criteria.

These criteria provide a qualitative view of the companies, i.e. their economic and financial results or their growth expectations, their policies of good governance, their activities within society and the degree of integration of measures to preserve the surroundings and the environment are being considered. This analysis allows for investment risks to be reduced and helps ensure the impact of the investment is positive.

In 2023, the total number of investment funds and pension plans that promote social, environmental and good governance characteristics managed by Caja Ingenieros Gestión and Caja Ingenieros Vida amounted to over 1,147 million euros.

## **2. Caja Ingenieros Gestión has specific socially responsible investment (SRI) policies**

The SRI policy has been inspired by different international frameworks of reference, such as the UN Global Compact, the OECD Principles for Corporate Governance, the Universal Declaration of Human Rights and the Principles for Responsible Investment (PRI).

Caja Ingenieros Gestión has a common forum for the integration of ESG, the SRI Committee, which shares the diversity of approaches by management companies and investment strategies. The sustainability measures have an impact on portfolio construction and active investment monitoring processes and on the search for alternatives, as well as on the approach to risk management.

Its duty includes considering the way in which the investment decisions made on behalf of investment funds and their participants might have a negative tangible impact on environment, social and governance (ESG) factors, referring to these negative impacts as controversies related to a certain issuer and to the "principal adverse incidents".

## **3. Beyond exclusions, integration**

For over 15 years, Caja Ingenieros Gestión has excluded a series of activities from the investment universe and has prioritised the integration of ESG (environmental, social and good governance) criteria due to its philosophy of socially responsible investment.

The integration of ESG criteria is a fundamental part of the investment process, which means that each investment strategy has a description of how to include and integrate these factors into its investment process.

Analysing the business of the companies in the portfolio must consider all parties involved and include shareholders, regulators, professionals, customers, suppliers, the environment and local communities.

To complete the financial analysis, Caja Ingenieros Gestión uses its ESG information based on reports by prestigious analysts for an understanding of how each company focuses the ESG risks of its business, considering the entire value chain and the parties involved. As well as qualitative issues, a scoring model has been developed for investments in public and private issuers, which allows for all the metrics analysed for different investments to be shared under a shared standardisation system, which facilitates the integration of ESG factors into the final decision.

## **4. Investments and impact measures**

Moreover, the management company of the Caja Ingenieros Group provides part of the management fee of the Fonengin ISR, FI and CdE ODS Impact ISR, FI (0.03% a year on equity) to the Caja Ingenieros Foundation to promote social action, which contribute towards environmental protection, improving quality of life, the integration of people at risk of exclusion, volunteering and welfare cooperation, encouraging research for employment and business training, support for academic and professional training and corporate values. The goal of the Foundation is to contribute towards the good social, economic and cultural development of members and society.

On the other, sustainability and climate change remain one of the main cornerstones of the Caja Ingenieros Group. Therefore, Caja Ingenieros Gestión took one step further in promoting the positive impact of investments on the environment and society when it developed CIMS, the Environmental and Social Impact Calculator. Designed and improved in collaboration with Tecnoambiente, the calculator is based on an in-house analysis method that uses six indicators that collect precise information so that members of Caja Ingenieros can assess the impact of their investments through the Caja Ingenieros socially responsible investment (SRI) funds.

Finally, Caja Ingenieros Gestión has also developed methods for external ESG suppliers in order to estimate the impact of the investments made through the managed portfolios on the UN Sustainable Development Goals. Particularly sensitive to this issue is the CdE ODS Impact ISR, FI fund, as its goal as an investment fund is to promote SDG 4, 6 and 9.

## 5. Contribution to the decarbonisation of the economy

Despite not being a financial metric, the carbon footprint is a key element that the Caja Ingenieros Group considers when deciding on its investments. The investment made in a fund is normally aimed at the corporate sector and, therefore, the activities of companies are being financed in exchange for a return. It is therefore essential to be familiar with the pollutant emissions of the companies that the Bank has in portfolio, as these will indicate the environmental costs that its investments will generate and how the companies in which the investment is made stand in terms of climate change.

One of the main activities of the Bank involves adopting asset management policies that consider the impact of the investments on the environment and, therefore, their repercussions on climate change. Along these lines, the Caja Ingenieros Group was the first financial institution nationwide to promote a fund – the CI Environment ISR, FI – and a pension plan – the CI Climate Sustainability ISR, PP, which, as well as the traditional financial analysis, focus their activity on investment in companies with a positive impact on the environment.

In 2023, the carbon footprint of the overall average corporate portfolio of investment funds was 47% below the MSCI World benchmark index.

With regard to Caja Ingenieros Vida, all individual plans feature lower emissions than the benchmark index, which shows the great commitment of the plans to a low-carbon economy and the transition to a more sustainable model.

## 6. Alignment with the Paris Agreement

The fight against global warming involves all economic and social agents and the financial sector also provides its grain of salt. Although there are different forms of action, one involves adopting responsible asset management policies that consider the impact of the investments on the environment and, therefore, their repercussions on climate change.

Alignment with the Paris Agreement seeks to "keep the rise in the average world temperature to well below 2°C and to continue the efforts to restrict the rise in temperature to 1.5°C above pre-industrial levels by 2050". The production and use of energy is the greatest source of greenhouse gas emissions worldwide, which making the energy sector crucial in meeting this goal.

## 7. The Group's commitment to diversity

The adopting of general consensus in the market on certain key aspects, such as diversity in governing bodies, is considered important and beneficial.

In September 2015, the United Nations General Assembly adopted the 2030 Agenda for Sustainable Development, which includes 17 Sustainable Development Goals (SDGs). Based on the principle of "leaving no one behind", the new Agenda highlights a holistic approach to ensure sustainable development for all.

One of the SDGs that the Bank, as asset manager, can help strengthen in the market, SDG 5 on gender equality, invites participants in the 2030 Agenda to take specific action. In listed companies, the key tools to avoid any discriminatory bias are the adoption of a board member suitability policy and transparency regarding diversity performance criteria.

The management company believes boards of directors to be governing bodies called to serve as an example of inclusion based on their very composition. The practices required internationally by the investment community, vote advisors, the public policies adopted over the years and current legislation establish the need for companies to have a minimum representation of the gender least represented in order to assess the commitment towards parity of the companies in which the investment is made.

## 8. Shareholder activism

Shareholder involvement is an essential part of responsible investment. As well as selecting investments that comply with ESG factors and promote sustainability, this refers to the fiduciary duty of the manager of participant investments to go even further, which includes taking a stance and attempting to change practices in the private and public sector that, apart from the medium-term return on the investment, is also an improvement for society as a whole.

Since 2020, a company communication process began on the voting outcome in order to strengthen processes involving the manager in the companies in which the investment is made. Hence, beyond the mere outcome of the vote, the company has qualitative information on the reason for the vote in favour, against or abstention and can go on to modify the policies or procedures leading to a negative assessment by the ESG Analysis and Reporting Area and the SRI Committee.

## 9. Promoting socially responsible investment (SRI)

In 2021, Caja Ingenieros, credit and financial services cooperative, reached an agreement with the IEF (Institute of Financial Studies) and EFPA Spain for over 180 of its managers to receive EFPA ESG Advisor training. The Caja Ingenieros Group has been working steadily towards sustainability for years: providing training to ensure its personnel specialise in socially responsible investment and forming a working group on sustainable finance in order to meet sustainable goals and work alongside the teams making up the financial institution. It has also formed socially responsible investment committees and created ESG Analysis and Report Area to continue prioritising, leading and providing value for the management and integration of ESG criteria.

Caja Ingenieros joined Spainsif in 2013, a non-profit association promoting socially responsible investment in Spain. Among other activities, every year the Caja Ingenieros Group takes part and/or sponsors some of the events included in the SRI week, which provide training and information on socially responsible investment.

## 10. Constant evolution and updating according to the European Union

The European Union Green Pact is an initiative of the European Commission that strives to transform the EU economy into a sustainable, carbon-neutral economy by 2050. As part of this initiative, several action plans have been established to meet the goals of the Green Pact.

Some of these action plans and what they involve are indicated below.

- Action plan for the circular economy: seeking to promote a systematic approach for the circular economy which consists of reusing, renewing and recycling products and materials to reduce their environmental impact.
- Action plan for biodiversity: seeking to protect and restore biodiversity and to promote sustainable agriculture and forestry management.
- Action plan for the climate: seeking to EU reduce greenhouse gas emissions and to prepare Europe for the impacts of climate change.
- Action plan for sustainable mobility: seeking to reduce greenhouse gas emissions from transport and to promote sustainable mobility, such as public transport and the bicycle.
- Action plan for sustainable energy: seeking to promote a transition to a sustainable energy system in the EU by promoting renewable energy and improving energy efficiency.

Caja Ingenieros Gestión has the commitment and priority of constantly evolving with sustainable finances based on the Sustainable Horizon Plan with a clear, defined roadmap.



## Partnerships for socially responsible investment

Caja Ingenieros establishes partnerships with national and international institutions and bodies to strengthen its commitment to sustainable finance within the framework of the European Union's Action Plan and the achievement of the SDGs of the United Nations 2030 Agenda. The main partnerships are as follows:

**PRI.** An association created by the United Nations that promotes the Principles for Responsible Investment. Its members, including Caja Ingenieros Gestión, must disclose and put into practice these principles in their investment activities. The association is also a meeting point for investment banks to join together in collective engagement initiatives.

**CDP (Carbon Disclosure Project).** An association created to reduce long-term carbon emissions into the atmosphere, collecting data on emissions from companies through questionnaires sent to them. It has also started projects to reduce the effects of climate change and energy consumption, as well as basic resources such as water.

**CLIMATE ACTION 100+.** An initiative by investors to ensure the world's largest corporate greenhouse gas emitters take necessary action on climate change. The companies include 100 "systemically important emitters", accounting for two-thirds of annual global industrial emissions, alongside another 60 others with significant opportunity to drive the clean energy transition.

**TOBACCO FREE FINANCE.** This is a private initiative that seeks to eliminate the financing of tobacco companies through loans, insurance and investments. Global efforts are combined so that the financial sector can play a positive role in addressing world health problems such as tobacco, which causes eight million deaths each year worldwide.

Finally, it is worth noting that, for all the funds managed by the Group, the investment policy follows the Principles of Responsible Investment (PRI) promoted by the UNEP FI and the United Nations Global Compact.



## Portfolio of products with the SRI label

GRI 3-3, 416-1 and 416-2

Socially responsible investments consist of a portfolio of life insurance products that members are encouraged to take out.

### • Investment funds

#### CI Environment ISR, FI

The Caja Ingenieros Group aims to promote the fight against climate change through investment in companies. With this goal in mind, in 2017 the Bank created the CI Environment ISR, FI, in which the Group's principles of responsible investment and sustainability are applied and investments are made in companies with a clear commitment to care for the environment.

The criteria used by the CI Environment ISR are managed using an investment model that is aimed at obtaining sustainable yield from the following perspectives:

- Environmental: investment in companies that are leading the fight against climate change and invest in R&D provide a better position with regard to environmental risks.
- Socially responsible investment (SRI): the Caja Ingenieros Gestión model also includes the management of the social and good governance aspects of companies and integrates them into the selection of investments.
- Financial: integration of the financial analysis allows for a portfolio of companies to be built with solid balance sheets, high cash flow, significant yield on resources used and great long-term appreciation potential.

#### Fonengin ISR, FI

This is the first socially responsible investment fund of the Caja Ingenieros Group and has the highest sustainability ranking by Morningstar. This is a mixed international fixed-income fund that promotes socially responsible investments by integrating environmental, social and governance (ESG) criteria in traditional financial analysis and favouring sustainable long-term investments.

| Generating positive impact  | Fonengin ISR |
|---|--------------|
| Percentage of revenues by companies in the portfolio that contribute towards sustainable impact solutions during financial year 2023.   | 9.7%         |
| Annual revenues generated by the companies in the products and services portfolio that provide impact solutions for every million dollars of investment in Fonengin ISR or in the index during financial year 2023. | \$ 124,837   |

Source: MSCI at 31 December 2023. MSCI Inc is a US weighting company for investment capital funds, debt, security market indexes, hedging funds and other portfolio analysis tools.

### CdE ODS Impact ISR, FI

This investment fund has a positive impact on meeting the SDGs and gives priority to companies involved in business that contributing towards meeting them. This ensures the following aspects are fulfilled:

- Sustainable goal: the companies in which the fund invests not only practice responsible management, but are also innovators in their sector and promote change in the current economic model to one that is more sustainable and responsible.

Measurable impact: investment in the fund is measurable; thus, the meeting of the goals is monitored, e.g. using the percentage of sales with an impact on SDGs in relation to total sales.

This fund invests using the 2030 Agenda for Sustainable Development as a reference and has an impact on three of its goals.

96% of the corporate portfolio of the CdE ODS Impact ISR, FI has a positive impact on one or more SDGs. An investment of 1,000,000 euros in the CdE ODS Impact ISR, FI generates 209,424 euros of positive impact on the SDGs.

| EDUCATION   | WATER  | INFRASTRUCTURE   |
|---|--|--|
| Gender equality in access to education and free access to primary and secondary education, as well as increase in the number of grants in developing countries. When people access quality education, their possibilities of escaping poverty increase. Education also helps reduce social inequalities and helps ensure gender equality. | Efficient use of water resources, universal and easy access to drinking water, improvement to the quality of water and reduction in pollution. | Development of sustainable infrastructures that support economic development; transition to clean and sustainable industrial processes and increased access to the internet and to technology in developing countries. |

### CI Global ISR, FI

It integrates aspects that concern both the Group and society through companies that are greatly committed to the environment and society, focusing on those that support an economy with low emissions, low water consumption and equality between men and women.

All of the above integrated into an investment process that focuses on selecting leading, high-quality companies that, in turn, are exposed to the major world growth trends, such as the ageing of the population, the digitalisation of the economy, the circular economy or urban development in emerging countries.

#### • Pension plans

##### CI Climate Sustainability ISR, PP

A mixed pension plan in which 50% of the equity is invested in variable income assets and the remainder in fixed income. This is an SRI plan focused on respect for the environment and fulfilment of the objectives of COP21 in terms of greenhouse gas emissions.

The plan invests exclusively in companies that take into account their environmental impact, are leaders in combating climate change and are committed to new practices to reduce energy consumption. In this regard, the management focuses on selecting companies that confront the challenge of energy efficiency, work in waste management and wastewater processing, are involved in migration towards renewable energy generation models and/or are committed to the continuous technological innovation of their products and processes.

As a result of investment in these areas, the CO<sub>2</sub> emissions of the plan are 90% lower than those of the MSCI World index (measured in tonnes per million dollars in sales), which shows the great commitment of the plan to ensure an economy that is low in carbon and transition towards a more sustainable model. Furthermore, the intensity in the plan's water consumption is over 75% lower than that of the MSCI World index (measured in cubic metres per million dollars in sales).

### CI Global Sustainability ISR, PP

Up to 30% is invested in variable income assets through the CI Global Sustainability ISR, PP, by selecting international companies included in indexes that use extra-financial criteria (ethical, social, environmental and corporate social responsibility).

Through the welfare advisory model of the Caja Ingenieros Group, members are supported in their decision making to meet pension goals for their retirement and they are provided with all the experience and knowledge of the Bank, with a model that is in line with the service and responsibility commitment acquired with the entire member base.

The CI Global Sustainability ISR, PP invests through an investment model that is aimed at obtaining sustainable returns from a 3D perspective:

- Environmental: investment in leading companies in innovation and the fight against climate change.

SRI (socially responsible investment): the Caja Ingenieros Vida y Pensiones model also includes the management of the social and good governance aspects of companies and integrates them into the selection of investments.

- Financial: the investment is based on fundamentals and moves away from the market momentum, focusing on companies with solid balance sheets and competitive advantages that are exposed to the major global growth trends.

### CI Multigestión ISR, PP

A global variable income pension plan that invests in companies that are greatly committed to the environment and society, focusing on those that support an economy with low emissions, low water consumption and equality between men and women. Management is based on a systematic process that focuses on analysing and selecting companies based on the maximisation of three factors: quality, growth and valuation. Building the final portfolio is based on a quantitative process that is supplemented by a traditional qualitative final selection.

Through the creation of internal ESG scoring, the corporate ESG quality of any company can be determined by its own criteria. The Bank is able to incorporate the positive and negative externalities of the products and services that the companies produce and distribute to their customers into the ESG assessment and align them with the UN Sustainable Development Goals or estimated compliance with the goal to reduce global temperature by 2°C by 2050.

### Autcat Futuro Autónomos, PPES

In addition to financial criteria, the fund incorporates socially responsible investment (SRI) criteria into the investment analysis and decision-making processes that are compatible with the investment composition criteria described in the previous section. This takes into account internationally agreed principles, guidelines and regulations, such as the United Nations Principles for Responsible Investment (PRI), the United Nations Global Compact initiative, the OECD Guidelines for Multinational Enterprises, the OECD Principles of Good Governance, the ILO Tripartite Declaration of Principles Concerning Multinational Enterprises and Social Policy and the United Nations Guiding Principles on Business and Human Rights.

### • Employment pension plans

In its range of plans, Caja Ingenieros Vida also features employment funds that are classified as Article 8, according to the Sustainable Finance Disclosure Regulation (i.e. as funds that promote social, environmental and good governance features), accounting for a total equity of almost 13 million euros.

Each of the funds includes a policy describing how the pension fund is involved as a shareholder in its long-term investment strategy.

Among the employment plans, the Employment Pension Plan of the Caja Ingenieros Group should be highlighted, which won the Best Long-Term Strategy Award in 2013, granted by IPE.

#### Cdi PIAS GO

It is a saving and investment concept designed for the long term in which contributions can be made as flexibly and regularly as required to three different baskets of investment funds with different investor risk profiles. More specifically, the Balanced ISR portfolio invests entirely in 100% SRI investment funds.

As a life insurance policy, it provides additional financial cover in the event of the death of the policyholder and offers liquidity at any time when the right to total or partial redemption is exercised.

This product also has all the tax benefits of an individual systematic savings plan (PIAS).

## The Group's commitment to sustainable investment and its dissemination

Caja Ingenieros has received several awards in this regard.

Caja Ingenieros Gestión obtained the highest rating in all categories of the annual PRI assessment report, i.e. a maximum score of five stars in all assessed modules, a rating that reflects the soundness of its overall sustainable investment processes and the integration of ESG criteria.

Caja Ingenieros Gestión was the first bank in Spain to obtain ESG certification from MainStreet Partners, a London-based company offering ESG Advisory services. The certificate accredits that the management firm does not use greenwashing in its investment processes.

At the end of the financial year, all individual plans managed by Caja Ingenieros Vida are leading ESG ratings according to MSCI criteria, whereas 6 of the 7 pension plans score the highest sustainability rating according to Morningstar.

Moreover, 94% of the plans' equity complies with the Paris Agreement, which means it has investment portfolios that are in line with a climate-related scenario in which the rise in temperature is restricted to 1.5°C.

#### Annual publications

In order to be transparent and disseminate criteria, strategies, progress, stances and the different activities carried out in the field of sustainable finance, Caja Ingenieros Gestión regularly publishes news and information on the funds portal [ingenierosfondos.com](https://ingenierosfondos.com).

On the other hand, the Annual Sustainability Report and the Involvement Report are published. These reports provide the most noteworthy points in terms of responsible investment that Caja Ingenieros Gestión has developed during FY 2023, with special attention placed on the strategies, headed by the Fonengin ISR, FI, CI Environment ISR, FI, CdE ODS Impact ISR, FI and CI Global ISR, FI funds.

As regards Caja Ingenieros Vida, the Principal Adverse Impacts on Sustainability (PAIS) report is published on a regular basis. The main impacts of investment and advisory decisions that may have negative effects on sustainability factors are specified annually on the public Caja Ingenieros website.

Another relevant document is the Principles for Sustainable Insurance (PSI) report. This section presents the milestones and evolution of the sustainability principles in



Caja Ingenieros Vida by implementing each of the established principles in its activity and undertaking its own efforts in line with the initiative. Adherence to SRIs reflects the entity's commitment to having a positive impact on society and to being actively involved in accelerating the great changes that must be made in the economy for the benefit of present and future generations.

#### SRI commitments in 2023

In 2023, Caja Ingenieros Gestión maintained its annual commitments, such as measuring the carbon footprint of its portfolios, according to the Montreal Carbon Commitment and preparing the PRI Reporting Assessment. Furthermore, it has joined two campaigns of the Carbon Disclosure Project association: the "2023 Non-Disclosure Campaign (NDC)", with the aim of increasing data transparency and disclosure of some 2,500 companies during the year; and the "2023 SBTi Campaign", with CDP being one of the founding partners of the Science-Based Targets initiative to speed up the adoption of decarbonisation targets based on science.

Finally, the Group joined as a signatory to Advance, a recently launched initiative in line with the United Nations Principles for Responsible Investment (PRI). The aim is for institutional investors, regulators and other stakeholders to work together on social and human rights issues through corporate meetings in order to analyse the whole value chain of companies in the metal, mining and renewable energy industries and achieve outcomes that benefit workers, other communities and society at large. These actions will be carried out in the following years and will be extended to companies in other sectors, as the first conclusions of this process were analysed and implemented in 2023.



## 2023: prioritising security

GRI 3-3

### Transparency and protection in the area of financial investment: MiFID II

GRI 416-1

The Bank features mechanisms to comply with investor and market protection regulations, including the monitoring of the MiFID II Directive. Members are provided with digital analysis and financial information tools, included in the digital media, a wide range of products available for contracting and advisory and discretionary portfolio management services, as well as the order reception and transmission service.

All investment products and services distributed incorporate, in accordance with the objective of strengthening transparency and investor protection, the following attributes:

- **Specialist and certified training of the professional team at the Caja Ingenieros Group.** The Member Services team features a training plan, which guarantees the professional qualifications and official certification to inform on financial instruments and provide investment services.
- **Adoption of a dependent advisory model through the Bank's managers to support members in their investment decisions.** The investment recommendations within the advisory and discretionary portfolio management service adapt to the investment profile of each member, considering their investment goals, financial situation, knowledge, prior investment experience and sustainability preferences, as well as the timeframe for the investment. Based on this knowledge of the risk profile, the Caja Ingenieros product catalogue can respond to concerns regarding socially responsible investments and, more particularly, investments with climate criteria.
- **Better execution.** Caja Ingenieros has a policy of better execution for orders from the Bank's members, through which all measures are applied to ensure the best result possible.
- **Transparency regarding fees, costs and incentives.** Information on the costs and expenses associated with each service and financial instrument, as well as any incentives that Caja Ingenieros might obtain for the marketing of third-party products, is reported in accordance with MiFID II regulations.
- **Product and service governance.** The Bank has policies and procedures to guarantee the appropriate distribution of its investment products and services in order to line up with the best interests of the investor.

## Member/Client Care Service

GRI 416-2

During the 2023 financial year, the banks making up the Group complied with the provisions of Order ECO/734/2004, of 11 March, on customer care departments and services and client ombudsman of financial institutions.

The Regulations for the defence of members/clients of the Caja Ingenieros Group and the Regulations for the institution's operation of the Client Ombudsman in certain credit cooperatives (hereinafter, Client Ombudsman) regulate the relations between members/clients and the Group.

The latest version of the Regulations for the defence of members/clients of the Caja Ingenieros Group was approved by the Governing Board of the parent company on 6 February 2020. At that meeting, the Governing Board unanimously agreed to adapt the Regulations for the defence of members/customers of the Caja Ingenieros Group, in order to comply with the recommendations of the Bank of Spain that were communicated on 22 October 2019. This amendment was also approved by the governing bodies of each of the remaining Group entities.

The general criteria for action by the Member/Customer Care Department are as follows:

- The Member/Customer Care Service receives complaints or claims from members/clients. For such claims to be admitted for processing, they must be based on Group agreements, transactions or services of a financial nature which have been treated in a manner that the member/client considers contrary to good banking practice and affect legally acquired interests and rights, whether under agreements, transparency and client protection regulations or good banking and financial practice, in particular the principle of fairness.
- The filing of complaints or claims must follow the procedure set forth in Article 17 and subsequent articles of the Regulations for the defence of members/clients of the Caja Ingenieros Group. With regard to the deadlines set forth in the Regulations for the admission of claims, the Member/Customer Care Department applies the criteria of the Bank of Spain, which considers best practice to be that which does not restrict the submission of claims to the minimum period of two years from the date on which the client became aware of the events giving rise to the complaint or claim, as provided for in Article 8.3.e) of Order ECO/734/2004. In this regard, a five-year period from the date on which the claimed events occurred is considered appropriate.

Furthermore, each Group entity deals with any claims that may be filed with the Bank of Spain's claims services, the National Securities Market Commission and the Directorate General of Insurance and Pension Funds within the deadlines set in accordance with the applicable regulations.

The Member/Customer Care Department deals with and resolves complaints and claims, ensuring proper attention to the member/client by establishing appropriate reception, registration and resolution channels.

When a claim is submitted to the Member/Customer Care Department, addressed to the Client Ombudsman, the former shall forward it to the Client Ombudsman and inform the claiming party of the competent authority to deal with their claim.

The types of communications handled by the Member/Customer Care Department during financial years 2023 and 2022 are defined below:

- **Complaints:** those referring to the operation of the financial services provided to Group members/clients and filed due to delays, lack of attention or any other type of action in which members/clients express their disagreement.
- **Claims:** those filed by members/clients claiming restitution of their interest or right and highlighting specific facts referring to actions or omissions by the entities that harm their interests or rights due to breach of agreements, of the regulations on transparency and client protection or of good banking practice.

Below is a breakdown of complaints and claims received by the Member/Customer Care Department in 2023 and 2022.

|  | 31.12.23   | 31.12.22   |
|--|------------|------------|
| Complaints and claims handled by the Member/Customer Care Department |            |            |
| - Accepted for processing by the Member/Customer Care Department     | 986        | 509        |
| - Rejected by the Member/Customer Care Department <sup>1</sup>       | 5          | 9          |
| <b>Total</b>   | <b>991</b> | <b>518</b> |
| Complaints and claims solved during the financial year               |            |            |
| - In favour of members/clients                                       | 1          | 19         |
| - In favour of the Bank  | 419        | 232        |
| - Other concepts <sup>2</sup>  | 206        | 210        |
| <b>Total</b>   | <b>626</b> | <b>461</b> |
| Awaiting a solution during the financial year                        | 360        | 48         |
| Solved during the financial year but from previous years             | 48         | 39         |
| Of which:  |            |            |
| - Rejected as inadmissible   | 3          | -          |
| - In favour of members/clients                                       | 6          | 3          |
| - In favour of the Group   | 17         | 15         |
| - Other concepts <sup>2</sup>  | 22         | 21         |

(1) These complaints and claims were rejected by the Member/Customer Care Department, because they did not meet the admission requirements set out in the corresponding Regulations.

(2) The complaints or claims were solved in favour of the member/client after being accepted by the parent company..

The breakdown of claims submitted to the Client Ombudsman in 2023 and 2022 is also shown.

|   | 31.12.23  | 31.12.22  |
|---|-----------|-----------|
| <b>Claims filed/solved by the Ombudsman</b>     |           |           |
| - In favour of members/clients                  |           | -         |
| - In favour of the Group                        | 2         | -         |
| - Rejected as inadmissible                      | 13        | 10        |
| - Acceptances                                   |           | 1         |
| - Awaiting a solution during the financial year |           | 1         |
| <b>Total</b>                                    | <b>15</b> | <b>12</b> |





- Proposal to assign a single person in charge of supervising and updating the list of documents that must be published on the bulletin board of the offices and the public corporate website.

The head of the Member/Customer Care Department is responsible for monitoring and reporting to the administrative bodies, as well as promoting the implementation of the recommendations defined above, under the terms mentioned in Article 17 of Order ECO 734/2004, of 11 March.

## Data protection

### GRI 3-3

Data protection and, more specifically, the protection of its privacy in the case of personal data are two particularly important areas. Cybersecurity, which is increasingly present given the disruption caused by digitalisation, multi-channels and the growing dependence of information systems on the internet, requires specific, structured resources through cybersecurity master plans. In 2023, the first projects of the cybersecurity master plan (Ciberconecta), the strategic reference in the Group's cybersecurity management, were launched.

The Group's information security strategy meets business needs and is managed and operated fully in line with Standard ISO 27001 on Information Security Management Systems. In 2011, the Bank was certified in this standard for the first time by the company BSI, in a public commitment to protect the information of the business group's members. In 2023, the certification was renewed for a further three-year period. Privacy is an essential part of this management system, as the main basis for business activities involves the processing of personal data considered sensitive.

The identification of legal and control requirements to prove that the information and privacy is protected appropriately. Furthermore, regular audits help detect inefficiencies and redirect them, if necessary.

Moreover, there are procedures in place to report, collect and deal with the rights of members that are included in the current General Data Protection Regulation (GDPR). The website informs of the way in which the Caja Ingenieros Group processes personal data, with the explicit commitment not to transfer the data to anyone without the consent of its members, unless legally obliged to do so. The Privacy Policy promotes transparency and responsible use of personal data by the Group, specifying which data is processed, on which lawful basis and for which purpose.

The Bank has a data protection officer (DPO) in its corporate organisational chart who is accessible to anyone wishing to make enquiries and who also takes part in all the projects involving the processing of personal data. This post is performed by an external service in order to provide greater specialisation and increased protection for members, avoiding any conflicts of interest.

The Group also has special services related to the protection and management of data, such as the Cyber-risk policy, the CyberSOC 24/7 service and the CSIRT service (specialist cyber-incident response team).

In 2023, the Caja Ingenieros Group recorded no complaint concerning breaches of customer privacy and/or losses of their data. However, a cyberattack was reported at Inversis that affected data of members and employees, who were informed of the incident.

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### GRI 418-1

6

# Our team



# Our team

GRI 3-3

**The creation of skilled jobs and job quality are key commitments of the Bank. Over the last ten years, the workforce has increased by 49% and stood at 535 at year end. In-house training, talent retention and effective recruitment are key aspects, as are the promotion of equal opportunities, inclusion, health and well-being of the professional team.**

The strategic vision of the Caja Ingenieros Group with regard to its professionals is marked and guided by its nature as a credit cooperative, as designated by the Caja Ingenieros Group. The proposal of the Bank is, therefore, to support its team by promoting their professional growth in a working environment in which they are able to develop all their potential, providing their knowledge and generating a positive impact on the Caja Ingenieros Group and its members.

The corporate values of the Bank form a mainstay for building and strengthening a committed and highly skilled team of people. The integrity, commitment in meeting goals, work excellence, professionalism in performance, proximity with members of the Bank and considering the specific needs of each stakeholder group to be able to offer customised solutions are also key in managing this team of professionals.

## A committed, prepared workforce

### Professional profile

The Caja Ingenieros Group's workforce has experienced continuous growth, in line with the increase in our business. Over the past ten years, the workforce has increased by 49%, placing the Bank as a social agent with a leading role in job creation. At the end of 2023, the Bank had 535 professionals.

The creation of qualified and quality jobs is one of the Bank's main commitments, as it ensures stability and a business environment in which equal opportunities come to the fore. This commitment can be seen by the 99% permanent contracts in 2023, which has been upheld from previous years.

At the end of 2023, the workforce was made up of 59% men and 41% women. Of these, 54% work in management and expert posts. The banking and insurance sectors are characterised by the great professionalism and skills of its professionals, which can be seen in the significant number of people in the manager and expert categories of professionals. At present, in the Caja Ingenieros Group, 60% of the workforce are managers and experts.

The team of people forming the Caja Ingenieros Group is characterised by being relatively young: 77% are below the age of 50, the average age in 2023 was 42.87 years, with an average seniority of 10.39 years. This data just goes to show that the Caja Ingenieros Group offers its employees a place in which to develop a long-term career.

During 2023, a job assessment project was carried out. Job assessment is the analysis and quantification in figures of the relative importance of jobs. The quantification is done by assessing the factors that are linked with the contribution of a post to the organisation, which defines the classification of the organisational structure.

***The Caja Ingenieros Group's workforce has experienced continuous growth, in line with the increase in our business.***



Men

**59%**



Women

**41%**



**Distribution of professionals by professional classification and gender**  
GRI 2-7

|                    | 2021       |            |            | 2022       |            |            | 2023       |            |            |
|--------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
|                    | Men        | Women      | Total      | Men        | Women      | Total      | Men        | Women      | Total      |
| Permanent contract | 287        | 209        | <b>496</b> | 290        | 215        | <b>505</b> | 314        | 219        | <b>533</b> |
| Temporary contract | 11         | 5          | <b>16</b>  | 4          | 0          | <b>4</b>   | 0          | 2          | <b>2</b>   |
| <b>Total</b>       | <b>298</b> | <b>214</b> | <b>512</b> | <b>294</b> | <b>215</b> | <b>509</b> | <b>314</b> | <b>221</b> | <b>535</b> |

**Distribution of professionals by professional classification and gender**  
GRI 2-7

|  | 2021       |            |            | 2022       |            |            | 2023       |            |            |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|
|  | Men        | Women      | Total      | Men        | Women      | Total      | Men        | Women      | Total      |
| Workers with commercial, technical and administrative duties | 102        | 105        | <b>207</b> | 102        | 98         | <b>200</b> | 115        | 101        | <b>216</b> |
| Managers and experts   | 196        | 109        | <b>305</b> | 192        | 117        | <b>309</b> | 199        | 120        | <b>319</b> |
| <b>Total</b>   | <b>298</b> | <b>214</b> | <b>512</b> | <b>294</b> | <b>215</b> | <b>509</b> | <b>314</b> | <b>221</b> | <b>535</b> |

**Professionals by age group and gender**  
GRI 2-7

|                   | 2021       |            |            | 2022       |            |            | 2023       |            |            |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
|                   | Men        | Women      | Total      | Men        | Women      | Total      | Men        | Women      | Total      |
| Under 30          | 35         | 20         | <b>55</b>  | 39         | 15         | <b>54</b>  | 53         | 15         | <b>68</b>  |
| Between 30 and 50 | 203        | 170        | <b>373</b> | 190        | 164        | <b>354</b> | 182        | 164        | <b>346</b> |
| Over 50           | 60         | 24         | <b>84</b>  | 65         | 36         | <b>101</b> | 79         | 42         | <b>121</b> |
| <b>Total</b>      | <b>298</b> | <b>214</b> | <b>512</b> | <b>294</b> | <b>215</b> | <b>509</b> | <b>314</b> | <b>221</b> | <b>535</b> |



## Selecting, retaining and training the best talent

GRI 2-7, 401-1

### Selecting the best professionals

As a cooperative bank, caring for its professionals is a priority for the Bank. In-house training, the retaining of talent and the effectiveness in selecting personnel are key in shaping a motivated team, which fully identifies with the Bank's values and contributes towards the excellent performance of its activity.

The Caja Ingenieros Group believes that the ideals of those aspiring to work at the Bank must be in line with its corporate values and with what this cooperative banking project represents. It therefore has a personnel selection procedure that includes all the phases of the selection process, from the initial time when the need for recruitment of a professional to the team is identified to the ultimate appointment of the selected person, as well as a suitability analysis between the candidate and the Bank.

The Caja Ingenieros Group process for attracting and retaining talent consists of the following stages:

#### Talent attraction

Thanks to its reputation and position as an employer, the Bank is able to appoint candidates who are notable professionals in the sector. Along these lines, the employment conditions (remuneration, employee benefits, flexible working hours, professional development, etc.) are competitive, which is an effective recruitment tool.

#### Talent retention

The Caja Ingenieros Group believes the best way of retaining talent is to offer its employees professional growth and a working environment that favours the wellbeing and satisfaction of the team and helps maintain a good work-life balance. This is achieved by means of work-life balance policies and a carefully prepared package of employee benefits. The identification and integration of culture within the company must be one of the cornerstones for the retaining of talent.





### New hires of professionals according to gender and age group

GRI 401-1

|                    | 2021      |           |           | 2022      |           |           | 2023      |           |           |
|--------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|                    | Men       | Women     | Total     | Men       | Women     | Total     | Men       | Women     | Total     |
| Under 30           | 14        | 7         | <b>21</b> | 26        | 7         | <b>33</b> | 39        | 9         | <b>48</b> |
| Between 30 and 50  | 18        | 8         | <b>26</b> | 11        | 9         | <b>20</b> | 21        | 24        | <b>45</b> |
| Over 50            | 1         |           | <b>1</b>  | 3         | 1         | <b>4</b>  | 3         | 1         | <b>4</b>  |
| <b>Total hires</b> | <b>33</b> | <b>15</b> | <b>48</b> | <b>40</b> | <b>17</b> | <b>57</b> | <b>63</b> | <b>34</b> | <b>97</b> |

As can be seen in the table above, in 2023 there was a significant increase in the number of hires. This is 70% up on the previous year.

### Staff turnover by gender and age group

GRI 401-1

| TOTAL STAFF TURNOVER                              | 2022      |           |                           | 2023      |           |                           |
|---|-----------|-----------|---------------------------|-----------|-----------|---------------------------|
| Total employee departures by age group and gender | Men       | Women     | Total of total departures | Men       | Women     | Total of total departures |
| < 30 years  | 17        | 8         | 25                        | 19        | 6         | 25                        |
| Between 30 and 50                                 | 16        | 8         | 24                        | 20        | 21        | 41                        |
| > 50 years  | 7         | 0         | 7                         | 3         | 1         | 4                         |
| <b>Total of total departures</b>                  | <b>40</b> | <b>16</b> | <b>56</b>                 | <b>42</b> | <b>28</b> | <b>70</b>                 |

| VOLUNTARY STAFF TURNOVER                                  | 2022      |           |                            | 2023      |           |                            |
|---|-----------|-----------|----------------------------|-----------|-----------|----------------------------|
| Voluntary departures of employees by age group and gender | Men       | Women     | Total voluntary departures | Men       | Women     | Total voluntary departures |
| < 30 years  | 14        | 5         | 19                         | 12        | 6         | 18                         |
| Between 30 and 50   | 12        | 6         | 18                         | 11        | 11        | 22                         |
| > 50 years  | 0         | 0         | 0                          | 0         | 0         | 0                          |
| <b>Total voluntary departures</b>                         | <b>26</b> | <b>11</b> | <b>37</b>                  | <b>23</b> | <b>17</b> | <b>40</b>                  |

## Training of talent

GRI 3-3, 404-2

Promoting and employing professionals who are increasingly better trained in the different areas of the business is one of the strategic objectives of the Caja Ingenieros Group. Knowledge of new products and services, improvement of digital tools for internal management and the enhanced relationship with members and clients are key elements in adapting to the new needs of the environment in which the company operates, for which its workforce and professionals must be prepared.

The Bank therefore establishes development and performance plans that guarantee long-term sustainability of the business and proper management for compliance with the obligations inherent to each position. These development plans seek to promote the talent of the Group's workforce, governed by an annual training plan. In order to prepare the training plan, the training requirements are studied at annual meetings with the supervisors of the teams and the area managers. This plan includes areas that are considered a priority in training professionals, such as banking, finance and insurance, which also comply with legal regulations. The training plan also includes training in cross-cutting areas to promote the professional skills and abilities of the workforce, e.g. languages.

***The Bank establishes development and performance plans that guarantee the long-term sustainability of the business and the correct management for compliance with the obligations inherent to each position.***

**Investment in staff training was equivalent to 1.55% of the wage bill in 2023, with an average investment by employee of 1,014.47 euros.**

Moreover, a commitment survey among all the professionals in the workforce was conducted in 2023 to identify the priority lines of action with the greatest impact to work on in the future, thus contributing to the successful achievement of business challenges. Furthermore, a series of focus groups were held to discuss topics of interest in the field of Human Resources.

### Training modalities in 2023

This year, 3,813 participants (41% of which were women) had a total of 44,469 hours of training, 3% more than the previous year. This significant human and financial effort is part of the Group's strategy and values.

Investment in staff training was equivalent to 1.55% of the wage bill in 2023, with an average investment by employee of 1,014.47 euros.

Some of the training activities to be highlighted from 2023 are as follows:

- Basic SME risk programme
- EIP certification in financial advice
- ESG certification in sustainable finance
- Management and leadership
- English
- Developing potential with Discovery
- Insurance culture and fundamentals

Similarly, a comprehensive catalogue of more than 160 courses on different subjects has been added to our e-learning platform, which is available to all Group professionals.

### Hours of training

| Hours  | Compared to 2022 | Employees trained | % women |
|--------|------------------|-------------------|---------|
| 44,469 | +3 %             | 3,813             | 41 %    |

### Total number of professionals who have had training by gender and professional category

|   | 2021          | 2022          | 2023            |
|---|---------------|---------------|-----------------|
| <b>Men</b>                              | <b>1,707</b>  | <b>2,575</b>  | <b>2,256</b>    |
| Senior management                       | 44            | 81            | 40              |
| Middle management                       | 486           | 759           | 564             |
| Remaining employees                     | 1,177         | 1,735         | 1,652           |
| <b>Women</b>                            | <b>1,205</b>  | <b>1,916</b>  | <b>1,557</b>    |
| Senior management                       | 11            | 38            | 18              |
| Middle management                       | 253           | 437           | 392             |
| Remaining employees                     | 941           | 1,441         | 1,147           |
| <b>Total</b>                            | <b>2,912</b>  | <b>4,491</b>  | <b>3,813</b>    |
| Investment/payroll (%)                  | <b>0.88%</b>  | <b>1.12%</b>  | <b>1.55%</b>    |
| Average training investment by employee | <b>516.48</b> | <b>710.91</b> | <b>1,014.47</b> |

## Remuneration and performance assessment

Salaries in the Caja Ingenieros Group are made up of headings that are established by collective bargaining agreement, as well as other voluntary headings and a variable part. The variable part of the remuneration is based on the following: 1) the achievement of individual targets, 2) those of the relevant area and 3) those of the Group.

Through the performance assessment policy, each manager assesses, at the end of the financial year, the targets and competences defined for each member of their team. The variable remuneration depends on whether the individual targets are met. In financial year 2023, the new competence model was successfully implemented, with 24 cross-cutting competences and special emphasis on soft and digital skills. In 2023, 83% of the workforce had performance assessments, with 100% of staff being subject to them. Likewise, the whole assessment process was based on the e-Talent platform in 2023, hence turning this website into a benchmark for training and development of professionals.

Another of the Bank's commitments to its team of professionals is to offer competitive remuneration. In 2023, the starting salary, which corresponds to the level 11 category of the new collective bargaining agreement, was above the SMI (minimum wage).

### Standard starting category wage ratio by gender compared to the local minimum wage

GRI 202-1

|   | 2022      | 2023      |
|---|-----------|-----------|
| Interprofessional minimum wage in Spain (€)     | 14.00     | 15.12     |
| Starting salary for men on a split shift* (€)   | 21,861.73 | 22,845.80 |
| Starting salary for women on a split shift* (€) | 21,861.73 | 22,845.80 |

\* Does not include seniority, overtime, incentives, etc.

### Wage gap. Ratio of basic salary and remuneration of women to men

|                                | 2022          | 2023          |
|--------------------------------|---------------|---------------|
| Gross wage/hours for women (€) | 26.62         | 26.85         |
| Gross wage/hours for men (€)   | 31.28         | 30.05         |
| Ratio                          | <b>14.90%</b> | <b>10.66%</b> |



## Equal and diverse



### Diversity, equal opportunities and the fight against discrimination

GRI 3-3, 405-1, 405-2

Equal opportunities, the recognition of diversity and non-discrimination are included both in the values and principles of the Caja Ingenieros Group and in the Code of Ethics and they are fundamental rights that must be respected within the organisation. The necessary tools have therefore been developed to safeguard them and to raise awareness within team management.

Over recent years, two major milestones in terms of diversity and equal opportunities have been met. The first, in 2020, was the approval of the Bank's second Equality Plan, which is to run until 2024 and includes 53 measures grouped into 8 strategic goals and 13 operational goals. The second major milestone was the updating, in 2021, of the Caja Ingenieros Group protocol for the prevention of sexual and work-related harassment in order to prevent cases of sexual harassment, gender-based harassment and work-related harassment and to manage any cases that may arise, guaranteeing confidentiality, data protection and speed in the investigation procedure.

Furthermore, within the framework of the **Equality Plan**, an internal communications plan was drawn up with specific content on this subject. The figure of equality agents, who act as a communication channel with employees, was also created. The duties of this figure include acting as liaison and intermediary between the Bank and the workforce, as well as being aware of the particular situation of the employees and ensuring compliance with the equality policies established. It also plays an active role in the design and implementation of equality measures. Lastly, it is responsible for analysing cases of discrimination and suggesting corrective measures, where appropriate.

With these milestones already established in the Group, in 2023 training in "Women's Leadership" was provided for the Bank's professional and managerial women, with the aim of developing leadership skills, as well as generating networking and empowering them.

The Bank assumes the principle of equal opportunities between men and women to guarantee equality in all areas of the Group's personnel management, including selection, promotion, salary policy, training, working conditions, occupational health and the work-life balance, especially focusing on the progressive elimination of stereotypes, attitudes and obstacles that hinder the appropriate balance between both genders.

The Bank believes it essential for the entire organisation to be in line with equality principles and, therefore, the internal and external communication and dissemination of these goals is essential. Fostering measures that ensure the equality goals of the Bank are met is a top priority.

***In 2023, training in "Women's Leadership" was provided to the Bank's professional and managerial women, with the aim of developing leadership skills, as well as generating networking and empowering them.***

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The following are available to the entire workforce on the Intranet:

- Summary of the diagnosis and Equality Plan
- Second Equality Plan
- Protocol for the protection of pregnant and breastfeeding employees
- Protocol for the prevention of harassment
- Gender equality communication manual
- Equality agents
- Balancing measures manual

## Inclusion of people with disabilities

The Caja Ingenieros Group fosters the inclusion of people with different capacities and also complies with the main laws on this matter: Royal Legislative Decree 1/2013 of 29 November approving the Consolidated Text of the General law for the rights of persons with disabilities and their social inclusion (known as the General Disability Law). In 2023, nine people with functional diversity formed part of the workforce, representing 1.68% of all those employed by the Caja Ingenieros Group.

Furthermore, according to the General Disability Law regarding alternative exceptional compliance with the reserved quota in favour of people with disabilities, the Bank made a donation to the Adecco Foundation, a non-profit organisation working towards the integration of people with functional diversity into the workplace.

### Professionals with disabilities itemised by gender

GRI 405-1

|                                | 2021  |       |              | 2022  |       |              | 2023  |       |              |
|--------------------------------|-------|-------|--------------|-------|-------|--------------|-------|-------|--------------|
|                                | Men   | Women | Total        | Men   | Women | Total        | Men   | Women | Total        |
| <b>Number of professionals</b> | 4     | 4     | <b>8</b>     | 3     | 5     | <b>8</b>     | 3     | 6     | <b>9</b>     |
| <b>Percentage of the total</b> | 1.34% | 1.87% | <b>1.56%</b> | 1.02% | 2.33% | <b>1.57%</b> | 0.96% | 2.71% | <b>1.68%</b> |





## Wellbeing of our team

### Measures for the work-life balance

GRI 3-3, 401

#### Time management

The Caja Ingenieros Group promotes different measures to improve working conditions and believes the commitment of its workforce to be essential in ensuring it becomes a benchmark in cooperative and European banking.

The Group provides its workforce, via the Intranet, with the Balancing measures manual. In a single document, this transparently informs of all the measures available to ensure professionals can balance their work and private lives.

#### Flexiworking

The Flexiworking model foresees telework in jobs where this is possible for up to two days a week.

#### NEXT schedule

In order to improve the work-life balance, an irregular workday model, called NEXT, has been set up, with an 8-hour working day from Monday to Thursday and an intensive 6.45-hour working day on Fridays and August. Furthermore, this model means that the number of holidays can be increased from 22 to 26 days a year.

#### Flexible working hours

Shorter working hours for reasons of legal guardianship for those who look after children under the age of 12 who are in their care is an individual right of both men and women. This translates into a proportional decrease in salary, between a minimum of one hour a day and a maximum of half the working day. Other measures are also considered, providing facilities to deal with personal matters, such as continuous working days in August or during the week of local festivities (in the case of branches), among others.

#### Lights-out policy

A lights-out policy as of 8.00 p.m. has been established to avoid any extension of the working day.

#### Holidays

The holiday period (26 calendar days in 2023 through the new model of working day, NEXT) can be enjoyed at any time during the calendar year. The Caja Ingenieros Group facilitates its adaptation and adjustment to the needs of the workforce and has increased the time during which it can be enjoyed to the last day of February of the following year.

#### Leave

The possibility of enjoying another five days of unpaid leave per year is also offered.

#### Family

The Group's team has a series of measures adapted to each case that favour their family situation.

***The Caja Ingenieros Group promotes different measures to improve working conditions and believes the commitment of its workforce to be essential in ensuring it becomes a benchmark in cooperative and European banking.***

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### Leave of absence

Staff may apply for leave of absence for specific reasons, such as caring for children below the age of three or special voluntary leave of absence.

### Lactation breaks

Specific breaks are given, according to the situation, to breastfeed children below the age of nine months.

### Shorter working day

It is possible to request a shorter working day for reasons of legal guardianship.

### Study benefit for children

The Caja Ingenieros Group believes the education of children to be the best legacy for the future. Professionals with children in their care under the age of twenty-five are entitled to receive an annual study benefit by child.

### Life and accident insurance

A life and accident insurance is offered to Group personnel.

### Maternity and paternity leave

Members of the workforce are given maternity and paternity leave, to which they are entitled by law.

As can be seen in the table, all people entitled to leave have exercised this right without exception. In 2023, 22 people from the workforce exercised their right to maternity and paternity leave. Only three employees did not return to work after their leave had ended, because they decided to take leave of absence to care for their newborn child.

### Maternity and paternity leave

GRI 401-3

|   | 2021 |       |       | 2022 |       |       | 2023 |       |       |
|---|------|-------|-------|------|-------|-------|------|-------|-------|
|   | Men  | Women | Total | Men  | Women | Total | Men  | Women | Total |
| Entitled to leave <sup>*</sup>  | 9    | 6     | 15    | 13   | 4     | 17    | 13   | 9     | 22    |
| Take the leave <sup>**</sup>  | 9    | 6     | 15    | 13   | 4     | 17    | 13   | 9     | 22    |
| Returned to work after the leave <sup>***</sup>                             | 9    | 5     | 14    | 13   | 3     | 16    | 13   | 6     | 19    |
| Still work for the Bank 12 months after the leave has ended <sup>****</sup> | 9    | 6     | 15    | 13   | 4     | 17    | 13   | 7     | 20    |

<sup>\*</sup>Number of professionals entitled to parental leave, by gender.

<sup>\*\*</sup>Number of professionals to have taken parental leave, by gender.

<sup>\*\*\*</sup>Number of professionals to have returned to work once parental leave ended, by gender.

<sup>\*\*\*\*</sup>Number of professionals to have returned to work once parental leave ended and who still work for the Bank twelve months after returning to work, by gender.

## The future

The Caja Ingenieros Group values the development and commitment of its team and, therefore, looks out for their future in essential aspects, such as training, which is used as a basic tool to meet each of their professional goals.

**The personnel of the Caja Ingenieros Group that is currently taking regulated studies** from among a specific list of subjects will **be entitled to benefits** that are equivalent to 90% of the total sum of the text books and enrolment fees.

The Group also provides benefits for the studies of the children of its staff. A total of 440 benefits were awarded in 2023, i.e. 5% more than in the previous year.

**Special training offers**, which were extended this year, on favourable terms at different training centres.

**Employment pension plan** for the entire workforce, in which Caja Ingenieros makes an annual contribution for all professionals.

In 2023, the employment pension plan was reformulated to turn it into an important differential element within the proposal for linking and accompanying the Group's professionals. The proposal, which is based on the matching contribution model, includes the following aspects:

- Flexibility in terms of joint responsibility.
- Joint sponsor-unitholder responsibility, which increases subscriptions.
- Convergence with industry standards (both in terms of scheme and average contribution).

### Study benefits

|  | 2021 | 2022 | 2023 |
|--|------|------|------|
| Number of benefits for own studies     | 6    | 8    | 8    |
| Number of study benefits for children  | 401  | 411  | 432  |
| Total number of benefits               | 407  | 419  | 440  |
| Number of employees receiving benefits | 253  | 260  | 270  |



## Health

### Health insurance

The Caja Ingenieros Group has taken out health insurance for its staff, with the option of adding relatives (spouse and children).

### Corporate welfare

The health and welfare of the professional team is the most important in the Caja Ingenieros Group. We therefore implemented the Corporate Welfare Programme over two years ago, which strives to improve the quality of life at work for the entire workforce of the Group. This programme includes initiatives such as discount on gym fees, back education workshops or, among the more noteworthy, the implementation of flexiworking, the new hybrid model of work of the Caja Ingenieros Group that fosters the work-life balance.

### The economy

In 2023, the Caja Ingenieros Group offers updated the preferential conditions on banking products and services it offers to its employees in order to meet their needs in this area. The following products include a special discount for staff:

- Debit and credit cards
- VIA-T
- Banker's cheques
- Individual systematic savings plans
- Securities accounts
- Personal loans
- Mortgage loans
- Insurance

As a special measure, in order to compensate for the increase in interest rates, in 2023 an additional 0.25% discount was applied to all mortgage loans in the following 12 monthly instalments as soon as the review is implemented.

The team also has a personal employee manager, the purpose of whom is to offer financial advice to those working in the Group.

### Corporate volunteering

Corporate volunteering initiatives throughout 2023 were as follows:

- **Arrels Foundation.** Professionals of the Caja Ingenieros Group were given the chance to participate in volunteer sessions in the occupational workshop "La Troballa", provided by the Arrels Foundation in Barcelona.
- **EFEC.** Any of the professionals of the Group wishing to do so can take part in the EFEC volunteering programme, giving workshops on basic finance at schools in Catalonia.
- **Soñar Despierto Foundation.** Every December, the Bank offers the entire team of professionals the chance to take part in the Christmas campaign of the Soñar Despierto Foundation in Barcelona, Madrid and Valencia.
- **Oxfam Intermón.** Every year, the Caja Ingenieros Group takes part in Trailwalker charity challenge promoted by Oxfam Intermón.
- **Food Bank.** The professionals from the Group were able to take part in the great annual food collection promoted by the Food Bank in Barcelona and Madrid.

## Internal communications

The Internal Communications Department of the Caja Ingenieros Group devotes all its efforts to ensuring all collaborators of the Bank are committed and in line with the mission, the vision, the values and the objectives of the Group and to strengthening the corporate culture in order to promote the Group as an employer, foster corporate welfare and create channels that encourage the exchange of ideas and dialogue with collaborators.

The Bank has the following internal communications channels for this purpose:

- **Corporate email.** This is the main internal communications channel of the Bank from where it sends all corporate communications. Through this internal channel, the Bank strives to inform its professionals of all the news occurring every day in the Group.
- **Webinars.** The pandemic prompted the holding of webinars and the implementation of Flexiworking, the Bank's new hybrid working model. The online meeting system has become a flexible and efficient formula for both training and convening meetings. The Group's most relevant news is conveyed to the entire workforce through regular information webinars to ensure the information reaches all employees, giving them the chance to take part and to settle any doubts live.
- **Intranet.** This is a key internal communication channel for the organisation and the people who work in it. This platform provides information on all areas, which can be consulted by any collaborator of the Group.
- **TOGETHER, internal newsletter.** Regular internal publication by the Bank which includes all the news on the Bank and which is distributed by email to the entire team of professionals.

### Relationship between the staff and management

The Caja Ingenieros Group ensures smooth, direct and two-way communication between the staff and the General Management. It makes it possible for the personnel to convey their concerns, ideas and contributions through suitable mechanisms that are provided for this purpose. Along these lines, the Bank provides several internal communication channels to strengthen ties:

- **General Management webinars.** Webinars are regularly held in which the General Management shares issues of overall interest, giving employees the chance to ask questions and settle any doubts live.
- **Suggestion box.** This is a channel through which the proposals for improvement made by the team of professionals of the Group are collected.



## OCCUPATIONAL HEALTH AND SAFETY

GRI 3-3, 404

The Caja Ingenieros Group promotes all necessary prevention measures and deals with occupational accidents with the utmost care, investigating and taking the appropriate corrective action in each case in order to ensure people perform their work in a safe working environment and in appropriate working conditions.

The Bank therefore has a Prevention Service to analyse job safety. Furthermore, it offers annual medical examinations to the entire workforce and provide training in occupational risk prevention and emergencies to employees. As preventive measures, it also gives training in remote emergencies, performs evacuation drills at the larger work sites and provides first aid training.

This year, a total of 8 accidents were recorded, which involved a total of 33 days lost. Moreover, all accidents on the way to or from work are investigated and corrective actions are introduced to reduce the risk and guarantee the safety of personnel at the work sites. No professional illness has been recorded in 2023.

The Caja Ingenieros Group's risk management system was established in line with the requirements of the Occupational Risk Prevention Law and is applied to all employees and workplaces. 100% of the workforce are covered. In 2023 5,079 hours of occupational risk prevention training were given.

The Caja Ingenieros Group wants to make sure that the working conditions are at all times the best for the health and wellbeing of its employees. The Bank therefore encourages good habits and a healthy lifestyle, providing specific information and training on occupational risks to provide its team with useful tools and procedures.

### **Risk management: risk of robbery**

The most relevant risk within the banking sector is that of robbery, which is regularly assessed and for which there are response criteria for the purposes of protecting people and guaranteeing the safety of members and customers and staff. The Security Department is responsible for defining the regulations and procedures and the Personnel Area for training and raising awareness through the workforce. Thus, through the protocol and directive system, along with specific training, the team is prepared to act effectively in the event of a robbery.

*The Caja Ingenieros Group wants to make sure that the working conditions are at all times the best for the health and wellbeing of its employees.*



# 7

## Environment and social commitment





# Environment and social commitment

The environmental management of the Caja Ingenieros Group is part of the 2026 Sustainable Horizon Plan, which is integrated within the 2026 Transforma strategic plan. This plan seeks to move forward in line with the Paris agreements in order to achieve carbon neutrality, increase sustainability and improve the financial health of members, be specialists in asset management under SRI criteria and feature a broad ESG-based catalogue.



## Environmental commitment

Towards a sustainable horizon

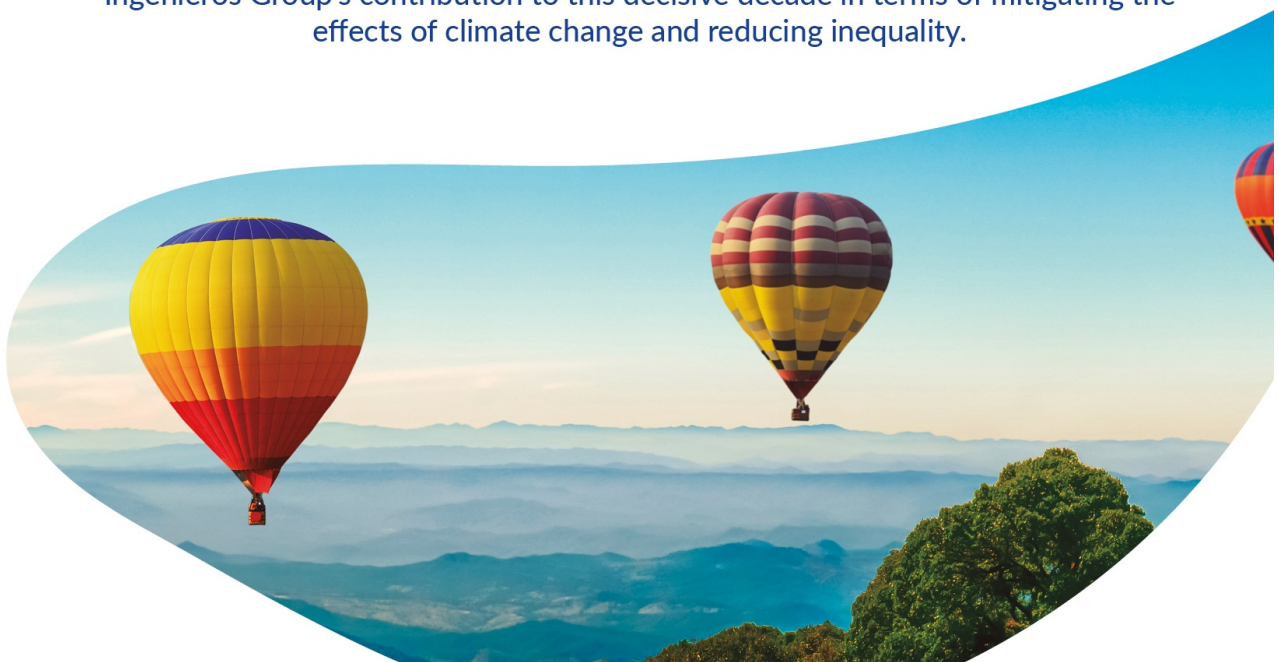
GRI 3-3, 2-22, 2-23, 2-24

The environmental management of the Caja Ingenieros Group is part of the **2026 Sustainable Horizon Plan**, which is integrated within the **2026 Transforma strategic plan**, which revolves around its cooperative, sustainable banking model generating positive impact.

### Ambition of the 2026 Sustainable Horizon Plan

- To advance in the **alignment with the Paris Agreement** to achieve carbon neutrality in the Caja Ingenieros Group business.
- To increase **sustainability** and improve the **financial health** of our members.
- To become specialists in **asset management under SRI criteria**.
- To have a **comprehensive and consistent ESG-based catalogue** available to all member segments.

The objectives of the Sustainable Horizon Plan set for 2023 were achieved in 2022. Thus, the Bank has updated and established new lines of action to increase the Caja Ingenieros Group's contribution to this decisive decade in terms of mitigating the effects of climate change and reducing inequality.



| Objectives  | Lines of action  | Targets for 2026  |
|---|--|---|
| Aligning Caja Ingenieros' business with the Paris Agreement | Aligning the investment portfolio with the Paris Agreement   | Reducing the distance for alignment with the Paris Agreement by half. The goal is specified with a portfolio that does not increase the temperature by more than 1.7°C in comparison with pre-industrial levels. Starting with a portfolio with an increase of 1.9°C.   |
|   | Incorporating extra-financial criteria into corporate financing aimed at mitigating climate change | 100% of financing to companies in emission-intensive industries (energy, automotive, steel, cement, transportation) requires energy transition plans.   |
|   | Neutrality in terms of internal carbon footprint   | Maintaining the carbon neutrality of the Group's operations.  |
| Increasing the sustainability of our members                | Financing for companies and individuals  | To double financing awarded to individuals and companies to projects based on energy efficiency, adaptation to climate change, sustainable use and protection of water and marine resources, circular economy, pollution control, as well as ecosystem protection and sustainable life. The goal of reaching an accumulated amount of 14 million euros in financing awarded by 2026 is set. |
|   | Caja Ingenieros investment service   | Reaching a minimum of 60% of investment products under Article 8 by 2026.   |
|   | Developing investment and welfare solutions that incorporate sustainability criteria               | *Achieving 100% of investment products under Article 8 by 2026.<br>*Incorporating social objectives: health, well-being and quality of life, gender equality, human and labour rights.  |

In 2023, Caja Ingenieros continued to analyse the impact of its business activity and climate risks through the PACTA and PCAF methods, which are described in depth in the chapter "Climate and environmental risk".

The Sustainable Horizon plan 2026 is monitored by a governance structure to guarantee the goals set are met. The Sustainable Finance Committee is responsible for setting, measuring and controlling the goals of the plan. The Committee is headed by the Subdirector General of the Global Risk Management Area, which is formed by the general management teams of Caja Ingenieros Gestión and Caja Ingenieros Vida, the coordinator of the Caja Ingenieros Foundation, the Subdirector General for the Business Area, the CSR and Communications Management and the Marketing Management. The Committee informs the Management Committee of the advances directly and these are then reported to the Governing Board via the General Management.

In addition, the Caja Ingenieros Group includes all those working for the Group in its commitment. Therefore, within the training plan framework, climate-related risk and its financial implications form part of the programme established by the Governing Board and Senior Management. Furthermore, awareness activities are conducted for members to support them towards sustainability through a cycle of workshops on socially responsible investments (SRI).

It is also worth noting that part of the Bank's environmental commitment is channelled through the Caja Ingenieros Foundation, for which the environment and sustainability are among its strategic areas of action. In 2023, 18% of the Foundation's budget was used to promote environmental protection projects and awareness-raising measures on the importance of looking after our planet. Among them, it is worth mentioning the action to create the Caja Ingenieros forest by planting 5,000 trees in strategic areas that will help reforest more than 150 hectares and offset 1,423.8 tonnes of CO<sub>2</sub>, which will have a positive impact on the environment and on the regions of Catalonia, Madrid, Andalusia and Valencia.

The specific activities that the Caja Ingenieros Group performs to meet the goals of the Sustainable Horizon 2026 plan are indicated in detail below.

## INCREASING THE SUSTAINABILITY OF OUR MEMBERS

The Bank streamlines the transition of its members to an economy free of greenhouse gas emissions. Therefore, since 2006, the Caja Ingenieros Group has been developing products and services that include sustainability criteria. This has been possible thanks to the strengthening of the skills and abilities of the entire team in this area. It currently provides members with a catalogue of products and services in all areas of distribution that include ESG criteria, investment funds and pension plans and products to improve the energy efficiency of companies and individuals or sustainable mobility, which contribute towards sustainable development. Please see Section "7.4. Our products" for more information.

The Bank also set itself the goal of doubling the financing granted to individuals and companies. These initiatives consist of the following:

- Accompanying individuals in their transition to sustainable finance and living through the development and adaptation of products, such as green mortgages, or with improved energy certificates, refurbishment financing, electric vehicles, A and B household appliances, energy efficient equipment, vehicle charging, energy efficient appliances and renewable energy systems (with photovoltaic panels).
- Financial support to companies to move forward in climate and environmental targets: climate change mitigation (energy efficiency, etc.), adaptation to climate change, sustainable use and protection of water and marine resources, circular economy, pollution control and ecosystem protection. It also finances initiatives in the social field and in terms of inclusive growth.

Assessment is one of the cornerstones of our model. Hence, 65% of our professionals were certified in sustainable finance (EFPA ESG Advisor) in 2023. This certification enables us to offer cross-cutting advice in the area of sustainable finance and the environmental, social and governance (ESG) factors.

It is worth noting that Caja Ingenieros launched the "Environmental Impact" tool in 2023, in collaboration with Doconomy, which allows for the carbon and water footprint of all transactions carried out with Caja Ingenieros cards to be measured, in order to encourage more environmentally conscious purchasing decisions. This innovative tool bolsters the Bank's commitment to sustainable finance and contribution to the SDGs. The aim is to help members to know their environmental impact and to advise and support them in terms of financial education that is committed to the planet.

The Bank continued to promote CIMS, the Environmental and Social Impact Calculator that enables members to assess the impact of their investments through the socially responsible investment (SRI) funds of Caja Ingenieros Gestión.

***Caja Ingenieros launched the "Environmental Impact" tool, in collaboration with Doconomy, which allows for the carbon and water footprint of all transactions carried out with Caja Ingenieros cards to be measured, in order to encourage more environmentally conscious purchasing decisions.***

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## PARTNERSHIPS FOR SUSTAINABILITY

GRI 2-28

In 2023, the Caja Ingenieros Group maintained and increased its commitments to apply the principles of sustainable finance in the areas of banking, investments and welfare through the initiatives promoted by UNEP FI (United Nations Environmental Programme Financial Initiative), PRI, PRB and PSI. These are initiatives in the financial sector that promote good practices to make the sector the lever of change for mitigation and to help reach the Sustainable Development Goals and the Paris Agreement.

For yet another year, the Bank maintained its membership in these leading sustainability networks and organisations both generally and in the banking sector. The Caja Ingenieros Group shows its involvement in these initiatives by actively participating in technical working groups that promote finance for sustainability in the sector or in Europe. Some of these groups include Barcelona Centre Financer Europeu (BCFE) for Sustainability, which forms part of the International Network of Financial Centres for Sustainability (FC4S), and the ESG (climate) Group of Experts of the European Association of Cooperative Banks. Also in 2020, the Group joined the CFA Society Spain Sustainability Committee to promote responsible investment. It should be noted that, in 2023, Caja Ingenieros participated in the social work group of SpainNAB, an association for promoting impact investments in Spain.

The Caja Ingenieros Group is a member of the UN Environment Programme Finance Initiative, aligning its business activity with the Principles for Responsible Banking.

Since 2014, Caja Ingenieros Gestión has been a member of the Principles for Responsible Investment (PRI) for applying extra-financial criteria in investment decision-making.

Since 2021, Caja Ingenieros Vida y Pensiones has adhered to the Principles for Sustainable Insurance (PSI) to cover the social, environmental and governance risks in its strategy.

Since 2018, the Bank has been a signatory of the United Nations Global Compact, by which the 2030 Agenda is integrated into the business strategy to meet the Sustainable Development Goals.

In 2020, it joined the TCFD (Task Force on Climate-related Financial Disclosures) and implemented recommendations on climate-related financial risk reporting in the Annual Report.

The Bank is a member of the Carbon Disclosure Project (CDP), which strives to ensure companies around the world measure, manage, disclose and, ultimately, reduce their greenhouse gas emissions.

The Caja Ingenieros Group is a member of Climate Action 100+, the largest international investor initiative that seeks to ensure the 100 companies generating most CO<sub>2</sub> take measures to reduce their negative impact.

Since 2006, the Bank has been a member of Spainsif, the network that promotes socially responsible investment (SRI) and fosters the integration of environmental, social and ethical criteria into investment policies.

## ALIGNMENT WITH THE PARIS AGREEMENT

In 2022, the Caja Ingenieros Group set the goal of aligning the investment portfolio with the Paris Agreement, thus helping prevent a rise in the planet's temperature by more than 1.5°C (more information in Chapter "8. Risk management"). In 2023, a further step was taken and criteria for financing companies in intensive sectors and extra-financial criteria for financing companies aimed at mitigating climate change were incorporated. The criteria apply to the Corporate Banking segments as well as to the financial investment portfolio. The sectors identified for which sustainable investment criteria were set are energy, automotive, steel, cement and transport. For more information on the analysis and criteria, see Chapter "8. Risk management".

In terms of the environmental impact of operations, the Group has been carbon neutral since 2018 by offsetting 100% of its operating emissions. The Caja Ingenieros Group has also set the goal of reducing its CO<sub>2</sub> emissions by 20% (scopes 1, 2 and 3), keeping its commitment to become a carbon-neutral organisation.

In 2023, the Bank's total operational carbon footprint was reduced by 18% thanks to the actions promoted by Caja Ingenieros, such as improving fleet efficiency and optimising materials. In order to achieve emission reduction targets, the Bank is implementing a series of actions in the following areas:

- Energy consumption and reduction in its carbon footprint by establishing a contract with the supplier of energy from 100% renewable sources.
- Self-consumption of energy through the installation of photovoltaic panels at the headquarters of central services in Potosí (Barcelona).
- Waste minimisation through selective collection in separate bins in all of the Group's branches.
- Maintaining remote work for some working days for professionals from the Bank's central services.

All these measures are detailed below.

***The Caja Ingenieros Group is a member of the UN Environment Programme Finance Initiative, aligning its business activity with the Principles for Responsible Banking.***

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## Committed to reducing the carbon footprint

### Energy

GRI 302-1, 302-3, 302-4, 302-5

As a result of Group activity, the greatest impact on climate change is caused by energy consumption and business travel. The Caja Ingenieros Group therefore ensures more efficient energy consumption by introducing improvements in its facilities and branches, where the Consumption expense of the Bank occurs, energy consumption. An example of this, since 2021, was the installation of 174 photovoltaic panels on the roof of the Potosí (Barcelona) building with a maximum power of 82.72 kW, which in 2021 accounted for 9.15% of the building's annual electricity consumption.

Through the energy distributor that supplies Caja Ingenieros, 2023 consumption stood at the final figure of 1,985,108 kWh, 100% renewable. Bearing in mind that electricity consumption in 2018 (base year) was 1,888,813 kWh for the 21 branches, whose contract with the supplier was with Caja Ingenieros at that time, and that it had 27 in 2023, relative electricity consumption (kWh by branch) dropped by 18.26%.

A centralised temperature control was also set up and the opening hours of the branches was limited to maximise energy efficiency in all facilities.

Greenhouse gas emissions are being reduced through a drop in energy consumption. The group has established the following measures for this purpose:

- **Automation.** The branches have automation and control equipment and systems to reduce energy consumption, such as automatic on/off mechanisms in transitory areas.
- **Building automation technology.** The Group's facilities have building automation systems installed to effectively control the HVAC, lighting and other installations using energy.
- **Low-consumption LED bulbs.** Progressive replacement of the relatively inefficient bulbs for the lighting system with low-consumption bulbs.
- **Photovoltaic panels.** 174 photovoltaic panels have been installed on the roof of the Potosí building, with a maximum power of 82.72 kW, producing 9.15% of the building's annual electricity consumption.

### Energy intensity (Scope 1 and 2) by parameters

|  | 2023  |
|--|---|
| By total area (14.84)                    | 0.02655 kg CO <sub>2</sub> eq surface       |
| By number of employees (535)             | 0.7369 kg CO <sub>2</sub> eq employee       |
| By number of offices (33)                | 0.01195 kg CO <sub>2</sub> eq office        |
| By turnover in millions of euros (8,139) | 0.04844 kg CO <sub>2</sub> eq million euros |

## Calculating the carbon footprint of the Caja Ingenieros Group

GRI 305-1, 305-2, 305-3, 305-4, 305-5

The fight against climate change is everyone's responsibility. Thus, Caja Ingenieros actively pursues to be part of the transition towards a low-carbon economy by reducing greenhouse gas (GHG) emissions and by offsetting the emissions resulting from its business.

Once again this year, the Bank's carbon footprint was calculated by rating the GHG emissions generated through the business of the Group (scope 1, 2 and 3). This calculation is made according to ISO Standard 14064:1-2012, based on the greenhouse gas protocol, corporate accounting and reporting EL standard, developed in the World Business Council for Sustainable Development. Using 2018 as a basis and using widely recognised and standardised conversion factors in analyses of this type, the scopes are as follows:

- **scope 1:** fleet fuel consumption;
- **scope 2:** consumption of electricity;
- **scope 3:** purchase of products and services, waste generation, business travel and travel to and from work by the workforce.

The results of the carbon footprint were calculated considering all possible direct and indirect impacts and a margin of uncertainty was established to guarantee the high reliability of the results.

The calculation results of the carbon footprint in 2023 are described in the following table.

| Scope   | Source                         | tCO <sub>2</sub> eq in 2018 (baseline year) | tCO <sub>2</sub> eq in 2021 | tCO <sub>2</sub> eq in 2022 | tCO <sub>2</sub> eq in 2023 |
|---|--------------------------------|---|-----------------------------|-----------------------------|-----------------------------|
| Scope 1                                       | Own fleet                      | 3.43  | 1.90                        | 0.62                        | 0.39                        |
| <b>Scope 1 total</b>                          |                                | 3.43  | 1.90                        | 0.62                        | 0.39                        |
| Scope 2                                       | Electricity                    | 13.66                                       | 0.00                        | 0.00                        | 0.00                        |
| <b>Scope 2 total</b>                          |                                | 13.66                                       | 0.00                        | 0.00                        | 0.00                        |
|   | Purchase of goods and services | 403.25                                      | 313.7                       | 315.59                      | 304.74                      |
| Scope 3                                       | Waste generation               | 1.26  | 0.71                        | 1.01                        | 1.62                        |
|   | Business travel                | 26.68                                       | 2.41                        | 11.38                       | 35.24                       |
|   | Travel to and from work        | 365.28                                      | 284.84                      | 346.64                      | 323.5                       |
| <b>Scope 3 total</b>                          |                                | 796.47                                      | 601.67                      | 674.62                      | 665.1                       |
| <b>Total market based (tCO<sub>2</sub>eq)</b> |                                | 813.57                                      | 603.57                      | 675.24                      | 665.5                       |

To calculate the estimated greenhouse gas emissions expressed in tonnes of CO<sub>2</sub> equivalent, the fugitive emissions of fluorinated gases from refrigeration equipment, the emissions from fleet transport and fuel (direct emissions: scope 1), electricity consumption (indirect emissions: scope 2), the purchase of goods and services, the processing of municipal waste (paper, plastic, IT equipment, among others), business travel by Group employees using means of transport that do not belong to the organisation and travel to and from work by all employees (other indirect emissions: scope 3) were considered.

The emission factors used are those published in the Practical guide for the calculation of GHG emissions by the Catalan Climate Change Office, in its June 2022 version. The energy combinations of the electricity retailers published in the April 2021 report of the National Commission on Financial Markets and Competition were also used (pending publication of the latest report). Finally, with regard to the purchase of goods and services, the factors of version 4.0 of the Paper Calculator by the Environmental Paper Network were used for paper consumption and the Ecoinvent 3.8 database for all other materials.

The greatest contributions to the carbon footprint of the Caja Ingenieros Group are due to scope 3 emissions, which represented 99.9%. The remaining 0.1% belong to scope 1 emissions. Scope 2 did not contribute towards the carbon footprint, as there are zero emissions.



## The emissions of the Caja Ingenieros Group fell by 18% compared to 2018.

The emissions of the Caja Ingenieros Group fell by 18% compared to 2018. The Bank maintains its Scope 2 null thanks to the purchase of energy from 100% renewable sources. Moreover, the Group's Scope 1 reduction was maintained thanks to the actions established to improve the efficiency of its own fleet. The implementation of the Flexiworking programme, in which the employees of the central services (55.86% of the workforce) work from home for two days a week, has had a positive impact on the decrease in fossil fuels. Scope 3 emissions dropped by 17% in relation to 2018.

### Total emissions intensity by parameter

|  | 2023                                      |
|--|---|
| By total area (14.84)                    | 44.82 kg CO <sub>2</sub> eq surface       |
| By number of employees (535)             | 1,243.92 kg CO <sub>2</sub> eq employee   |
| By number of offices (33)                | 20.17 kg CO <sub>2</sub> eq office        |
| By turnover in millions of euros (8,139) | 81.77 kg CO <sub>2</sub> eq million euros |

### GHG emissions by branch\*

| Scope   | tCO <sub>2</sub> eq in 2018 | tCO <sub>2</sub> eq in 2019 | tCO <sub>2</sub> eq in 2020 | tCO <sub>2</sub> eq in 2021 | tCO <sub>2</sub> eq in 2022 | tCO <sub>2</sub> eq in 2023 | Evolution 2018-2023 |
|---------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------------|
| Scope 1 | 0.11                        | 0.1                         | 0.03                        | 0.06                        | 0.02                        | 0.01                        | -90%                |
| Scope 2 | 0.46                        | 15.25                       | 5.68                        | 0                           | 0                           | 0                           | -100%               |
| Scope 3 | 26.55                       | 21.35                       | 13.26                       | 18.8                        | 20.44                       | 20.15                       | -24%                |
| Total   | 27.12                       | 36.69                       | 18.97                       | 18.86                       | 20.46                       | 20.17                       | -26%                |

\*The Caja Ingenieros Group had 33 branches at FY2023 end. The calculation of emissions included in the table is the average emissions by branch.





## Offsetting 100% of emissions

GRI 305-5



Since 2018, the Caja Ingenieros Group has been offsetting 100% of the carbon footprint generated by its activity. The Bank annually collaborates in socio-environmental projects for such offsetting. In 2021, the Bank collaborated in the Edincik Wind Power Plant project, a wind farm in the province of Balıkesir, Turkey, whereas in 2023, the Bank participated in the **RED++ project** in southern Cardamom, Cambodia, for the 2022 offset. This is a high-quality forest protection project in Koh Kong province, one of the 200 most important sites for biodiversity conservation on Earth. The scheme directly supports the livelihoods of 21 villages comprising 3,957 households and 16,495 people, contributes to the conservation of some 445,339 hectares of rainforest and protects forests and critical habitat for 52 species of birds, mammals and reptiles threatened by the International Union for Conservation of Nature (IUCN). Furthermore, the project also improves water quality, facilities and health care onsite and promotes community-based ecotourism.

The emissions generated in 2023 will be 100% offset through a project yet to be determined, which had not been specified at the time of verification of this report.

Since 2019, the Caja Ingenieros Group registers its carbon footprint as part of the Acuerdos Voluntarios programme promoted by the Catalan Climate Change Office. Joining the register means having to present the inventory of emissions by the organisation every year, along with the measures implemented to reduce them. This year, in line with its commitment to fight climate change, it has renewed its membership and has reported its inventory for 2023.

Moreover and going beyond this commitment, Caja Ingenieros Gestión calculates the GHG emissions of the investment portfolio for the SRI funds it manages.

## Risks and opportunities associated with climate change

GRI 2-25

In terms of managing the ESG risks and the risks associated with climate change, the risk management policy includes climate change within the context of the risk appetite, as indicated in the section on risk management. Along these lines, the Group promotes the skills to assess and measure energy transition risks associated with a process of adaptation towards a low-carbon economy.



## Efficient, sustainable use of resources

### Water

GRI 303-1, 303-5

In 2023, water consumption was 2,390 cubic metres, a mere 4% increase over the previous year due to office maintenance and activities. For more information on individual branches, please see the annex to this document.

#### Water consumption

|  | 2021  | 2022  | 2023  |
|--|-------|-------|-------|
| Water consumption (m <sup>3</sup> )                  | 1,758 | 2,306 | 2,390 |
| Offices (no.)  | 32    | 33    | 33    |
| Relative water consumption (m <sup>3</sup> /branch)* | 92.52 | 109.8 | 113.8 |

\*Calculation based on 21 branches with water supply contracts in the Bank's name.

### Paper

GRI 301-1, 301-2

Paper is one of the most highly used materials in the Group's work, which is why several initiatives are in place to promote its responsible use.

The digital signature project, which started in 2022, has been fully deployed in all branch networks during the third and fourth quarters of 2023. The project aims to ensure members digitally sign any documents provided, thus eliminating the need to provide paper documents. This function is foreseen for the opening of a current account, cancellation of a current account, cancellation of a card, modification of personal data, as well as reimbursements and deposits in cash. As it was implemented at the end of 2023, there has been a minor reduction in paper consumption, whose impact is expected to be noticeable in 2024.

#### Paper consumption (kg)

|                                 | 2021   | 2022   | 2023   |
|---------------------------------|--------|--------|--------|
| Virgin paper consumption (kg)   | 33,880 | 23,133 | 23,926 |
| Recycled paper consumption (kg) | 889    | 2,957  | 1,675  |
| Total paper (kg)                | 34,779 | 26,090 | 25,601 |

Because paper is the most heavily consumed material in the Bank, different initiatives have been launched to ensure its responsible use.

- **Eco-design criteria.** Environmental criteria are applied in the design of operating documents, in order to guarantee efficiency in the use of paper and saving on coloured ink.
- **FSC eco-label.** A high percentage of the paper purchased has the FSC label, a certification which proves that the paper used is from responsibly managed forests.
- **Digital banking.** Promoting digital banking avoids the use of considerable amounts of paper. Thus, members can conduct their procedures and make their enquiries on a computer or mobile device and receive any correspondence by email.

**The digital signature project, which started in 2022, has been fully deployed in all branch networks during the third and fourth quarters of 2023.**

## Minimising waste and the circular economy

GRI 301-2, 306-1, 306-2, 306-4

### PREMIER and MOVE cards

The entire range of Caja Ingenieros cards is made of recycled PVC, as it has a smaller carbon footprint. All new cards include the international Mastercard logo, which certifies that the card is made of sustainable material, more specifically, 80% recycled PVC.

The Bank's commitments include reducing the environmental impact and promoting circular economy. To this end, the branches have cardboard boxes in which cards that are no longer valid can be deposited. These cards are regularly collected and enter a recycling cycle. Group members help generate less waste through these initiatives. In 2023, a total of 100,193 cards were collected and entered the recycling process, i.e. 75 kg of cards were destroyed.

### Waste management

In terms of paper waste, the Group generated a total of 1,773.09 kg in 2023, 88% less than last year. To eliminate this waste, the Caja Ingenieros Group works with the Trinijove Foundation, a supplier that is also responsible for its recovery and recycling and employs people at risk of social exclusion.

Furthermore, given the type of business the Bank develops and the number of confidential documents used each day, the Caja Ingenieros Group has a specific collection service for all confidential documents that are to be destroyed. This is commissioned to the social welfare enterprise Junan Serveis Solidaris, which generates opportunities for groups at risk of social exclusion.

With regard to other waste, a total of 1,229.09 kg of plastic waste was generated in 2023, which was incorporated into the Trinijove Foundation's waste collection process. The increase over the previous year is due to increased on-site activity at all branches of the Bank and at the central services.

Furthermore, 1,920 kg of waste from the obsolescence of certain equipment, from small branch refurbishments or from the usual consumption of goods by Caja Ingenieros' professionals (computer appliances, light bulbs, paper and card, scrap, etc.) was collected from the activity linked to the larger branches located in Catalonia, all of which was managed by the waste collection and treatment service of Barcelona City Council.

### Waste generated (kg)

|       | 2021   | 2022   | 2023  |
|-------|--------|--------|-------|
| Paper | 11,750 | 14,939 | 1,773 |

## SOCIAL COMMITMENT



GRI 3-3, 2-29, 201-1, 203-1, 203-2, 413-1

The founding principles of the Caja Ingenieros Group and its nature as a cooperative bank place the commitment and responsibility with regard to its stakeholders, the community as well as the social and economic environment in which it operates at the centre of its strategy, along with the creation of shared value.

Based on this premise, reference is made to the results of the 2023 Sustainable Development Report published by the United Nations, which states that one of the three challenges Spain has to promote is to reduce inequalities, while highlighting the welfare state and, specifically, the excessive burden of household income, among others, as well as the results of the 2023 study of the Financial Inclusion Observatory, which shows that rural settings are experiencing a cut in branches, hence placing them in a position of vulnerability. It should be noted that the 2026 Transforma Plan focuses on humanising finance, whereas some of its pillars include the improvement of members' financial health and the financial inclusion of vulnerable groups. Therefore, Caja Ingenieros has set the following two objectives:

- To help improve its members' financial health so that they can smoothly manage their current financial obligations and feel confident about their own financial future.
  - To meet this objective, the design of the method and the development of the different actions to help improve financial health were worked on during 2023. These actions were based on member segmentation, advice and training. At the close of this report, work on the indicators and method is underway.
- To provide basic banking services to municipalities where there are no bank branches.
  - To meet this objective, as of September 2024, Caja Ingenieros will provide banking services through a mobile branch to a total of 303 municipalities in Catalonia.

***The founding principles of the Caja Ingenieros Group and its nature as a cooperative bank place the commitment and responsibility with regard to its stakeholders at the centre of its strategy.***

As well as creating value through its cooperative model, the Bank channels its commitment to society through the Caja Ingenieros Foundation, the activity of which is focused on three main areas of action, aligned with the framework of meeting the SDGs:

- Protection of the environment and promotion of sustainable development
- Re-incorporation into the workplace and social action
- Education, professional excellence and engineering

As a signatory organisation to the Global Compact since 2019 and due to the nature of the business activity and the Group's impact capacity, it focuses its commitment on the following three SDGs:

- **SDG 8:** Decent work and economic growth
- **SDG 9:** Industry, innovation and infrastructure
- **SDG 13:** Climate action

## Socioeconomic impact

### Contribution towards the business network and to families

Through corporate financing, members and Public Authorities, the Bank helps generate more jobs and supports a dynamic economy with greater financial capacity to do business and create value. In 2023, total financing granted amounted to 450,250 thousand euros, down in terms of total volume compared to 2022, which is mainly due to the slowdown in the real estate sector and the reduction in mortgage lending.

| Financing of companies and members | 2021    | 2022    | 2023    |
|------------------------------------|---------|---------|---------|
| Volume (thousands of euros)        | 610,404 | 559,887 | 450,250 |
| Number of transactions             | 2,629   | 2,772   | 2,279   |

Among others, the Bank offers:

- **Mortgage loans** for the purchase or renovation of retail premises or industrial units, where conditions are adapted to the ability to pay.
- **Loans for the financing of current investments**, studies and consumption. For example, the ECO Loan offers favourable conditions for the financing of investments in relation to the improvement of energy efficiency for families, professionals and companies.
- **Credit facilities** to meet the short-term financing requirements of companies.
- **Guarantees** to guarantee future commitments.

In 2023, loans were granted to companies and professionals amounting to 100,211 thousand euros. This figure is below the volume of financing granted in 2022, but with a slight increase in terms of the number of transactions. Thus, in 2023, Caja Ingenieros supported more organisations and professionals in their projects and had a positive impact.

| Loans to companies and professionals | 2021    | 2022    | 2023    |
|--------------------------------------|---------|---------|---------|
| Volume (thousands of euros)          | 130,532 | 114,302 | 100,211 |
| Number of transactions               | 333     | 296     | 324     |

**True to its commitment to young people, the Caja Ingenieros Group provides access to economic-financial and insurance services, which form part of the Imagina Programme.**

### Future commitment by supporting youngsters

The new generations have specific needs regarding service and financing, particularly in fields such as training, the start of their career or the development of entrepreneurial projects.

True to its commitment to young people, the Caja Ingenieros Group provides access to economic-financial and insurance services, which form part of the **Imagina Programme**. As well as an initial contact with financial management, they can get discounts through Ingenium Shopping Joven. For those with greater financial knowledge, the Depósito Joven and CI PIAS Joven products are available. In 2023, the study loans offered amounted to a total of 854,000 euros.

| Study loans                 | 2021    | 2022    | 2023    |
|-----------------------------|---------|---------|---------|
| Volume (thousands of euros) | 788,037 | 852,000 | 854,000 |
| Number of transactions      | 109     | 103     | 107     |

Caja Ingenieros provides them with access to the entire digital environment 24 hours a day, from any part of the world, which enables them to enjoy highly advantageous terms for overseas travel, accident coverage, digital payments with IngenierosPAY, etc.



## Tax payments

Thanks to its tax payments, the Group helps create jobs and boosts local and national economy by complying with its suppliers. Thus, the Bank's business has a direct and indirect impact on its economy.

### Generated and distributed economic value (in thousands of euros)

|  | 2021   | 2022   | 2023    |
|--|--------|--------|---------|
| <b>Generated economic value</b>  | 82,971 | 73,573 | 103,784 |
| Interest margin  | 33,812 | 39,131 | 67,487  |
| Fees for services, net   | 43,297 | 36,442 | 35,294  |
| Other revenues, net  | 5,862  | -2,000 | 1,003   |
| <b>Distributed economic value</b>  | 57,573 | 56,032 | 73,228  |
| Public authorities - Corporate income tax and other taxes and encumbrances | 14,285 | 14,968 | 19,533  |
| Suppliers - General administration expenses                                | 13,909 | 14,592 | 18,856  |
| Personnel - Personnel expenses   | 26,226 | 23,287 | 30,281  |
| Members - Interest   | 3,153  | 3,185  | 4,558   |
| <b>Retained economic value</b>   | 25,398 | 17,541 | 30,556  |
| Social welfare fund, Foundation and other donations                        | 1,097  | 1,432  | 1,518   |
| Amortisation, impairments and provisions                                   | 12,344 | 7,621  | 13,964  |
| Reserves   | 11,957 | 8,488  | 15,074  |

The contribution of the Caja Ingenieros Group to non-profit foundations and organisations stood at 139,394.30 euros in financial year 2023 and at 141,963.78 euros in financial year 2022. These donations support and are aligned with activities of the Education and Promotion Fund



## Social action

Social action is primarily channelled through the Caja Ingenieros Foundation, but the activity performed by the Institutional Banking segment to support the groups of professionals and youngsters is worth noting.

### Action to support groups of professionals and young people

Insofar as Institutional Banking, the Bank has a department that is responsible for some of the work being carried out in the area of education, promotion and support for professional groups, in addition to the work of the Caja Ingenieros Foundation described below. Included in this work are initiatives such as recognition of the best students through partnerships with universities and support for promotional activities with associations, professional bodies and foundations, which amount to more than 100 agreements in total. In 2023, 374,300 euros were allocated to these projects.

The following must be noted among these initiatives: <sup>(1)</sup>

- **Collaboration agreements** to foster the development of activities in groups of professionals, students and families and the support offered by the Bank for the talent policies of R&D institutions.
- **Contribution through collaboration agreements or sponsorship** in educational Institutions (mostly universities, such as the collaboration with Alumni Universidades) to support talent through the presenting of awards to the best grades and grants for the continued education of youngsters. Presence in employment forums and events promoting the proximity of Caja Ingenieros with this segment.
- **Reinforcement of the Caja Ingenieros Group's commitment** towards the institutions through the range of financial and insurance services to meet any needs they may have, such as specific financial offers for young people provided by the Bank.
- **Agreements with representative bodies** such as clusters, chambers of commerce, business associations or social cooperative institutions, among others.
- **Support for talent policies** of institutions focusing on R&D.
- **Collaborations with university students** and alumni.

### Caja Ingenieros Foundation

The Foundation is a private, non-profit organisation with the commitment to help improve society through a socially responsible ethical management model. All by establishing partnerships with foundations, NGOs, associations and universities, the objective of which is to create value for society and the environment. The Foundation acts in three main areas:

- environment and sustainability;
- re-incorporation into the workplace and social action;
- education, professional excellence and engineering.

### Figures of the Caja Ingenieros Group Foundation in 2023

|  | 2021         | 2022         | 2023         |
|--|--------------|--------------|--------------|
| Projects and partnerships developed                      | 68           | 73           | 65           |
| Beneficiaries of grants, awards and training             | 1,301        | 1,995        | 4,373        |
| Applications submitted for the enterprise projects       | 229          | 285          | 223          |
| <b>Channelled social investment (thousands of euros)</b> | <b>498.2</b> | <b>619.8</b> | <b>533.2</b> |

[1] Annex IV contains a list of the organisations with which the Caja Ingenieros Group collaborates in this area.

## **Helping vulnerable groups is one of the three lines of action of the Caja Ingenieros Foundation**

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Therefore, special action was taken in 2023 to provide support and offer the necessary assistance to those who need it most.

### **The environment and sustainability**

The Foundation is in line with the Group's objective in protecting the environment, reducing negative impacts and sustainable development. In 2023, it continued to drive actions and projects that help to raise awareness and protect biodiversity, as well as promoting ideas and projects that foster sustainable development and have positive impacts, through alliances with foundations and third sector organisations and the development of initiatives led by the Foundation.

In 2023, the following initiatives and alliances were promoted:

- CREAM
- Greenova Foundation
- IC LI Foundation
- Life Terra Foundation
- La Salle University
- ONGAWA
- Pau Costa Foundation
- Enterprise Award
- Innovative Ideas Award

### **Re-incorporation into the workplace and social action**

The creation of shared and social value forms part of the DNA of the Caja Ingenieros Group and the Caja Ingenieros Foundation promotes projects that foster social and workplace integration of vulnerable groups. In 2023, the partnerships and projects promoted by the Foundation benefited over 4,300 people.

Organisations and entities with which the Foundation of the Caja Ingenieros Group collaborates:

- Cáritas
- Autónoma Solidaria Foundation (FAS)
- Formació i Treball
- Palau de la Música
- IReS Foundation
- Arrels Foundation
- HOGAR SÍ

### **The Caja Ingenieros Foundation strives for a society with a better quality of life**

Helping vulnerable groups is one of the three lines of action of the Foundation. Therefore, special action was taken in 2023 to provide support and offer the necessary assistance to those who need it most.

The Foundation involved all members in this activity to ensure the most amount of help possible was provided. Thanks to donations from members and the Foundation's contribution, 65,000 euros were allocated to three organisations that offer resources to the most vulnerable families and provide comprehensive support to the homeless.

The contribution enabled a total of 4,240 people in vulnerable situations due to lack of resources or homelessness to be supported by Cáritas, Arrels Foundation and HOGAR SÍ, which are organisations aimed at helping this group, especially in the areas of Catalonia and Madrid.

## Education, professional excellence and engineering

The Foundation is committed to the development of future generations of progressions, to engineering and to the contribution towards its sustainable development, along with social innovation and entrepreneurship. Therefore, it granted 133 scholarships and awards for academic excellence in 2023, continued to support the dissemination of engineering projects and provided access to its innovation and entrepreneurship programmes for over 223 entrepreneurs.

The activities performed by the Foundation within this scope of action are highlighted below.

- **Engineering Observatory.** Promoted by the Caja Ingenieros Foundation, it is made up of the most relevant institutions, professional groups, business associations and universities in Spanish engineering, representing over 450,000 professionals from the sector.
- **11th Enterprise Award.** An initiative that rewards and speeds up the development and growth of startups in the field of sustainable development, the environment and technology. This year, special attention was placed on promoting initiatives related with sustainable mobility, with the environment and energy, with social innovation and with the circular economy. A total of 65 startups registered for this edition. The winning startup was Planetai Space, a solution capable of measuring greenhouse gas pollution and assessing environmental quality in an objective, accurate and inexpensive way using satellite images from more than 27 constellations as well as big data and machine-learning techniques.
- **6th Isabel P. Trabal Innovative Ideas Award.** The goal is to promote the transforming of business ideas into companies. The award is aimed at promoting the development of enterprising proposals in any sector of activity, provided they focus on improving the quality of life of people, giving priority to projects in the fields of engineering, sustainability and the environment. More than 158 ideas were submitted in 2023. The winning idea was PidGin, a project that enables the integration of deaf people in all spheres of society thanks to innovative technology.

## 533,293 euros

The Foundation's social investment in 2023.

## Partnerships and collaborations with other banks

The Foundation contributes to society in line with the annual plan approved by the Board of Trustees. This is implemented using its own activities and supporting initiatives implemented by other institutions, as indicated above.

The Foundation's social investment in 2023 amounted to 533,293 euros, in line with the social investment that the Foundation has been developing for the last 4 years, with the exception of 2022, which was an exceptional year, given that the social investment was increased for the benefit of those affected by the war in Ukraine.

|              | Description   | 2021           | 2022           | 2023           |
|--------------|---|----------------|----------------|----------------|
| Investment 1 | Environment and sustainability projects (euros)                   | 104,990        | 114,073        | 98,629         |
| Investment 2 | Re-incorporation into the workplace and social action (euros)     | 92,692         | 181,111        | 116,506        |
| Investment 3 | Education and professional excellence (grants and awards) (euros) | 300,520        | 324,619        | 318,158        |
| <b>Total</b> |   | <b>498,201</b> | <b>619,803</b> | <b>533,293</b> |

### Education and Promotion Fund (FEP)

The Education and Promotion Fund (FEP) involves activities to benefit members and professionals, as well as the community in general, for educational and social purposes and to foster the development of cooperativism. It is supported by the Credit Cooperatives Law 13/1989 of 26 May, partially amended by the Cooperative Tax System Law 20/1990 of 19 December. As a result of this regulation, Caja Ingenieros applies at least 10% of its net annual surplus to the FEP.

The Education and Promotion Fund seeks to finance activities for the following purposes:

- Training and education of members and staff in cooperative principles and values or in specific areas that contribute to business activities.
- Publicising cooperatives and fostering inter-cooperative relations.
- Cultural, professional and social welfare promotion of the local environment and community in general, as well as improving quality of life, community development and environmental protection actions.

In 2023, the FEP budget stood at 985,000 euros, the distribution of which was approved by the General Meeting of Shareholders and whose carried expenses are described below.

| Item                                  | 2024 (thousands of euros budgeted) | 2023 (thousands of euros carried) | 2022 (thousands of euros carried) |
|---------------------------------------|------------------------------------|-----------------------------------|-----------------------------------|
| Training for members and personnel    | 500                                | 370                               | 309                               |
| Inter-cooperative relations promotion | 35                                 | 28                                | 24                                |
| Cultural promotion of the environment | 600                                | 500                               | 450                               |
| <b>Total</b>                          | <b>1,135</b>                       | <b>897</b>                        | <b>783</b>                        |





## Suppliers: extended social and environmental commitment

GRI 3-3, 2-25, 204-1, 414-1, 414-2, 308-1, 308-2

The activity of the Caja Ingenieros Group has a positive indirect impact on society and helps generate employment and in the growth of SMEs. In 2023, 43% of the suppliers of products and services were local (local being understood as suppliers headquartered in Catalonia), with an associated turnover of 17,880,929.07 euros. The total sum of purchases from suppliers amounted to 41,330,676.05 euros in 2023.

In addition to this social and economic impact, the Group wants to extend the protection of labour rights and the promotion of a safe working environment throughout its supply chain and encourage the creation of decent work both directly and indirectly. To do so, it performs an assessment on its suppliers.

### Environmental and social assessment of suppliers

Caja Ingenieros analyses and values the fact that its suppliers have certificates and commitments regarding the improvement of the environment, governance and the social environment. Its **purchasing policy** specifies that suppliers involved in practices contrary to sustainability and environmental preservation must be avoided and suppliers with certificates or policies and contractual undertakings that aim to improve environmental, governance or social areas (depending on the purchase and nature of the service) must be positively valued.

Insofar as the assessment and selection processes for new suppliers in 2023 are concerned, 100% of new suppliers with which Caja Ingenieros has a contractual relationship were assessed and have agreed to the Bank's business, labour-related and environmental ethics commitment clauses and were selected in line with certain minimum requirements of Caja Ingenieros.

In 2023, Caja Ingenieros was certified with the ISO 20400 Standard for sustainable procurement. Broadly speaking, this certification aims to highlight the actual implementation of ESG commitments, to involve the entire corporate structure in the concept of sustainability within the supply chain and to guarantee the sustainability demands of the market, clients and stakeholders.

The Bank also conducts annual audits on suppliers classed as essential, according to EBA regulations, to which services are outsourced, and prepare a separate report for each one. In 2023, audits were conducted on the five suppliers who meet the aforementioned criteria.

***Caja Ingenieros analyses and values the fact that its suppliers have certificates and commitments regarding the improvement of the environment, governance and the social environment.***

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# 8

## Risk management



# Risk Management

The identification, measuring and management, as well as the control and monitoring of the risks inherent to the Group's business activity, are established as core goals, within a framework of global risk management optimisation. To this end, a risk management system has been established based on the principles of sustainability, quality, responsibility, monitoring and commitment in a Group boasting a high level of solvency.

## Risk management model

GRI 3-3, 2-25

The economic crises experienced in the past have highlighted the crucial importance for financial institutions to properly manage their risks. For the Caja Ingenieros Group, risk management is an essential cornerstone of its competitive strategy and is aimed at preserving its solvency and liquidity levels.

The Caja Ingenieros Group has maintained its ongoing growth, anticipating needs for capital and liquidity. The business model prioritises service quality, diversification of income sources and prudence in risk taking.

The Governing Board of the Bank establishes the risk management framework of Group activity through the defining of internal control policies, systems and procedures and monitoring their compliance. The coordination of these prudent policies, as well as the use of uniform and effective management and control methods and techniques, enables us to obtain recurring and sustainable results and to enjoy a robust position of solvency.

The identification, measuring and management, as well as the control and monitoring of the risks inherent to Group activity, are established as fundamental goals, within a framework of global risk management optimisation, including the following:

- Strategic risk
- Credit and counterparty risk
- Structural interest rate risk
- Liquidity risk
- Market risk
- Operational risk, including the technological risk
- Compliance, conduct and money laundering risk
- Reputational risk
- Climate and environmental risk

## General principles

The Governing Board states in the risk management policy that the risk management system requires the application of principles that facilitate effective risk management. The following are considered fundamental:

- **Sustainability.** Our mission is to provide sustainable value to members and this sustainability must be based on risk management policies and good practices.
- **Quality in management.** The risk is inherent to the business of the Caja Ingenieros Group. A professionalised, strong and cross-cutting risk management must therefore be established throughout the organisation.
- **Liability.** Ultimate accountability for risk supervision rests with the Governing Board. The managing director of Caja Ingenieros is responsible for the implementation of risk management.
- **Monitoring.** The Caja Ingenieros Group must define the acceptable risk threshold and monitor its risk profile in relation to the risk threshold defined within the risk appetite framework. The risks taken must be identified and mechanisms for their measurement and monitoring must exist.
- **Commitment.** Risk management requires the involvement of the entire organisation. The Group promotes a risk culture by transferring risk management criteria to different areas of the organisation through internal communication mechanisms, including training and regulations.
- **Independence.** The role of risk management and control must be independent from the commercial function and business areas.

## Risk management system

The Caja Ingenieros Group has a risk management system established that consists of the following aspects:

- A system of governance and organisation of the risk function that has an appropriate definition of roles and responsibilities, committees and delegation structures, a model of three lines of defence (as described in the "Good governance" section) and an internal control system consistent with the nature and magnitude of the risks.
- A risk appetite framework, incorporated into the risk management policy and approved by the Governing Board, which determines the nature and degree of risk that the Group is willing to take in order to achieve its business goals.
- A management model that includes risk self-assessment, comprehensive risk monitoring and planning, solvency, internal and public communication and a regulatory body that governs risk management.
- An adequate assignment of human and technological resources to manage and supervise the model effectively.

### The risk appetite framework

The risk appetite framework is the overall framework used to set, communicate and monitor the risk appetite. This requires policies, procedures, systems and controls. This framework explicitly defines the limits to which the Bank managers can operate. Our risk appetite framework has the following characteristics:

- Alignment with the mission, vision, values and strategic principles of Caja Ingenieros.
- Alignment with the strategic and business plan.
- Search for a low to medium risk profile.
- Clear, concise, forward-looking and manageable formulation.
- Explicit definition of the limits to which managers can operate.
- Maintenance of a reasonable excess of capital and liquidity.



## Types of risk

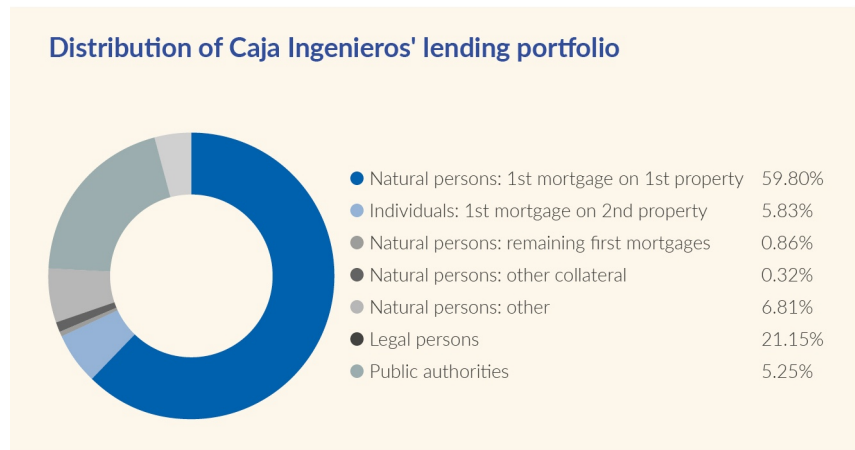
| TYPE OF RISK                                  | EXAMPLES OF CONTROL MECHANISMS  |
|---|---|
| Strategic                                     | <ul style="list-style-type: none"> <li>Strategic plan</li> <li>Strategic plan office</li> <li>Annual operations plan</li> <li>Recovery plan</li> <li>Risk appetite framework</li> <li>Global risk management policy</li> <li>Global Risk Management Committee</li> <li>Capital and liquidity self-assessment</li> </ul>   |
| Credit and counterparty risk                  | <ul style="list-style-type: none"> <li>Credit investment policy</li> <li>Credit Policy Committee</li> <li>Credit Committee and Steering Committee</li> <li>Structure of powers and limits (concentration, positions, by expected loss)</li> <li>Counterparty risk limits</li> <li>Credit risk models</li> <li>Granting, monitoring and recovery criteria</li> <li>Accounting hedges and guarantees</li> </ul>                                       |
| Interest rate risk                            | <ul style="list-style-type: none"> <li>Interest rate risk policy</li> <li>Asset and Liability Management Committee (ALM)</li> <li>Tolerance levels</li> <li>Interest margin forecast and monitoring</li> <li>Interest margin stress scenarios</li> <li>Balance sheet economic value sensitivities</li> <li>Balance sheet economic value stress scenarios</li> </ul>   |
| Market risk                                   | <ul style="list-style-type: none"> <li>Financial investment policy</li> <li>Financial Markets Committee</li> <li>Limitation of the universe of acceptable securities</li> <li>Limits to exposures and due to losses</li> <li>Limits due to regulatory equity capital consumption</li> <li>Limits due to value at risk</li> <li>Limits due to application of stress scenarios</li> </ul>   |
| Liquidity risk                                | <ul style="list-style-type: none"> <li>Liquidity risk policy</li> <li>Funding plan</li> <li>Assignable asset report (ACBE)</li> <li>Liquidity contingency plan</li> <li>Liquidity stress scenarios</li> <li>LCR and NSFR ratio monitoring</li> </ul>  |
| Compliance, conduct and money laundering risk | <ul style="list-style-type: none"> <li>Code of Ethics</li> <li>MiFID policies and other conduct policies</li> <li>Internal conduct regulation</li> <li>Money laundering prevention policy</li> <li>Investment services committee</li> <li>Money Laundering Prevention Committee</li> <li>Report from the external expert on the prevention of money laundering</li> <li>Associated to Autocontrol as advertising self-regulation service</li> </ul> |
| Operational risk                              | <ul style="list-style-type: none"> <li>Business continuity plan</li> <li>Operational and Quality Risk Committee</li> <li>ISO/IEC 27001:2013 Information Security Management Systems (ISMS) certification</li> <li>Specialist CyberSOC and rapid response service</li> </ul>   |
| Reputational risk                             | <ul style="list-style-type: none"> <li>Reputational risk policy</li> <li>Reputational Risk Committee</li> <li>Monitoring of reports and claims</li> <li>Communication agency</li> </ul>   |
| Climate and environmental risk                | <ul style="list-style-type: none"> <li>Inclusion of the climate risk into risk, credit investment, financial investments and reputational risk management policies</li> <li>Inclusion of the climate risk into capital and liquidity self-assessment</li> <li>Analysis of exposure to GHG-intensive and eligible sectors, according to the European green taxonomy</li> </ul>   |

## Credit and counterparty risk

Credit risk refers to losses that the Group would suffer if debtors, either members or other counterparties, fail to fulfil their contractual obligations. Thus, it is risk associated with non-payment by the customer of credit, loan or guarantee transactions, as regards traditional financial products, or by the counterparty or issuer of other financial assets, such as those included in the fixed income portfolio.

In accordance with current solvency regulations, credit risk is covered by the existence and control of certain own funds capable of absorbing the risks assumed, as well as the establishment of provisions intended to cover insolvencies. These hedges are classified as specific hedges for doubtful risks, whose purpose is to cover exposures with defaults or doubts in relation to full repayment and normal risk hedges. Normal risk hedges are further classified into normal risk hedges and normal risk hedges under special surveillance. The latter refer to hedges for transactions that have solvency weaknesses, but do not raise doubts about full repayment.

It should be noted that the Group's entire lending portfolio is highly collateralised, which contributes to improving its management ratios. As of the end of the 2023 financial year, 71.44 % of lending to customers was collateralised, thus maintaining our high historical levels of collateral.



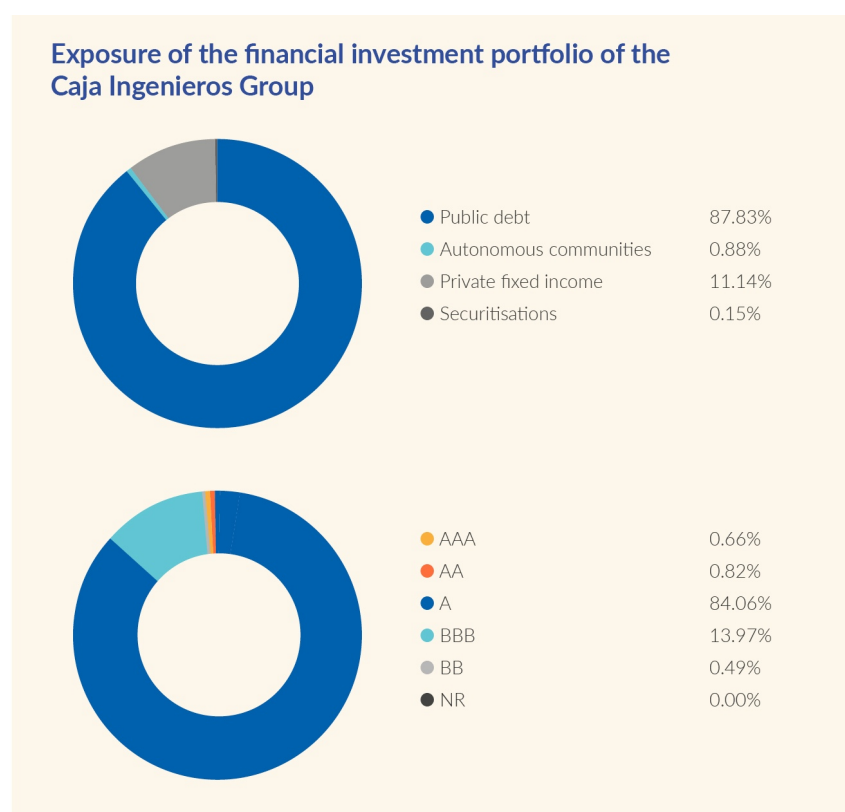
Following the line of diversification and collateralisation in the granting of loans with mortgage collateral typical of the Bank, it should be noted that, in 2023, 737 transactions (1,381 in 2022) were granted for an average amount of 169 thousand euros (172 thousand euros in 2022) and an average loan-to-value ratio of 60.21% (63.21% in 2022). The calculation used the appraisals of financial year 2023, appropriately updated, as a reference.

As of 31 December 2023, Caja Ingenieros' default rate stood at 2.71%, substantially below the default level of the sector, which stood at 3.54%.

At the end of 2023, the total provisions of the Group to hedge bad debts by clients and debt securities stood at 29,116 thousand euros: 4,800 thousand euros correspond to normal risk provisions, 5,539 thousand euros to normal risk provisions under special surveillance and 18,777 thousand euros to specific provisions for doubtful assets. Total provisions relating to the lending portfolio held at 31 December 2023, which amounted to 27,898 thousand euros, represented a hedge ratio of 51,10% and are significant, given the solid guarantees of the loan portfolio.

In addition, interbank transactions, fixed income, derivatives and other financial instruments were also exposed to credit risk. The Group is governed by a financial investment policy, which establishes a system of limits according to its risk profile and enables concentrations of credit risk to be avoided. Most portfolio investments are in assets with a good credit rating and, above all, the vast majority of the investments are in Spanish public debt.

Shown below is a breakdown of the financial investment portfolio of the consolidated Group at prudential level, excluding the trading portfolio, as at 31 December 2023, by rating level and type of debt.



El riesgo de crédito incluye el riesgo de contraparte, que es el riesgo de que las contrapartidas incurran en incumplimientos con el Grupo antes de la liquidación definitiva de las operaciones con instrumentos derivados, de las operaciones con pacto de recompra, de las operaciones de préstamo de valores, de las operaciones con liquidación diferida y de las operaciones de financiación de las garantías.

Caja Ingenieros revisa el cumplimiento de los límites de contraparte en el mercado interbancario, las operaciones simultáneas y las operaciones de derivados, así como los límites por calificación crediticia del emisor, en el mercado de renta fija. El seguimiento y el cumplimiento de la estructura de límites nos permiten evitar concentraciones de riesgo que puedan afectar a los recursos propios de la Entidad.

The credit risk includes the counterparty risk, which is the risk that counterparties incur in non-compliance with the Group prior to final settlement of transactions with derivative instruments, repurchase transactions, securities lending transactions, deferred settlement transactions and collateral financing transactions.

Caja Ingenieros reviews compliance with counterparty limits in the interbank market, simultaneous transactions and derivative transactions, as well as issuer credit rating limits in the fixed income market. Monitoring of and compliance with the limits structure make it possible to avoid concentrations of risk that may affect the own funds of the Bank

It should be noted that the counterparty risk taken by the Group is highly insignificant in relation to total credit risk.

In addition, credit concentration risk, which is associated with the possibility of significant losses as a consequence of the concentration of risk in a small group of creditors, in a group of creditors with similar behaviour, or in financial assets that are particularly correlated, is an essential element in credit risk management.

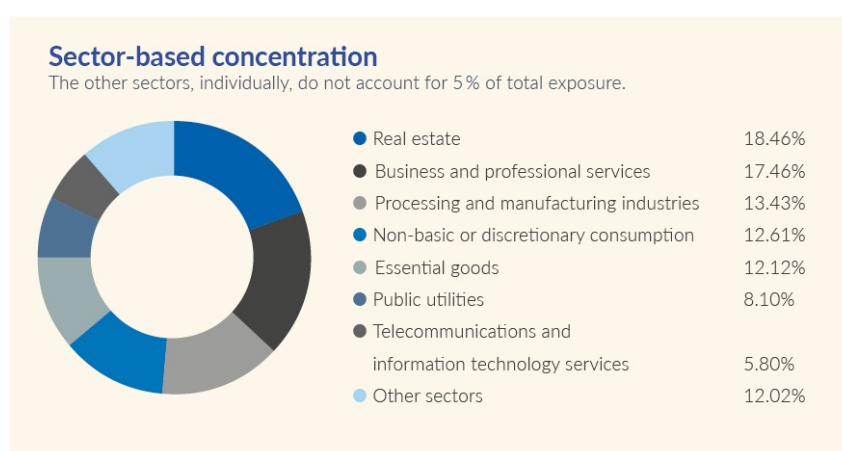
In order to limit sectoral concentration, Caja Ingenieros has adopted a two-fold approach: a policy of prudent lending (which results in a portfolio of high-quality and well diversified lending) and a Group-wide financial investment policy, which establishes limits on all investments in each economic sector.

The breakdown of credit risk exposure has an adequate sector-based level of diversification, in which the most significant weights correspond to the following economic activities: real estate (18.46%), business and professional services (17.46%), processing and manufacturing industries (13.43%), non-basic or discretionary consumer goods (12.61%), essential goods (12.12%), public utilities (8.10%) and telecommunication and information technology services (5.80%). The other sectors, individually, do not account for 5 % of total exposure.

In addition, the aforementioned credit granting and financial investment policies establish limits of amount and hierarchy in decision-making that enable individual or business group concentration to be controlled.

In accordance with Regulation EU 575/2013, all the risks that a bank incurs with a given physical or legal counterpart or public or private financial group are considered major risks when their aggregate value exceeds 10% of the Group's calculated capital, which only occurs in the case of the sovereign risk with Spain and Italy, with the autonomous regions of Catalonia, Castile and León, Asturias and La Rioja and Barcelona City Council.

Regarding the fixed-income securities portfolios of the Group, these are well diversified and are distributed among 69 issuing groups of good credit quality.



## Structural interest rate risk

Structural interest rate risk is the possibility of losses due to the potential impact of changes in interest rates on the Bank's profits or net value of its assets. The interest rate risk of the trading portfolio is excluded.

The structural interest rate risk is also known as the balance sheet interest rate risk, as it includes the risks arising from differences in the expiries and renewal of interest rates for the assets and liabilities on the balance sheet. For example, credits and loans, which are included in the assets of credit institutions, tend to reprice their interest rate at different times to deposits, which are included in liabilities.

The Asset Liability Management Committee, also known as the ALM Committee, is responsible internally for the active management of the interest rate risk, based on monitoring the exposure of the Bank and the stances taken to mitigate this exposure, in compliance with the limits set by the Group.

Caja Ingenieros uses the FIS Ambit Focus tool to asset exposure to interest rate risks. The tool allows us to analyse maturity or repricing gaps between assets and liabilities from a static perspective, i.e. starting from the current balance sheet, with its maturity and renewal terms. The Bank also calculates the economic value of the balance sheet, which is the current net value of all the foreseen balance sheet flows, considering the expiry is not renewed. Based on the economic value calculated, the sensitivity of the economic value to different scenarios of changing interest rates is analysed. Dynamic analyses that, as the name indicates, go beyond that of the current balance sheet to calculate future simulations are also performed. This simulates the interest margin, as well as its sensitivity to interest rate changes.

The structural balance sheet interest rate risk, measured in terms of gap between assets and liabilities distributed by maturity or repricing, allows for concentrations of interest rate risk to be detected in the different periods.

At 31 December 2023, the sensitivity of the economic value of the Bank to a parallel movement of the interest rate curve of +200 basis points stood at -9.63%. Moreover, the EBA establishes six scenarios (SOT) to measure the sensitivity of the economic value, whereby the most adverse scenario for Caja Ingenieros' balance sheet continues to be the scenario of a parallel movement of the interest rate curve of +200 basis points, with a sensitivity of the economic value of -9.63%.

## Structural liquidity risk

Liquidity risk means possible losses to the Group in the event of a situation where it is impossible to obtain reasonably priced funds to promptly fulfil payment obligations, either for the reimbursement of funds or use of available credit transactions by customers or the settlement of market transactions.

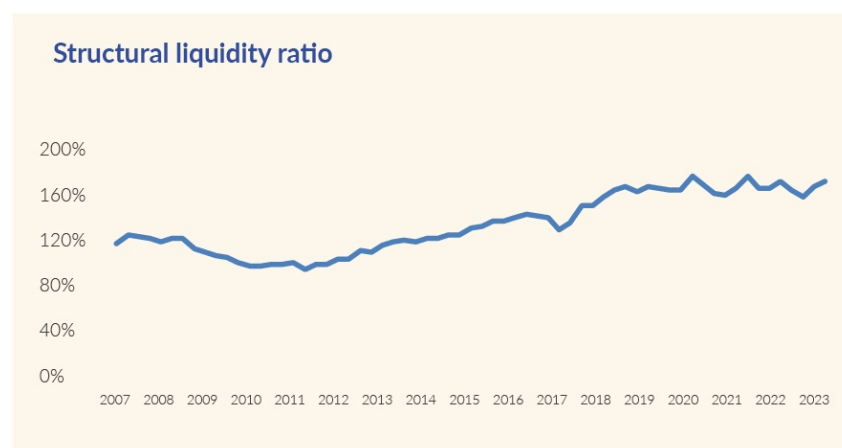
The liquidity management policies of the Group are aimed at securing the funds required to meet business needs diversifying funding sources and minimising their cost. The Group monitors through Caja Ingenieros the liquidity position and financing strategies on an ongoing basis. In addition, the Bank is governed by the liquidity contingency plan that allows management of possible unexpected events, caused by economic or market conditions, or other situations beyond the direct control of Caja Ingenieros, which could cause short- or long-term liquidity difficulties.

The liquidity coverage ratio (LCR) seeks to ensure that the Bank has sufficiently high-quality liquid assets to face cash outflows arising in a scenario of acute stress lasting for one month. According to developments in recent years, this has remained at levels that show very high short-term liquidity availability. More specifically, at 31 December 2023, the LCR ratio stood at 376% (the regulatory requirement is 100%).



The net stable funding ratio (NSFR) provides information on the resistance capacity over one year, measuring the proportion of stable funding in relation to the assets requiring funding. As in prior years, this has remained at high levels. At 31 December 2023, the NSFR ratio stood at 185%.

Finally, it should be noted that the Caja Ingenieros Group has historically maintained a favourable structural liquidity ratio (defined as the quotient between customer deposits and credit). This stood at 171 % at 31 December 2023.



## Market risk

Market risk is the risk associated with the possibility of losses in trading portfolio positions, caused by adverse movements in market variables.

For the management of market risk, in addition to measures of duration, convexity and sensitivity, a triple limit structure is applied daily. First, different scenarios are calculated to ascertain potential trading portfolio losses in the event of situations of severe stress in the financial system. Secondly, the portfolio's one-day value at risk (VaR) is obtained using Monte Carlo simulations and a confidence interval of 99%. Finally, on a daily basis, the trading portfolio's market risk capital consumption is determined and checked, as in the other cases, whether it meets the limit established by the Governing Board. In addition, the trading portfolio is included in the monitoring of counterparty risk limits valid for the financial investments of the Group.

As well as measuring VaR, conditional VaR (or TailVaR), which measures the average loss that would occur in cases where the VaR level was exceeded, and the Component VaR, which measures the contribution of a sub-portfolio to the total VaR of the portfolio, are calculated.

| (In thousands of euros)        | Trading portfolio |                 |               |
|--------------------------------|-------------------|-----------------|---------------|
|                                | VaR               | Conditional VaR | Component VaR |
| <b>Total</b>                   | <b>164</b>        | <b>215</b>      |               |
| Fixed income                   | 158               | 207             | 146           |
| Equities                       | 92                | 115             | 18            |
| Investment funds               | -                 | -               | -             |
| Sum of VaR and Conditional VaR | 250               | 322             |               |
| Diversification effect         | 86                | 107             |               |

\*VaR calculated with a confidence interval of 99% and time frame of one day. Annualised results.

## Operational risk

Operational risk is defined as the set of events that could cause losses as a result of inadequate internal processes, human error, malfunctioning of information systems or external events. This risk is inherent to the daily operation of any bank, so it must be monitored closely in all areas.

This definition includes legal risk, but excludes strategic risk and image or reputational risk.

Legal risk includes the possibility of being penalised or fined, or required to pay punitive damages as a result of actions of the supervisor or private agreements between parties.

It also includes the technological risks, among which is the cyber-risk and the Bank is certified in the international ISO/IEC 27001:2013 Standard.

The operational risk function is part of the Subdirectorato General and Directorate of Global Risk Management.

The Bank has taken out a comprehensive banking insurance policy that essentially covers losses that could occur as a result of eventualities related to operational risks (IT fraud, employee infidelity, etc.).

## Reputational risk

Reputational risk is the possibility of the Caja Ingenieros Group sustaining damage as a result of negative information or publicity, whether true or not, about its business practices, which could affect its customer base, litigation costs or income. It is associated with the repercussions that we could suffer as a result of being discredited or becoming distrusted by our current and potential customers.

This risk is particularly linked to the compliance function, given the strong reputational impact of receiving financial penalties or other disciplinary action by supervisory bodies. It also includes conduct risk, which seeks to measure and manage the risk of harm to members and the integrity of the market. In turn, it is closely linked to the risk of money laundering and terrorist financing, the risk of any economic, administrative or even criminal damage from using the financial system for activities involving money laundering and financing of criminal organisations, including those linked to terrorism.

It is also particularly important to appropriately manage the following aspects:

- **Marketing of complex financial products.** The Caja Ingenieros Group has drawn up specific policies to design and launch new products.
- **Actions related to money laundering.** The Bank is governed by a Governing-Board approved money laundering and terrorism financing prevention policy, which includes measures to prevent, detect and report suspicious transactions related to money laundering or the financing of terrorism.
- **Transparency with customers in relation to banking transactions.** The Bank also has mechanisms for issuing commercial and advertising communications, including adhesion to the advertising self-regulation system through the body Autocontrol. Moreover, it has a member and customer care department through which users of the banking services can address their complaints or claims. The service has the necessary independence to issue its decision and has an operating regulation that describes the functions and responsibilities of the department. On the other hand, there is a banking ombudsman, external to the Bank, with which users of the banking services can file complaints or claims.

## Climate and environmental risk

The "Climate and environmental risk" section develops the report on the assessment of the financial impact on society of the risks associated with climate change, as established by Law 7/2021, of 20 May, on climate change and energy transition.

### The Paris Agreement and the types of climate risk

Global data confirms the continued increase in the planet's temperature, regardless of the historic seasonal fluctuations. This trend has led to an increase in the consequences and severity of extreme short-term climate phenomena, such as flooding, fires and earthquakes (acute risk). It is also foreseen that the long-term effects of climate change due to progressive phenomena such as the change in rainfall patterns, could have significant consequences risks (chronic risk). The climate-related risk due to these phenomena is called a physical risk.

Having recorded the current impacts and the possible future impacts of the climate emergency, the Paris Agreement was drawn up. This was the first universal and legally binding agreement on climate change, adopted at the Paris climate conference (COP21) in December 2015 to mitigate their effects. More specifically, the agreement establishes a global framework to limit global warming to 2°C, preferably to below 1.5°C, and ensure emissions neutrality by the second half of the century. To reach these goals, the 190-plus parties signing the agreement have incorporated or plan to incorporate specific measures, which will lead to new policies and regulations that, in turn, will possibly have significant impact for emission-intensive companies. In addition to these regulatory effects are the changes in consumer trends due to greater social awareness regarding CO<sub>2</sub> emissions and the arise of technological innovations able to displace carbon-intensive technologies. The climate-related risk due to these circumstances is known as the transition risk, i.e. The risk that might result from the process of adaptation to an economy with fewer emissions. This risk might be conveyed to the credit risk associated to loans granted and to the fixed income acquired in the Bank's portfolio, as well as the value of the collateral, and to the market risk associated to the variations in the listings of financial market emissions if they do not meet the new emissions standards.

The effective management of climate-related risks has become an essential requirement in avoiding significant impact in the future and strengthening a position that allows for business opportunities to be generated.

### Climate and environmental risk governance

The climate and environmental risk is managed through Caja Ingenieros' executive bodies.

The Sustainable Finance Committee (SFC) reports directly to the Management Committee on matters regarding management, control and proposed strategy in sustainability and reports to the Audit and Risk Committee on matters regarding proposed policies and their supervision.

The risk management policy, supervised by the Audit and Risk Committee and approved by the Governing Board, includes the climate change and environmental risk within the risk appetite framework. The relationship in governance between the climate change risk and the credit investment risks and financial investment risks is seen in the credit investment policy and the financial investment policy, respectively.

The credit investment policy includes the development of products, measuring methods and granting criteria to reduce greenhouse gas emissions and for transition to an emission-free economy. It also defines the structure and treatment in the granting of companies associated with emission-intensive sectors and to sectors linked to Regulation (EU) 2020/852 (hereinafter the Green Taxonomy Regulation). The financial investment policy restricts exposures to companies according to ESG and good climate management criteria, in line with an external score.

The Capital and Liquidity Self-assessment Report, submitted to the Audit and Risk Committee for analysis and approved by the Governing Board, includes climate stress scenarios and a report on the climate risk profile of the financial investment portfolio and the credit investment portfolio.

Caja Ingenieros' climate objectives, reported in the section on the measurement application to Caja Ingenieros' portfolios, are transferred to the Audit and Risk Committee, which is responsible for the decision to submit them to the Governing Board, the body in charge of their final approval.

Every quarter, details of the main metrics associated to climate change are made available to the Audit and Risk Committee.

### **Initiatives linked to sustainability**

On joining the UN Environmental Programme Financing Initiative (UNEP FI), Caja Ingenieros adopted the goal to help mitigate the climate risk in line with the good practice defined by this association and according to the Paris Agreement and to promote the Sustainable Development Goals. UNEP FI suggests a road map that must include metrics to ascertain to what extent the activities of the banking business are environmentally sustainable in order to be able to manage climate risks and contribute to sustainability. In the sections on measuring climate change and applying the measurement to Caja Ingenieros' portfolios, the metrics and objectives associated with sustainability are described according to the practices mentioned in the United Nations programme (UNEP FI).

### **Foreseen developments to promote sustainability**

In order to measure and manage environmental risks, a climate data structure is needed to support sustainability and climate risk analyses. As far as financial investments are concerned, sustainability data providers are available. In credit investment, two areas should be considered: individuals, whose greatest risk lies in the collateral, for which data are available that provide certain information on physical risks and transition risks; and companies with public reporting obligations on the matter, an area in which Caja Ingenieros is currently implementing tools to incorporate, as soon as data is available, the main climate metrics for alignment with the Green Taxonomy Regulation, the carbon footprint and the projections linked to the climate risk of emission-intensive sectors.

In early December 2021, the definitive version was published of the information that financial institutions and companies must publicise regarding the sustainability of their investments, stating their percentage of environmental sustainability, as stipulated by the European Union green taxonomy. The EU green taxonomy includes six environmental goals and gives a set of sectors and activities that might potentially contribute towards these goals, i.e. activities that are considered eligible. Moreover, the document specifies certain metrics and thresholds that companies must fulfil for their activity to be considered to meet sustainability criteria without harming the other environmental goals, i.e. the measure to which each company activity is in line with the taxonomy.

Caja Ingenieros is working on providing the sustainability information stipulated in the green taxonomy, with the incorporation of eligibility and the alignment of financing this very year in the corresponding section. It also has developments planned to progress in the new requirements for public information on sustainability, e.g. the linking of income from fees with sustainable activities as of 2026.

Caja Ingenieros developed a guide on how to apply the green taxonomy in 2022 in order to publicise the European Union's Green Taxonomy Regulation and to facilitate understanding of the different concepts introduced by the regulation and how to adapt to them in a practical way. As new regulatory texts were published, the sustainability criteria of the four remaining environmental objectives were described and new tools were developed to enable the implementation of the regulation. These developments have led to an update of the guide that the Bank prepared at the time in order to address all relevant changes for our members.

Lastly, Caja Ingenieros is committed to offering products to its members that adapt to its sustainability values, with a wide range of sustainable products.

## Climate risk measurement

Caja Ingenieros has analysed the transition risk of the companies in its portfolio by assessing the exposure to the sectors that the 2 Degrees Investing Initiative, by way of the Paris Agreement Capital Transition Assessment (PACTA), deems relevant for climate change. These emission-intensive sectors are the energy sector, the extraction of fossil fuels, automotive, cement, steel, marine transport and air transport, which represent 75 % of global emissions. Metrics are used for each of the emission-intensive sectors to set goals for adequate climate transition. The following table shows the metrics used in each of the emission-intensive sectors.

|             | Technology                          | Units            | CO <sub>2</sub> emission factor                   |
|-------------|-------------------------------------|------------------|---|
| Automotive  | Electrical<br>Propellants<br>Hybrid | Cars produced    | ×   |
|             | Internal combustion                 |                  |   |
| Cement      | InstaLlaTION<br>installation        | Tonnes of cement | Tonnes of CO <sub>2</sub> / Tonnes of cement<br>× |
|             | Grinding                            |                  |   |
| Coal        | Coal                                | Tonnes of coal   | ×   |
| Oil and gas | Gas<br>Oil                          | July             | ×   |
|             | Coal                                |                  |   |
| Energy      | Gas<br>Hydraulic<br>Nuclear<br>Oil  | Megawatts        | ×   |
|             | Renewables                          |                  |   |
| Steel       | AC electric arc furnace             | Tonnes of steel  | Tonnes of CO <sub>2</sub> /Tonnes of steel        |
|             | Basic oxygen furnace                |                  |   |
|             | DC electric arc furnace             |                  |   |
|             | Hearth furnace                      |                  |   |

Metrics used for emission-intensive sectors.

The PACTA tool for financial institutions is implemented through statistical packages and a database of corporate companies provided by the Asset Resolution in collaboration with the 2 Degrees Investing Initiative. This database is combined with the Caja Ingenieros loan and credit database in search for relationship in the assets of the credit investment portfolio, from which the climate results for emissions and alignment with the Paris Agreement are obtained. The tool provided by PACTA to analyse the credit portfolios of banks only includes one company with exposure in Caja Ingenieros (0.73% of the portfolio). Therefore, given the scarce exposure of Caja Ingenieros, the scenario analysis using the PACTA method is insufficiently representative.

The tools and metrics described are applied to Caja Ingenieros portfolios to analyse climate-related risks.



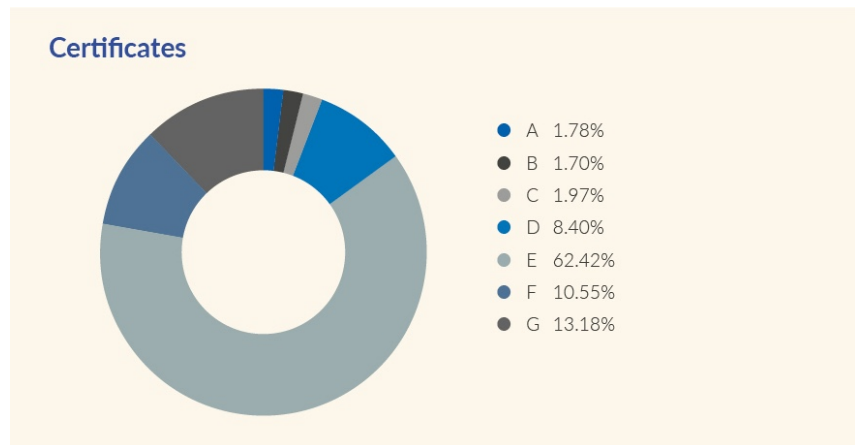
## Carbon footprint of investments

The table below shows category 15 of scope 3 of the Caja Ingenieros carbon footprint, i.e. the emissions from the Group's portfolios, as established by the GHG Protocol and in line with the standards of the Partnership for Carbon Accounting Financials (PCAF).

|                                       | Total emissions<br>(Scope 1 and 2 in tCO <sub>2</sub> e) | % of the total |
|---------------------------------------|--|----------------|
| <b>Credit investment portfolio</b>    | <b>55,604</b>  | <b>82.2%</b>   |
| Corporate loans                       | 33,214   | 49.1%          |
| Mortgage loans                        | 20,708   | 30.6%          |
| Loans for motor vehicles              | 1,682  | 2.5%           |
| <b>Financial investment portfolio</b> | <b>12,053</b>  | <b>17.8%</b>   |
| <b>Total emissions financed</b>       | <b>67,657</b>  | <b>100%</b>    |

Total emissions from investments, category 15 of scope 3.

The carbon footprint of the mortgage portfolio is calculated based on the energy certificates of the mortgage collateral, with 45.64% hedging using data obtained from the energy certificate for the home, 47.54% using certificate estimation models and 6.82% using Spanish averages. To calculate the energy consumption of each home, the net floor area is weighted against the previous factor, using an estimate when this data is not available and transforming the energy consumption obtained into tonnes of CO<sub>2</sub>e by applying the Spanish average of emissions by kWh. The breakdown of energy certificates for Caja Ingenieros mortgage collateral is shown below.



Caja Ingenieros financial investment portfolio fosters a positive impact to curb the global temperature increase forecasts for 2050, which would be below 2°C compared to pre-industrial levels (SDS scenario of the IEA), which corresponds to the temperature increase limit set by the Paris Agreement and well below the average temperature of listed companies worldwide. Efforts are also being made, with specific objectives, to ensure the temperature does not exceed 1.5°C, as the Paris Agreement also promotes. The carbon footprint of Caja Ingenieros financial investments includes scope 1 and 2 of the companies in portfolio and, on average, these generate 87.26 tCO<sub>2</sub>e per million euros of company turnover (with 97.64% hedging of the portfolio).

The portfolio of credit investment in companies contains a high number of companies that do not have to publish data on their CO<sub>2</sub> emissions and, therefore, the only way of calculating the emissions is through sectoral estimates.

### Credit investment analysis

Analysis of the lending portfolio according to the emission-intensive sectors established by PACTA provides the weight of these sectors in credit investment. In our case, they account for 9.86% of exposures in the company and 0.92% of total assets, including large corporations and SMEs, which accounts for 40.6 million euros of the total 413 million euros of exposure to companies.

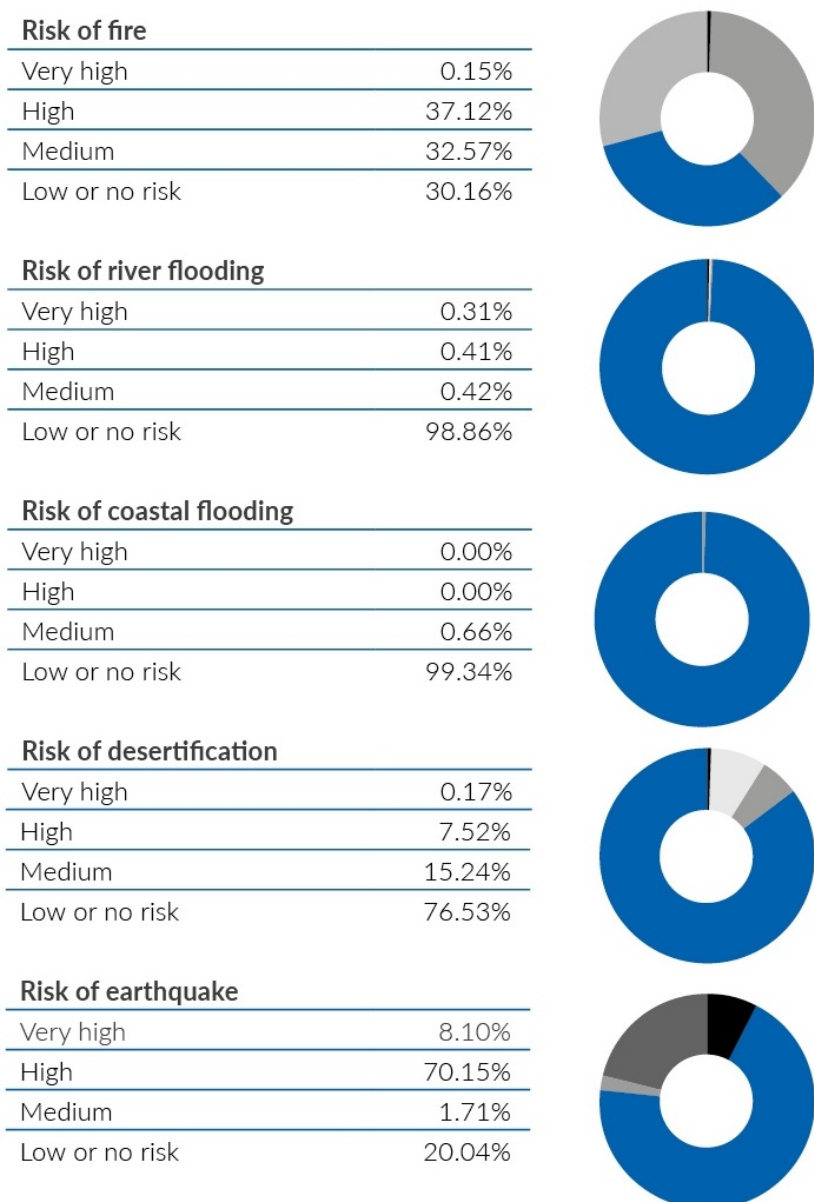
#### Credit investment distribution according to PACTA.

| ACTIVITY CLASS (CNAE)  | Emission-intensive sectors                                       | PACTA             |              |
|------------------------|--|-------------------|--------------|
|                        |  | Amount            | %            |
| 23                     | Manufacturing of other non-metal products                        | 4,462             | 0.00%        |
| 24                     | Metallurgy: manufacturing of iron, steel and ferroalloy products | 4,543,879         | 1.10%        |
| 29                     | Manufacturing of motor vehicles, trailers and semi-trailers      | 11,019,132        | 2.67%        |
| 30                     | Manufacturing of other transport materials                       | 354,860           | 0.09%        |
| 35                     | Manufacturing of power, gas, steam and air conditioning          | 10,051,251        | 3.89%        |
| 45                     | Sale and repair of motor vehicles and motorcycles                | 8,704,170         | 2.11%        |
| <b>Total portfolio</b> |  | <b>40,677,754</b> | <b>9.86%</b> |

Among the operations to relevant sectors for the transition risk, there are no credit exposures to mining industries, including coal, oil and natural gas.

The mortgage portfolio has exposure to physical risks and to transition risks associated to collateral. The metric to measure the transition risk are the CO<sub>2</sub> emissions, which are indicated in the section on calculating the mortgage footprint of investments. The physical risk is associated to climate events that may affect properties, the impact of which is determined according to their location, according to data from the Ministry for the Ecological Transition (MITECO) and the assessment by the Appraisal Society. The main climate and geological risks that might affect the mortgage portfolio are as follows: fires (acute climate risk), river flooding (acute climate risk), coastal flooding (chronic climate risk), desertification (chronic climate risk) and earthquakes (geological risk). The presented classification regarding the risk of earthquake is based on the Spanish seismic risk scale, which does not correspond to the most common international scales. This lack of correspondence is relevant, as there are areas with a high risk of earthquake on the Spanish scale that are considered low risk areas on international scales, including the city of Barcelona. The degree of exposure to these risks is shown below.

## Degree of exposure of the mortgage portfolio to physical and transition risks

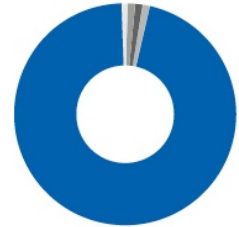


The collateral associated to the mortgage portfolio may include home insurance, the coverage of which would act as a mitigating factor of the physical risk. In general, home insurance policies cover risks of earthquake, fire or flooding, either through the same policy or through the Insurance Compensation Consortium. The fee paid to the Insurance Compensation Consortium covers risks of earthquakes, risks of major fires caused by forest fires and flooding in certain cases of extreme weather. The cases of fire and flooding that are not covered by the Insurance Compensation Consortium, the characteristics of which are less massive, would be covered by the specific conditions of each individual policy. The insurance policies sold by Caja Ingenieros provide coverage in this sense and, therefore, reduce these risks. Indicated below is the collateral that would be covered by policies sold by Caja Ingenieros and the risk of the collateral without home insurance with the Bank, although in most cases these may also have external coverage.

## Percentage of collateral covered by policies and the risk of collateral without home insurance with Caja Ingenieros

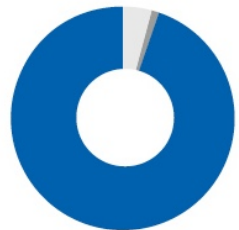
### Risk of fire

|                |        |
|----------------|--------|
| High           | 0.34%  |
| Medium         | 0.53%  |
| Low or no risk | 0.30%  |
| No Data        | 1.117% |
| Covered        | 97.71% |



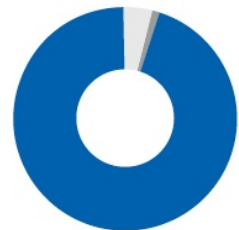
### Risk of river flooding

|                |        |
|----------------|--------|
| Low or no risk | 1.18%  |
| No Data        | 1.12%  |
| Covered        | 97.71% |



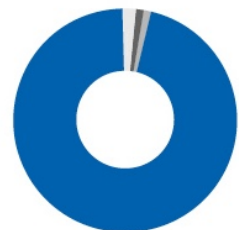
### Risk of coastal flooding

|                |        |
|----------------|--------|
| Low or no risk | 1.18%  |
| No Data        | 1.117% |
| Covered        | 97.71% |



### Risk of earthquake

|                |        |
|----------------|--------|
| Very High      | 0.04%  |
| High           | 0.60%  |
| Medium         | 0.07%  |
| Low or no risk | 0.46%  |
| No Data        | 1.117% |
| Covered        | 97.71% |



Furthermore, an analysis is performed of the physical risk of the branches and of the central services at Calle Potosí (support and IT systems) and at Via Laietana (business and mainstream areas). The risk of river and coastal flooding for the branches and the central services is low or non-existent. There is no risk of desertification in 97% of the branches. In 71% of the branches, the risk of fire is at the fourth level of greatest risk of the eight possible levels, using historical data on fires, with a distance of over 200 metres from forest areas (over 500 in most cases, including all the offices of the central services), which would therefore mitigate the impact of fires. The risk of earthquakes to the properties is at the second level of greatest risk in 77% of the branches (including the two offices of central services) and in that of greatest risk in 6% of the branches.

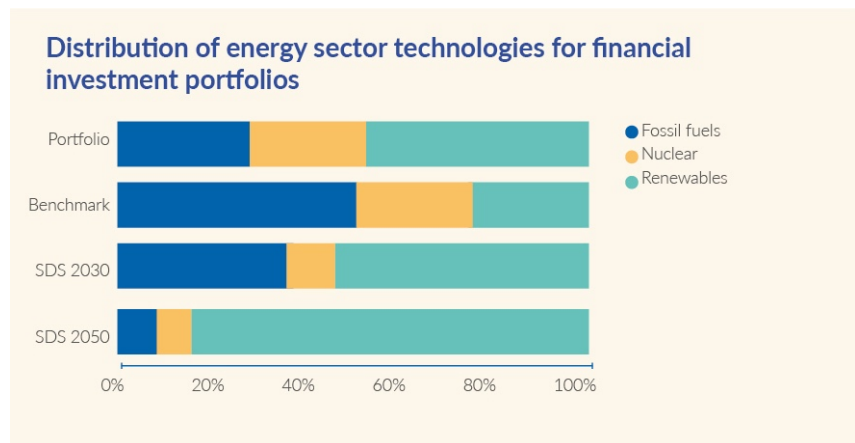
### Financial investment analysis

Not all sectors have the same relevance in the Paris Agreement alignment analysis, as there is a notable difference in the contribution of CO<sub>2</sub> emissions by some or other sectors. In fact, as indicated in the "Climate risk measurement" section, these emission-intensive sectors must be analysed in greater detail in order to meet the temperature reduction goals set in the Paris Agreement.

In order to achieve the climate goals for the financial investment portfolio, exposure to emission-intensive sectors included in the PACTA analysis is controlled: coal and fossil fuel producers, the energy sector, cement, steel, automotive and transportation.

These emission-intensive sectors account for 16.53% of investments in companies, excluding public debt and asset securitisation, which accounts for 39.1 million euros of the total 236.6 million euros in corporate assets. Fixed income issues from companies in emission-intensive sectors have an average term of 3.51 years. Of the sectors potentially most exposed to the climate transition in the financial investment portfolio, 69.2% form part of the energy sector. Details of the exposures of this sector are shown below, distributed among the different technologies available.

The graph obtained using data from the ISS provider shows, in the first column, the distribution of technologies in the energy sector for Caja Ingenieros' financial investment portfolios; in the second column, the percentages of energy sources for the benchmark, which includes the companies that are part of the MSCI World; in the third column, the energy distribution for the energy generation sector as a whole in 2030 to meet the objectives defined in the sustainable development scenarios<sup>(1)</sup> of the International Energy Agency (IEA); and finally, in the fourth column, the values of the same IEA scenario in 2050 are included. Caja Ingenieros' portfolios, as the graphs show, include a weighting in renewable energies that doubles that of the benchmark and a percentage in fossil fuel energy generation that is lower than the 2030 target, in line with the transition path indicated in the Paris Agreement.



The credit risk analysis is especially important for corporate fixed income. Along these lines, considering the possible climate-related impact of emitters from the PACTA sectors, the credit quality of these emitters should be considered. Investment in emission-intensive sectors stands at 35.6 million euros and 97.5% of this has an investment credit rating.

(1) The scenarios of sustainable development provide an ambitious, pragmatic viewpoint that, based on the Sustainable Development Goals (SDG), include a reduction in the severe harmful effects of contamination (3), universal access to energy (7) and the mitigation of climate change (13) and establish the necessary steps in a realistic, effective manner with regard to costs to meet these goals. A probabilistic framework of global warming is defined that, according to the World Energy Model, would be below 1.8°C to a probability of 66%.



## Analysis of the green taxonomy in Caja Ingenieros portfolios

The Green Taxonomy Regulation – Regulation (EU) 2020/852 – and the Delegated Regulation on the disclosure of environmental information – Regulation (EU) 2021/2178 – allow for the actions that financial institutions are taking to contribute towards sustainability to be highlighted. The regulation includes six sustainability objectives to contribute to sustainable activities: climate change mitigation, climate change adaptation, the sustainable use and protection of water and marine resources, the transition to a circular economy, pollution and waste prevention and control and, lastly, the protection and restoration of biodiversity and ecosystems.

The Delegated Regulation (EU) 2021/2139 and the Delegated Regulation (EU) 2023/2486 contain a list of activities to define the technical selection criteria for the activity to be considered sustainable. If an activity appears on the list of activities defined in the regulation, it is considered eligible for the green taxonomy. If, as well as being eligible, the activity meets the criteria defined by the regulation, it is then in line with the green taxonomy and is environmentally sustainable. The eligibility and alignment of the activities of a company can be calculated according to its revenues (its turnover) and to its investments in fixed assets (its CapEx).

The external data provider MSCI has been hired to obtain the company eligibility and alignment data. At present, the information provided by the selected sustainability data provider is available for climate change mitigation and climate change adaptation objectives, which are the data reported in the green taxonomy templates included below. As more information becomes available, the four environmental objectives defined in the regulation shall be incorporated at a later date (June 2023).

The following areas of the banking business are affected by the Green Taxonomy Regulation: credit investment (including residential and commercial mortgages, housing refurbishment, financing of buildings for local public authorities, loans for the purchase of vehicles and loans to businesses) and financial investments (including fixed income and equity instruments).

### Considerations when calculating the green asset ratio (GAR)

The green taxonomy allows for the green asset ratio (GAR) to be calculated. This ratio indicates the proportion of aligned assets in relation to the total assets covered by the Green Taxonomy Regulation.

Before drawing any conclusion from the GAR ratio, a number of issues should be pointed out to allow a better understanding of the ratio.

- There are discrepancies between the assets in the numerator and denominator

The percentage of the green assets ratio is calculated on total GAR-eligible assets, thus including in the denominator 457 million (19.9% of the denominator assets), which cannot be included in the numerator, as no information on green taxonomy is published.

- A large volume of assets are not eligible, but are included in the calculation

The calculation is made on GAR-eligible assets, including companies that are not eligible for the green taxonomy. Carrying out an activity that is not eligible for the green taxonomy does not necessarily have a negative connotation, but is simply not related to the activities taken into account by the regulation. The ratio of aligned assets over Caja Ingenieros' eligible assets is 6.8% with regard to turnover and 7.5% with regard to investments in fixed assets.

- There is a great impact of mortgage lending on commercial retail banking

Total loans to individuals represent 85.6% of the assets included in the numerator, 15.5% of which are not part of the eligible products, 66% are part of the mortgage loan portfolio and 4.1% are part of other eligible products (refurbishments and vehicles).

- There is a strong link with the province of mortgage lending

The GAR result of Caja Ingenieros' individual mortgage portfolio is mainly due to the concentration of buildings in Barcelona's metropolitan area, which has worse energy certificates owing to the age of the housing stock.

- There are clear restrictions in terms of room for improvement of the ratio in commercial retail banking with a high weight of mortgage loans

The new granting of mortgages has a better performance than the stock and shows an improving trend of energy certificates in the said granting. However, the energy transition of households will depend mostly on an improved national energy mix, on which Caja Ingenieros has little impact, given its size, even though it finances renewable energies.

To a lesser extent, Caja Ingenieros can have an influence through the financing of new housing and building refurbishments. However, owing to capital volume and lending prudence, Caja Ingenieros does not finance new building developments. As far as building refurbishments are concerned, this usually requires the prior agreement of the homeowners' association and this is proving to be complex without a highly significant amount of public aid or regulatory changes demanding it.

Those institutions with a greater weight of corporate loans over total loans will tend to have better GAR ratios. At Caja Ingenieros, as regards non-financial companies, the ratio of assets aligned with the green taxonomy over eligible assets stands at 57.2%.

#### Green Asset Ratio (GAR) tables and green taxonomy information

The table below shows the green asset ratio (GAR), calculated from turnover and investments, both for total financing at year end (stock) and for the amount financed only during the year (flow). The GAR asset coverage depends on portfolio composition and mainly on the percentage of assets excluded from the calculation (the last column of the table below), of which public debt assets and central bank exposures are part, whose amounts are itemised in the tables.

|               |   | Total sustainable environmental assets | Turnover indicator* | CapEx indicator** | % of coverage (of total assets)*** | % assets excluded from GAR numerator | % assets excluded from GAR denominator |
|---------------|---|--|---------------------|-------------------|------------------------------------|--------------------------------------|--|
| Key indicator | Green Asset Ratio (GAR) in terms of stock | 90,440,040                             | 3.93                | 4.38              | 42.88                              | 10.65                                | 46.47                                  |
| Key indicator | Green Asset Ratio (GAR) in terms of flow  | 9,395,416                              | 4.27                | 4.5               | 27.44                              | 9.38                                 | 63.18                                  |

#### Green Asset Ratio (GAR) based on turnover and investments

\* Based on the counterparty's turnover key performance indicator.

\*\* Based on the counterparty's CapEx key performance indicator, except in the case of lending activities, where the turnover key performance indicator is used for general lending.

\*\*\* Percentage of hedged assets over the Bank's total assets.

Annex V provides information on the assets of Caja Ingenieros' balance sheet, as they are included in the calculation of the green asset ratio (GAR), while taking into account the assets that form part of the numerator, the denominator and those that are excluded from the calculation. Eligible assets in line with the taxonomy are itemised by columns, separated by tables according to the green taxonomy objective, in order to facilitate its viewing. The tables are broken down by indicator on turnover and on investments in fixed assets.

## Caja Ingenieros' specific decarbonisation targets

Caja Ingenieros establishes decarbonisation targets for the loan and investment portfolios and carries out sustainability actions in those areas where the availability of climate metrics does not allow for such targets to be achieved.

### Credit investment

#### Wholesale loan portfolio

Caja Ingenieros establishes sustainability objectives in the emission-intensive sectors of the wholesale loan portfolios<sup>(4)</sup> in order to align with the Paris Agreement. The process of lending to emission-intensive companies has been incorporated into the risk appetite framework, with an exclusionary policy for fossil fuel extraction. As to the remaining emission-intensive sectors, a 2030 target is set to stay on the transition path defined by the Paris Agreement. For a company to abide by the Paris Agreement, it must have and meet transition plans and generate carbon emissions each year below a CO<sub>2</sub> budget that is calculated to comply with the transition scenarios linked to the Paris Agreement.

The table below shows the 2030 target and the wholesale loan portfolio situation at year end for each sector.

| Sector                    | Goal 2030  |                                       | Current Situation                            |                                       | Scenario                          | Methodology |
|---------------------------|--|---------------------------------------|--|---------------------------------------|-----------------------------------|-------------|
|                           | % companies meeting the emissions budget (1)                           | % companies with transition plans (1) | % companies meeting the emissions budget (2) | % companies with transition plans (2) |                                   |             |
| Power generation          | 100%   | 100%                                  | 100%   | 100%                                  |                                   |             |
| Automotive                | 100%   | 100%                                  | 100%   | 100%                                  | SDS (3) and science-based targets | ISS         |
| Steel                     | 100%   | 100%                                  | 100%   | 100%                                  |                                   |             |
| Cement                    | 100%   | 100%                                  | No investments                               | No investments                        |                                   |             |
| Fossil fuels – Extraction | Excluded from the risk appetite framework and without credit financing |                                       |  |                                       |                                   |             |

(1) Companies with a turnover of more than 100 million euros are included in the wholesale loan scope. (2) A company is considered to have transition plans when its emission reduction plans use Science-Based Targets (SBT) or equivalent methodologies or it is already aligned with the Paris Agreement from the outset. (3) Percentage of companies with CO<sub>2</sub> emissions below the allocated budget for 2030, calculated by the ISS data provider, so that companies remain on track to comply with the Paris Agreement. For current year figures, emissions projections for 2030 calculated by the ISS data provider are used. (4) International Energy Agency (IEA) SDS scenario. The decarbonisation scenario is being reviewed and may change in the future to adapt it to developments in this area. Given the change in metrics, targets may have to be changed.

### SME loan portfolio

As to SMEs, the available information on emissions is based on estimates by business sector, without relying on individual corporate information, as this would entail a reporting cost for SMEs, which regulators have avoided requiring because it is difficult to handle. Since lending is done on an individual basis, it is not possible to have targets based on sectoral estimates that would not take into consideration the specific features of the financed company. However, Caja Ingenieros carries out actions in terms of sustainability for SMEs, which can benefit from the ECO Loan with subsidised financing compared to general consumer credit to finance projects related to sustainability and energy transition in the area of self-consumption, as well as electric mobility. Moreover, Caja Ingenieros takes into account extra-financial aspects linked to sustainability for those companies that are part of emission-intensive sectors, in which an individualised analysis of the company's environmental performance is carried out as part of the lending process.

### Financing of real estate developments

Caja Ingenieros does not have the developer loan business line for reasons of credit risk, since the financing of a new building usually requires amounts that exceed the exposure limits of the credit investment policy. New construction features energy efficiency labels A or B, as new buildings have to comply with near-zero emission building regulations, so these cautious policies, given the Bank's size, greatly limit the ability to act on climate targets in this area.

### Loan portfolio for individuals

For the financing of loans to individuals, Caja Ingenieros has signed public-private agreements to refurbish homes and buildings in homeowners' associations. Furthermore, the ECO Loan is available for individuals, at a better price, with the aim of financing the improved energy efficiency of housing, the purchase of energy class B or higher appliances, as well as the purchase of eco vehicles (sustainable mobility). Through Cooperativa de Consumidores-Ingenium, there has also been an increase in agreements involving discounts for members to promote investment in self-consumption for homes, as well as in electric mobility (motorcycles).

### Financial investments

Caja Ingenieros has set the goal of aligning the financial investment portfolio with the objectives of the Paris Agreement, which is linked to reaching a potential maximum temperature increase of 1.5°C in 2050. Based on current emissions, transition plans and companies' climate positioning, the ISS climate data provider calculates the portfolio's potential temperature increase. The table below shows the temperature increase target and the temperature increase metric for the financial investment portfolio at year end.

| Scope                          | Metrics                        | Emissions     | Baseline year (2021) | Intermediate goal (2030) | Target (2050) | Current year (2023) | Scenario | Methodology |
|--------------------------------|--------------------------------|---------------|----------------------|--------------------------|---------------|---------------------|----------|-------------|
| Financial investment portfolio | Potential temperature increase | Scope 1 and 2 | 1.9°C                | 1.7°C                    | 1.5°C         | 1.6°C               | SDS*     | ISS         |

\* International Energy Agency (IEA) SDS scenario. The decarbonisation scenario is being reviewed and may change in the future to adapt it to developments in this area.

Temperature increase target and metrics of financial investments.

## Climate risk materiality

The climate risk materiality is analysed using a double materiality approach, in line with EFRAG standards. On the one hand, impact materiality is assessed, i.e. how the Bank's business lines affect the climate and, on the other, financial materiality, i.e. how the climate emergency, considering both physical risk and transition risk, affects the Bank's financial performance.

To analyse materiality, the main branches of the Bank's banking business are considered: credit investment, itemising the impact of the mortgage portfolio and of the business financing portfolio, financial investments and managed assets. The short-term and long-term impacts are taken into account, considering the possibilities of future events.

## Impact materiality

Firstly, the contribution of Caja Ingenieros in helping slow down the rising global temperature is analysed using the main climate and environmental metrics: the carbon footprint, alignment with the Paris Agreement and financing for companies with sustainable goals according to the green taxonomy.

To measure the impact on the rising global temperature of the Caja Ingenieros portfolios, the following severity indicators are considered:

- The scale, i.e. the severity of the negative impacts. Whether standards to reduce emissions such as the Paris Agreement, the fragility of the ecosystems affected or the health situation and job insecurity of the individuals affected are all taken into account.
- The scope, i.e. the extent of personal and geographic impact.
- The remediability, i.e. the possibility of reaching a solution and returning the environment, the climate or the people to pre-impact conditions.

For each of these indicators, materiality is determined by taking into account the different metrics and business lines.

Firstly, the carbon footprint of the mortgage portfolio depends greatly on reducing emissions by kWh of the Spanish energy pool. Therefore, helping finance the energy transition of the electricity sector is considered key in this area. Along these lines, Caja Ingenieros primarily finances companies that promote renewable energy. Households are a relevant player in total emissions worldwide, the management of which by the Bank in terms of reducing emissions is indirect and long term, thus justifying being considered of medium impact on the scale (equal to 3 out of 5). The scope is considered limited (equal to 1 out of 5) because the mortgage portfolio is mostly in urban areas of Spain which, in overall terms of the Spanish housing pool, accounts for a small percentage and is in a small geographical area on a global scale. The total score of the mortgage portfolio is 4, with remediability yet to be added.

In financial investments, the capacity to select assets considering ESG criteria offers a management aimed at reducing the carbon footprint and alignment with the Paris Agreement. One example of this is the management of the energy sector, where most of the financing for emission-intensive sectors is located (representing 16.53% of the financial investment portfolio).

In emission-intensive sectors, which are those with the highest climate impact, targets are set for wholesale lending in these sectors to have credible transition plans. The assets in these portfolio have high liquidity, which allows for long-term impacts to be mitigated and managed. The active management and monitoring of the portfolios shows that the scale of impact is minimal (equal to 1 out of 5) and with a medium scope (equal to 3 out of 5), given that investments are mostly concentrated in OECD countries. The total score of the financial investment portfolio is 4, with remediability yet to be added. The score of the managed assets is equivalent to that of the financial investments in the proprietary portfolio.



In addition, the concentration in emission-intensive sectors of the lending portfolio stands at 9.86% and final exposure is lower because sectors are made up of companies of different kinds that are expected to comply with the Paris Agreement, at least until 2030 in most cases. Furthermore, no financing was provided for long-term projects in these industries. Therefore, we consider the scale of impact to be low (equal to 2 out of 5), with a concentrated scope (equal to 2 out of 5). The total score of the mortgage portfolio is 4, with remediability yet to be added.

The rise in global temperature is creating a social problem of which we are now seeing the consequences and it will have an even greater impact if the appropriate measures are not taken. Caja Ingenieros is focused on contributing towards finding a solution, as is indicated in its business plans and objectives. In terms of the approach that Caja Ingenieros has taken, the vision of the Bank is that a solution can be found if significant efforts are made and it is on these efforts that the business focuses. Therefore, the remediability score is 2 out of 5, although the score could change if the appropriate measures are not taken by all the players involved, which would reduce the possibility of reversing the effects of global warming in the future by increasing the score in this area.

To conclude, a result of 6 is obtained in impact materiality by combining the scale factor, the scope factor and the remediability factor. Climate impact is, therefore, considered as relevant question on which to inform (the second level of materiality of the five levels considered). The drop in terms of the maximum level of impact, given that climate change is such a significant matter, is justified by the Bank's climate management, as explained in this section.

### **Financial materiality**

The impact of the climate change risk on the earnings of Caja Ingenieros is analysed below, considering any events that might reasonably affect the Bank's business. To perform the analysis, the transition risk, the physical risk and the climate stresses that could presumably occur are assessed.

To measure the impact of climate change on the portfolios of Caja Ingenieros, the situations that might jeopardise business continuity and the confidence in business relationships are observed. In this regard, the Bank carries out a capital and liquidity self-assessment process that includes a series of climatic stress scenarios, where situations that could impact its business are analysed, while considering different time horizons, segmentation by portfolios and impacts on traditional banking risks. The latest stress tests carried out show that the scenarios assessed as most relevant for the Bank have a lower impact than that usually considered economically material in the financial sector.

Given the characteristics of the Caja Ingenieros business, it is not believed that business discontinuity could incur a high cost (considering short, medium and long-term time frames). In the banking business, low materiality is justified by the analysis of the operating risks (more specifically, the physical risk) and the Bank's contingency plans and, in the portfolios, where a large part of exposure is in the public sector and in a sectorally diversified business portfolio.

The confidence in business relationships is based primarily on the reputation of the Bank, which is related to the reputational and regulatory risk arising from climate change and environmental impact.

The Bank's strategy considers the energy transition as a key element; consequently, investments are aimed at considering the transition risks, as can be seen in the incorporation into the lending process of specific environmental and climate analyses in industries that have a more relevant impact on the rise in global temperature. Furthermore, the low exposure to emission-intensive sectors, as indicated in impact materiality and the 3.05 year duration of the business portfolio means that long-term impacts can be managed and the loss of value due to transition risk is limited.

In the mortgage portfolio, the main financing business of the Bank, the physical risk is restricted to certain specific events of physical risk and with the mitigating factors represented by home insurance, as explained in the section on the application of the measurement to Caja Ingenieros portfolios in reference to credit investment. Moreover, mitigation of the risk arising from home insurance could help reduce exposure in the case of climate-related events.

In financial investments, the ESG risks are monitored through external ratings and the climate risk is measured through adaptation scorings and climate goals of the companies in portfolio, excluding from the investment any companies that have no transition plans and that are in the sectors most exposed to climate change.

In conclusion, regarding financial materiality, the financial impact of climate change is considered an informative matter (the second level of materiality of the five levels considered).

### **Off-balance-sheet climate risk management**

Caja Ingenieros distributes investment and benefit products that, according to the assets forming their portfolios, may contribute towards climate change, which would lead to a reputational risk. To this end, having the tools to make members aware of ESG issues and particularly of the climate risk is especially important. Equity management in line with these criteria is integrated into the traditional financial analysis, which enables members to invest according to their preferences on these matters. Initiatives such as the Sustainable Development Goals, the Paris Agreement and the agenda for sustainable finances seek to recirculate flows of capital towards investments and sectors that decidedly support ESG criteria.

According to the conviction and strategic positioning of Caja Ingenieros regarding the principles of socially responsible investment, the analysis of the profile of members as investors includes elements that provide information on the sustainability preferences of the members so that advice can be provided on this matter. Based on this knowledge of the risk profile, the Caja Ingenieros product catalogue can respond to concerns regarding socially responsible investments and, more particularly, investments with climate and environmental criteria.

In this sense, there are several regulations that allow for categorising investments among those that are sustainable according to regulatory standards, which Caja Ingenieros implements to provide a service that meets the sustainability preferences of its members. The European Union's Green Taxonomy Regulation allows investments to be categorised according to whether they meet the sustainability criteria defined in the regulation. Below are the investments managed by Caja Ingenieros, including those managed through investment and pension funds and discretionary portfolio management. At the current time of implementation of the regulation, the information on eligibility and alignment of third-party investment funds is limited, so these investments in third-party investment funds are not included in the table breakdown. The coverage of companies with information in the asset under management tables is 17.7%, hence the environmental performance shown in the tables could improve as more information becomes available.

Percentage of assets under management compared to total eligible off-balance sheet assets based on turnover.

| Assets under management (key performance indicator for assets under management of the Green Taxonomy Regulation)<br>% (compared to total eligible off-balance sheet assets based on turnover) |       |                                     |              |              |  |       |                                     |              |  |       |                                     |              |              |
|---|-------|-------------------------------------|--------------|--------------|--|-------|-------------------------------------|--------------|--|-------|-------------------------------------|--------------|--------------|
| Climate Change Mitigation (CCM)   |       |                                     |              |              | Adaptation to Climate Change (ACC)   |       |                                     |              | Total climate change mitigation and adaptation to climate change                             |       |                                     |              |              |
| Proportion of total assets covered that finance eligible sectors according to the taxonomy  |       |                                     |              |              | Proportion of total assets covered that finance eligible sectors according to the taxonomy   |       |                                     |              | Proportion of total assets covered that finance eligible sectors according to the taxonomy   |       |                                     |              |              |
| Proportion of total assets covered that finance sectors conforming to the taxonomy (aligned)  |       |                                     |              |              | Proportion of total assets covered that finance sectors conforming to the taxonomy (aligned) |       |                                     |              | Proportion of total assets covered that finance sectors conforming to the taxonomy (aligned) |       |                                     |              |              |
|   |       | Declaration on the use of the funds | Transitional | Facilitators |  |       | Declaration on the use of the funds | Facilitators |  |       | Declaration on the use of the funds | Transitional | Facilitators |
| 4.37%   | 1.74% | 0.29%                               | 0.08%        | 0.98%        | 0.05%  | 0.06% | 0.00%                               | 0.03%        | 4.42%  | 1.80% | 0.30%                               | 0.08%        | 1.00%        |

Percentage of assets under management compared to total eligible off-balance sheet assets based on fixed asset investments.

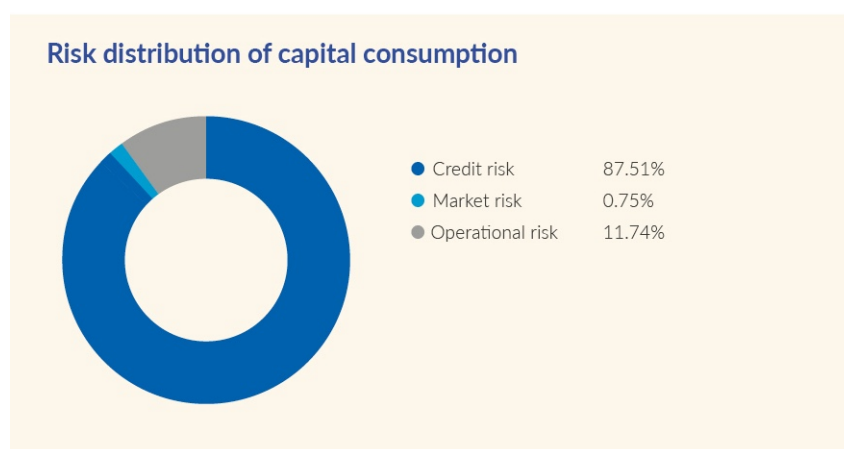
| Assets under management (key performance indicator for assets under management of the Green Taxonomy Regulation)<br>% (compared to total eligible off-balance sheet assets based on fixed asset investments) |       |                                     |              |              |  |       |                                     |              |  |       |                                     |              |              |
|--|-------|-------------------------------------|--------------|--------------|--|-------|-------------------------------------|--------------|--|-------|-------------------------------------|--------------|--------------|
| Climate Change Mitigation (CCM)  |       |                                     |              |              | Adaptation to Climate Change (ACC)   |       |                                     |              | Total climate change mitigation and adaptation to climate change                             |       |                                     |              |              |
| Proportion of total assets covered that finance eligible sectors according to the taxonomy   |       |                                     |              |              | Proportion of total assets covered that finance eligible sectors according to the taxonomy   |       |                                     |              | Proportion of total assets covered that finance eligible sectors according to the taxonomy   |       |                                     |              |              |
| Proportion of total assets covered that finance sectors conforming to the taxonomy (aligned)   |       |                                     |              |              | Proportion of total assets covered that finance sectors conforming to the taxonomy (aligned) |       |                                     |              | Proportion of total assets covered that finance sectors conforming to the taxonomy (aligned) |       |                                     |              |              |
|  |       | Declaration on the use of the funds | Transitional | Facilitators |  |       | Declaration on the use of the funds | Facilitators |  |       | Declaration on the use of the funds | Transitional | Facilitators |
| 7.91%  | 2.77% | 0.28%                               | 0.11%        | 1.06%        | 0.02%  | 0.06% | 0.00%                               | 0.01%        | 7.93%  | 2.83% | 0.28%                               | 0.11%        | 1.07%        |

## Solvency

The low default rate, high collateralisation of credit, strength of provisions and reduced exposure to other risks, together with an adequate structure of own funds, result in a high degree of solvency for the Group.

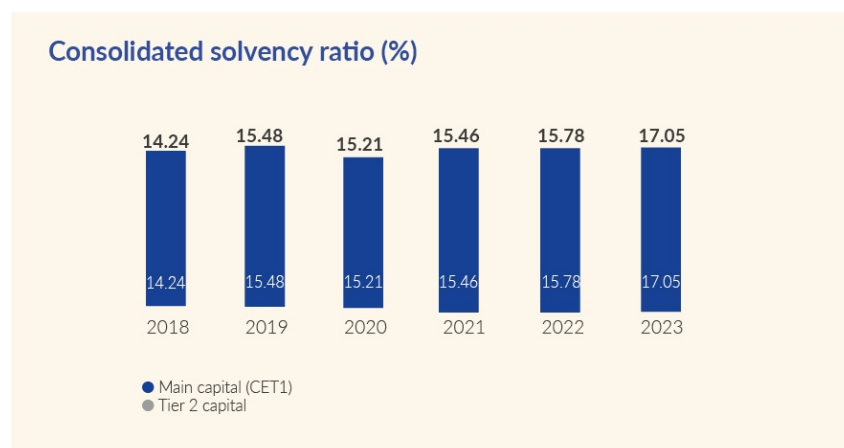
The total capital ratio, at the end of the 2023 financial year, was 17.05%, substantially above the legally required minimum.

The total capital ratio measures the ratio of capital requirements to own funds and, in accordance with Regulation (EU) No. 575/2013 on prudential requirements for credit institutions and investment firms (CRR), Directive 2013/36/EU on access to the activity of credit institutions and the prudential supervision of credit institutions and investment firms (CRD IV) and Pillar 1, this ratio must be higher than 8%. Furthermore, the combined capital buffer requirement and supervisory requirement under Basel Pillar 2 must be met, which is extensively the case. The capital ratio also exceeds supervisory expectations.



In addition, with regard to the minimum 8% capital ratio for pillar 1, the total capital surplus at 2023 end stood at 122 million euros.

According to data from the end of FY 2023, the Common Equity Tier 1 (CET1) of the Caja Ingenieros Group amounted to 230,668 thousand euros and its ratio stood at 17.05%, with a capital surplus in relation to the required 4.5% CET1 minimum of 170 million euros. The total capital surplus, integrating the combined buffer requirement and the Pillar 2 recommendation, amounts to 39 million euros.





9

# Financial information





# 2023 financial information

Financial year 2023 continued to be marked by a complex economic and geopolitical environment, characterised by great uncertainty and instability worldwide as a result, in recent years, of a series of major events (the COVID-19 pandemic, the Russian invasion of Ukraine, the fall of the markets, the rise in energy prices and, more recently, the war in the Middle East, among others), which have been a great challenge to the world economy. Against this backdrop, the Group has managed this financial year 2023 with poise and caution and has improved the main indicators of profitability, capital and liquidity, hence showing the strength of its business model.

With regard to the regulatory environment, in the 2023 financial year, the Caja Ingenieros Group applied IFRS 17 Insurance Contracts, which replaces IFRS 4 in the accounting treatment of insurance contracts, for the first time. IFRS 17 came into force on 1 January 2023, with the transition date being 1 January 2022; thus, the Group has restated the consolidated financial statements for financial year 2022 for comparative purposes.

The reconciliation between the consolidated financial statements at 31 December 2022 as stated and those restated is explained in the section "Comparison of information" in Note 1.2 of the Notes to the Consolidated Financial Statements for 2023 and in the accounting principles, policies and valuation criteria mentioned in Note 2.23 of the aforementioned Notes to the Consolidated Financial Statements.

Below are the main impacts of restatement.

|   | 2022<br>stated   | Impact<br>IFRS 17 | 2022<br>restated |
|---|------------------|-------------------|------------------|
| <b>Restatement of financial statements</b>  |                  |                   |                  |
| <b>Effect on the income statement</b>   |                  |                   |                  |
| Interest income   | 40,804           | 164               | 40,968           |
| Interest expense  | (2,638)          | (2,124)           | (4,762)          |
| <b>Interest margin</b>  | <b>38,166</b>    | <b>(1,960)</b>    | <b>36,206</b>    |
| Earnings from financial transactions, net   | (4,544)          | 3,279             | (1,265)          |
| Revenues from assets and expenses from liabilities covered by insurance or reinsurance contracts, net | 7,368            | (1,660)           | 5,708            |
| <b>Gross margin</b>   | <b>70,306</b>    | <b>(341)</b>      | <b>69,965</b>    |
| <b>Earnings from operating activities</b>   | <b>13,129</b>    | <b>(341)</b>      | <b>12,788</b>    |
| <b>Pre-tax profits or (losses) from ongoing activities</b>  | <b>13,121</b>    | <b>(341)</b>      | <b>12,780</b>    |
| Tax on income from continuing operations  | (1,448)          | 87                | (1,361)          |
| <b>Year's revenues</b>  | <b>11,673</b>    | <b>(254)</b>      | <b>11,419</b>    |
| <b>Effect on the balance sheet</b>  |                  |                   |                  |
| <b>Total assets</b>   | <b>4,727,369</b> | <b>799</b>        | <b>4,728,168</b> |
| <b>Total liabilities</b>  | <b>4,488,622</b> | <b>(139)</b>      | <b>4,488,483</b> |
| <b>Equity</b>   | <b>238,747</b>   | <b>938</b>        | <b>239,685</b>   |

Amounts expressed in thousands of euros.

## 9.1. Main figures

| Results <sup>(1)</sup>  | 2023       | 2022       | Variation    |         |
|---|------------|------------|--------------|---------|
|   |            |            | Abs.         | %       |
| Interest margin   | 66,372     | 36,206     | 30,166       | 83.32   |
| Gross margin  | 99,514     | 69,965     | 29,549       | 42.23   |
| Earnings from operating activities  | 24,729     | 12,788     | 11,941       | 93.38   |
| Pre-tax profits or (losses) from ongoing activities   | 23,744     | 12,780     | 10,964       | 85.79   |
| Year's revenues   | 19,632     | 11,419     | 8,213        | 71.92   |
| Balance Sheet   | 31/12/2023 | 31/12/2022 | Variation    |         |
| Total assets <sup>(2)</sup>   | 4,428,306  | 4,728,168  | (299,862)    | (6.34)  |
| Cash, cash balances in central banks and other demand deposits                                    | 581,275    | 640,422    | (59,147)     | (9.24)  |
| Loans and advances <sup>(2)</sup>   | 2,042,870  | 2,201,063  | (158,193)    | (7.19)  |
| Of which: Net lending to customers <sup>(1)</sup>   | 2,034,605  | 2,192,530  | (157,925)    | (7.20)  |
| Gross lending to customers <sup>(2)(5)</sup>  | 2,012,287  | 2,172,576  | (160,289)    | (7.38)  |
| Managed lending to customers (gross) <sup>(2)(3)(5)</sup>   | 2,010,045  | 2,170,074  | (160,029)    | (7.37)  |
| Fixed income investments <sup>(1)</sup>   | 1,659,479  | 1,735,992  | (76,513)     | (4.41)  |
| Financial assets held for trading   | 2,112      | -          | 2,112        | 100.00  |
| Financial assets not held for trading mandatorily assessed at fair value with changes in earnings | 3          | -          | 3            | 100.00  |
| Financial assets designated at fair value with changes in earnings                                | 2,132      | 1,973      | 159          | 8.06    |
| Financial assets at fair value with changes in other overall earnings <sup>(1)</sup>              | 411,289    | 497,095    | (85,806)     | (17.26) |
| Financial assets at amortised cost <sup>(1)</sup>   | 1,243,943  | 1,236,924  | 7,019        | 0.57    |
| Balance-sheet managed customer funds <sup>(4)(5)</sup>  | 3,434,061  | 3,689,997  | (255,936)    | (6.94)  |
| Customer deposits (including acc)   | 3,434,061  | 3,689,997  | (255,936)    | (6.94)  |
| Other balance sheet managed funds <sup>(5)</sup>  | 384,350    | 501,105    | (116,755)    | (23.30) |
| BCE and credit institution lending  | 384,350    | 501,105    | (116,755)    | (23.30) |
| Off-balance-sheet managed customer funds  | 2,237,561  | 1,974,124  | 263,437      | 13.34   |
| Investment funds  | 1,573,547  | 1,349,367  | 224,180      | 16.61   |
| Life-savings, pensions and retirement   | 664,014    | 624,757    | 39,257       | 6.28    |
| Managed customer funds <sup>(4)(5)</sup>  | 5,671,622  | 5,664,121  | 7,501        | 0.13    |
| Deposited customer securities   | 457,040    | 408,560    | 48,480       | 11.87   |
| Customer turnover <sup>(2)(3)(4)(5)</sup>   | 8,138,707  | 8,242,755  | (104,048)    | (1.26)  |
| Equity <sup>(1)</sup>   | 266,489    | 239,685    | 26,804       | 11.18   |
| Capital and reserves <sup>(1)</sup>   | 239,638    | 230,005    | 9,633        | 4.19    |
| Efficiency and return   | 31/12/2023 | 31/12/2022 | Variation    |         |
| Performance ratio <sup>(1)</sup>  | 71.51%     | 82.63%     | (11.12) p.p. | (13.46) |
| ROA <sup>(1)(6)</sup>   | 0.43%      | 0.25%      | 0.18 p.p.    | 72.00   |
| ROE <sup>(1)(7)</sup>   | 8.22%      | 4.92%      | 3.30 p.p.    | 67.07   |
| Credit risk management  | 31/12/2023 | 31/12/2022 | Variation    |         |
| Bad debt balances   | 54,595     | 53,562     | 1,033        | 1.93    |
| Credit loss hedging   | 27,898     | 27,845     | 53           | 0.19    |
| Default rate  | 2.71%      | 2.47%      | 0.24 p.p.    | 9.72    |
| Coverage ratio  | 51.10%     | 51.99%     | (0.89) p.p.  | (1.71)  |
| Capital management  | 31/12/2023 | 31/12/2022 | Variation    |         |
| Total capital ratio   | 17.05%     | 15.78%     | 1.27 p.p.    | 8.05    |
| Tier 1 capital ratio  | 17.05%     | 15.78%     | 1.27 p.p.    | 8.05    |
| Liquidity management  | 31/12/2023 | 31/12/2022 | Variation    |         |
| Structural liquidity ratio  | 171.44%    | 170.99%    | 0.45 p.p.    | 0.26    |
| Liquidity Coverage Ratio (LCR)  | 376%       | 348%       | 28 p.p.      | 8.05    |
| Net Stable Funding Ratio (NSFR)   | 185%       | 181%       | 4 p.p.       | 2.21    |
| Additional information  | 31/12/2023 | 31/12/2022 | Variation    |         |
| Number of members   | 213,289    | 215,489    | (2,200)      | (1.02)  |
| Number of employees   | 535        | 509        | 26           | 5.11    |
| Number of branches  | 33         | 33         | -            | -       |

Amounts expressed in thousands of euros.

(1) The financial information for the year 2022 has been restated, in accordance with the impacts of IFRS 17, with the transition date being 1 January 2022.

(2) Including lending to customers. Not including other financial assets (finance provided in cash, financial transactions pending settlement and other financial assets related to social welfare projects, among others).

(3) Not including credit involving products managed by Group entities.

(4) Not including shares issued and money market operations through counterparties.

(5) Not including value adjustments.

(6) Year earnings after tax on total average assets for the period.

(7) Year earnings after tax on average equity (subtracting the year earnings) for the period.

## 9.2. Activities report

### 9.2.1 Assets

The Group's **total assets** at 31 December 2023 stood at 4,428,306 thousand euros, compared to 4,728,168 thousand euros at FY 2022 year end, which is a decrease of 299,862 thousand euros (-6.34% in relative terms). This is basically due to the decrease in positions in debt securities in the financial asset portfolio at fair value with changes in other overall earnings and in lending to customers, which form part of the financial asset portfolio at amortised cost, amounting to 85,806 thousand euros and 157,925 thousand euros, respectively.

#### Evolution of assets (in millions of euros)



1. The financial information for the year 2022 has been restated, in accordance with the impacts of IFRS 17, with the transition date being 1 January 2022.

#### Lending to customers

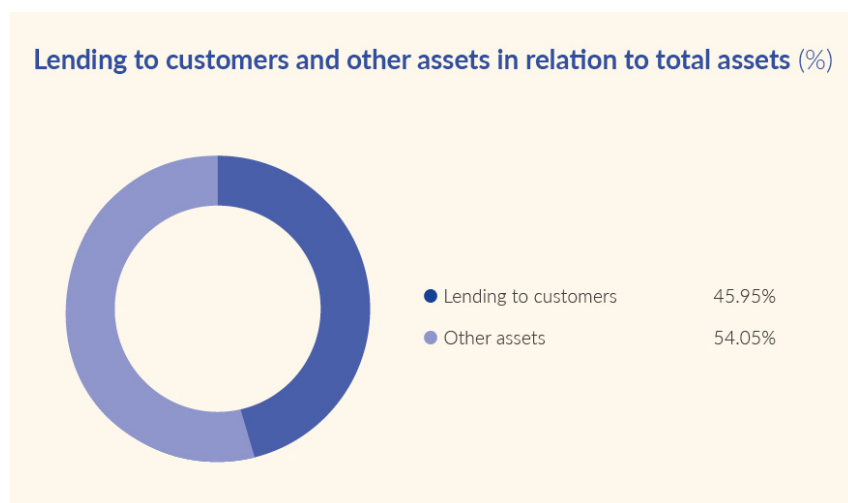
**Lending to customers** (net), which is recorded under the loans and advances heading of the financial assets at amortised cost portfolio, amounted to 2,034,605 thousand euros at 31 December 2023, compared to the 2,192,530 thousand euros at FY 2022 end, which is a decrease of 157,925 thousand euros (-7.20% in relative terms). This decrease is basically due to the increase in early repayments, as well as to a lower demand for financing, both of which are the result of the scenario of rising interest rates.

#### Evolution of lending to customers (in millions of euros)



1. The financial information for the year 2022 has been restated, in accordance with the impacts of IFRS 17, with the transition date being 1 January 2022.

(Net) lending to customers at 31 December 2023 accounted for 61.90% of the financial assets at amortised cost portfolio and 45.95% of total assets.



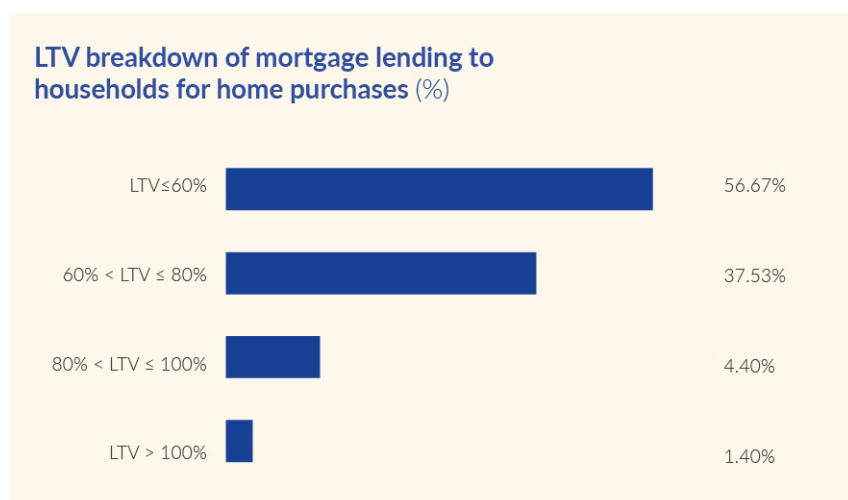
**(Gross) lending to customers** decreased by 160,289 thousand euros (-7.38%, in relative terms) to stand at 2,012,287 thousand euros by FY 2023 end, compared to the 2,172,576 thousand euros of the previous year.

The evolution of (gross) lending to customers is indicated below in line with its collateral.

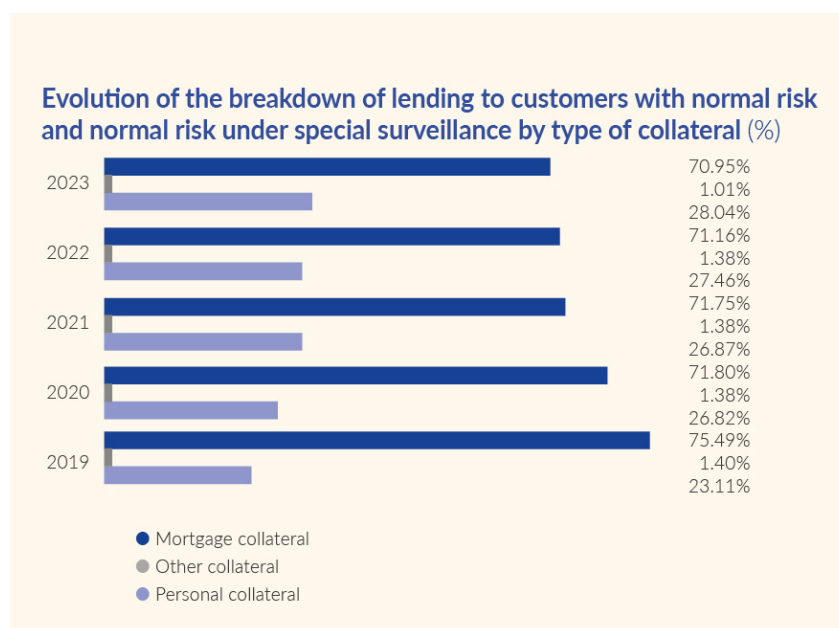
| <b>Gross lending to customers</b>             | <b>31.12.2023</b> | <b>31.12.2022</b> | <b>Variation</b> |               |
|---|-------------------|-------------------|------------------|---------------|
|   |                   |                   | <b>Abs.</b>      | <b>%</b>      |
| Lending to customers with mortgage collateral | 1,435,577         | 1,550,850         | (115,273)        | (7.43)        |
| Lending to customers with other collateral    | 556,862           | 592,297           | (35,435)         | (5.98)        |
| Lending to customers with personal collateral | 19,848            | 29,429            | (9,581)          | (32.56)       |
| <b>Total</b>                                  | <b>2,012,287</b>  | <b>2,172,576</b>  | <b>(160,289)</b> | <b>(7.38)</b> |

Amounts expressed in thousands of euros.

It is worth noting that lending **with mortgage collateral to households** for the purchase of homes represented 82.85% of lending with mortgage collateral. 94.20% of this lending had a Loan To Value (LTV) lower than or equal to 80%, using appropriately updated appraisals at 31 December 2023 as a reference for calculation, according to the breakdown by LTV shown below.



Furthermore, the evolution of the breakdown of lending to customers with normal risk and normal risk under surveillance by type of collateral is shown below:

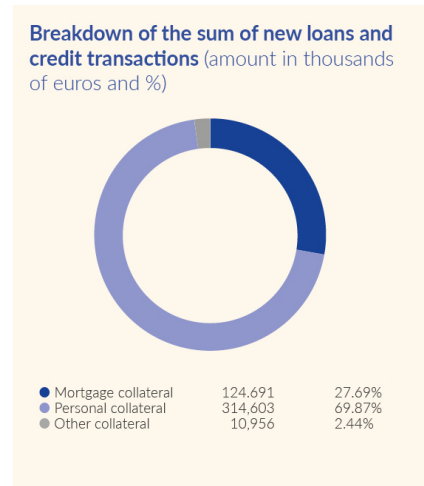
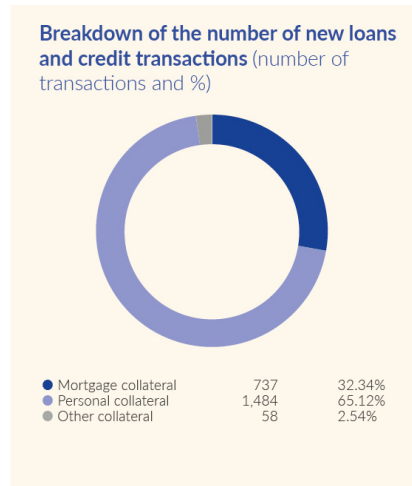


**Credit origination to customers** stood at 450,250 thousand euros compared to 559,887 thousand euros recorded at FY 2022 end. The evolution of total credit origination to customers is indicated below, according to the nature of the transactions completed and their collateral.

|  | 31.12.2023   |                | 31.12.2022   |                | Change in operations |                | Change in amounts |                |
|--|--------------|----------------|--------------|----------------|----------------------|----------------|-------------------|----------------|
|  | Operations   | Amounts        | Operations   | Amounts        | Abs.                 | %              | Abs.              | %              |
| <b>Credit origination to customers</b>   |              |                |              |                |                      |                |                   |                |
| <b>Loans</b>                             | <b>1,959</b> | <b>205,287</b> | <b>2,514</b> | <b>374,735</b> | <b>(555)</b>         | <b>(22.08)</b> | <b>(169,448)</b>  | <b>(45.22)</b> |
| Loans with mortgage collateral           | 721          | 119,387        | 1,365        | 231,440        | (644)                | (47)           | (112,053)         | (48.42)        |
| Loans with personal collateral           | 1,203        | 84,213         | 1,092        | 137,636        | 111                  | 10             | (53,423)          | (38.81)        |
| Loans with other collateral              | 35           | 1,687          | 57           | 5,659          | (22)                 | (39)           | (3,972)           | (70.19)        |
| <b>Credit accounts</b>                   | <b>278</b>   | <b>231,484</b> | <b>240</b>   | <b>179,142</b> | <b>38</b>            | <b>16</b>      | <b>52,342</b>     | <b>29.22</b>   |
| Credit accounts with mortgage collateral | -            | -              | 1            | 1,000          | (1)                  | (100)          | (1,000)           | (100.00)       |
| Credit accounts with personal collateral | 255          | 222,215        | 209          | 172,038        | 46                   | 22             | 50,177            | 29.17          |
| Credit accounts with other collateral    | 23           | 9,269          | 30           | 6,104          | (7)                  | (23)           | 3,165             | 51.85          |
| <b>Reverse mortgage</b>                  | <b>16</b>    | <b>5,304</b>   | <b>15</b>    | <b>4,860</b>   | <b>1</b>             | <b>7</b>       | <b>444</b>        | <b>9.14</b>    |
| Reverse mortgage                         | 16           | 5,304          | 15           | 4,860          | 1                    | 7              | 444               | 9.14           |
| <b>Trade discount</b>                    | <b>26</b>    | <b>8,175</b>   | <b>3</b>     | <b>1,150</b>   | <b>23</b>            | <b>767</b>     | <b>7,025</b>      | <b>610.87</b>  |
| Trade discount with personal collateral  | 26           | 8,175          | 3            | 1,150          | 23                   | 767            | 7,025             | 610.87         |
| <b>Total</b>                             | <b>2,279</b> | <b>450,250</b> | <b>2,772</b> | <b>559,887</b> | <b>(493)</b>         | <b>(17.78)</b> | <b>(109,637)</b>  | <b>(19.58)</b> |

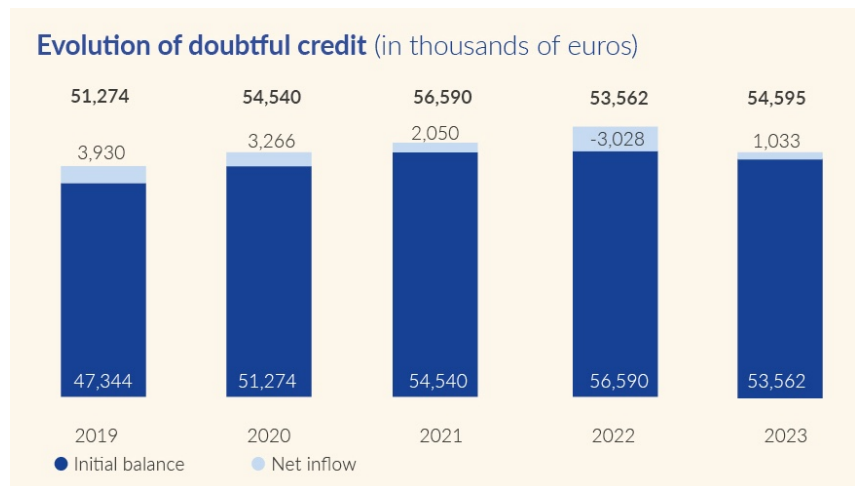
Amounts expressed in thousands of euros.



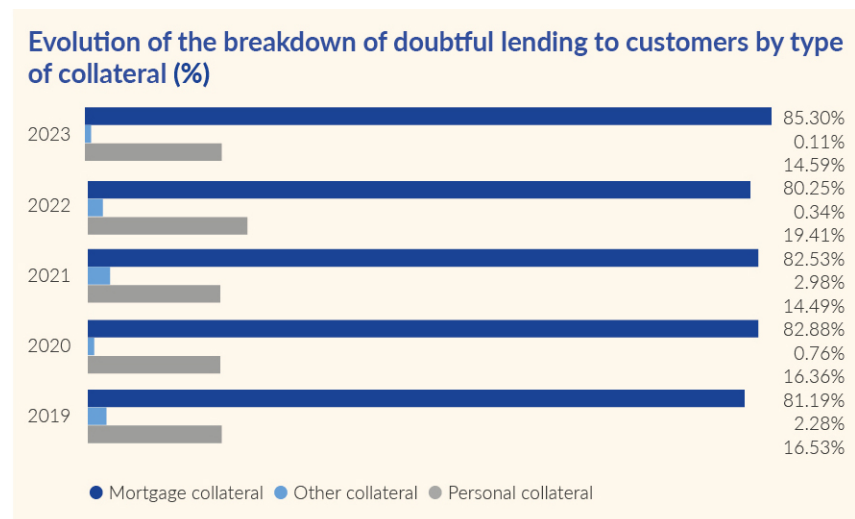


**Refinancing and restructuring transactions** increased by 12.76% and stood at 18,560 thousand euros at the end of financial year 2023 (compared to 16,460 thousand euros at 31 December 2022), representing 0.91% of total lending to customers.

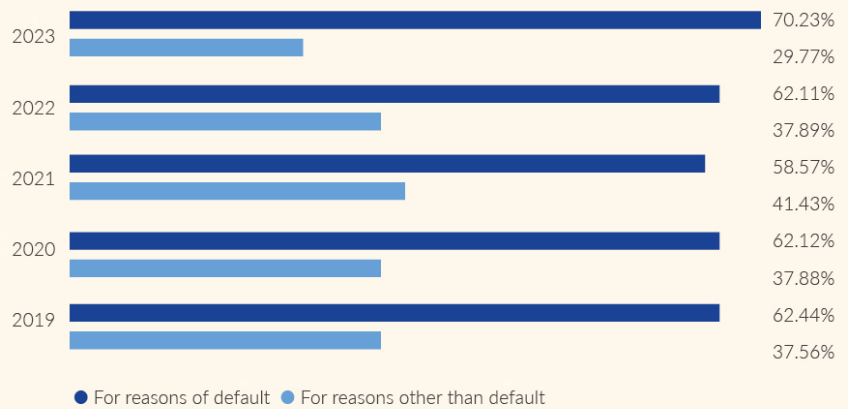
As of 31 December 2023, **doubtful credit** amounted to 54,595 thousand euros. Detailed below is the evolution of the net movement of doubtful credit.



In line with its collateral and risk type, doubtful credit evolves as follows:



### Evolution of the breakdown of doubtful lending to customers by type of risk (%)



The **default rate**, which includes all doubtful credit, at 31 December 2023 stood at 2.71% compared to the 2.47% at 31 December 2022. It should be noted that, as a result of the application of a strict lending policy as regards the quality of the assets and their collateral, the Group has maintained the default rate substantially below the average of the financial sector <sup>(1)</sup>, which stood at 3.54% at the end of financial year 2023.

On the other hand, the amount of **credit risk hedging** stood at 27,898 thousand euros as of 31 December 2023, compared to 27,845 thousand euros at the end of the previous year, whereas the hedge ratio associated with lending to customers stood at 51.10%.

### Evolution of the default rate (%)



### Evolution of the hedging ratio (%)



The distribution of credit loss hedging is shown below, in line with the risk level of the hedged transactions.

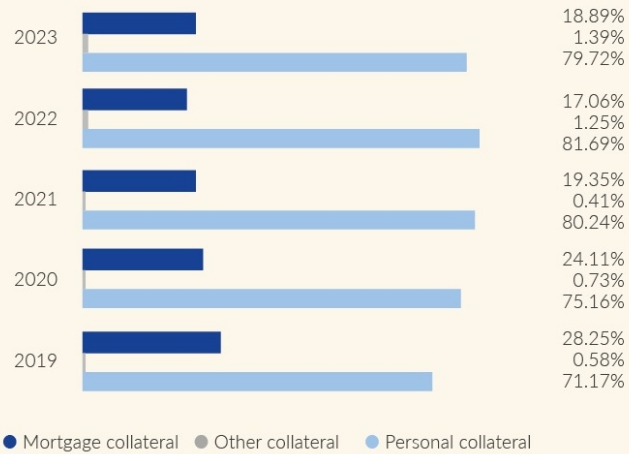
(1) Source: AFI - Sector data at FY 2023 end.

### Credit loss hedging (in thousands of euros)

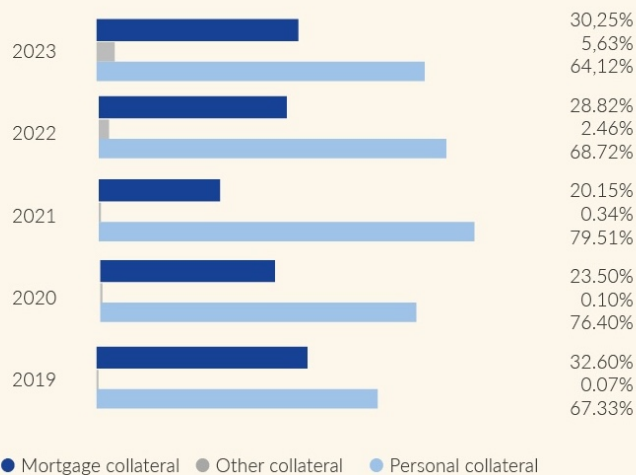


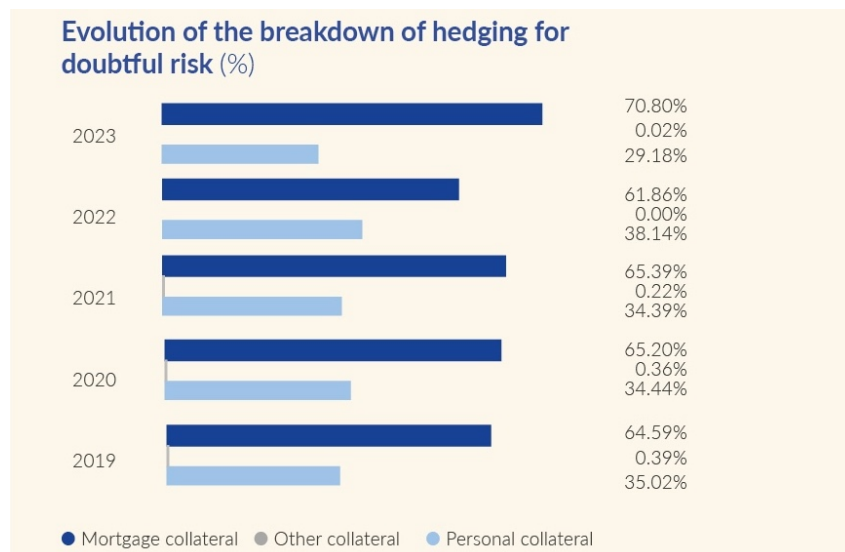
It should be noted, as can be seen in the following graphs, that 18.89%, 30.25% and 70.80% of **hedging for normal risk, normal risk under special surveillance and doubtful risk**, respectively, are covering assets backed by mortgage collateral.

### Evolution of the breakdown of hedging for normal risk (%)



### Evolution of the breakdown of hedging for normal risk under special surveillance (%)



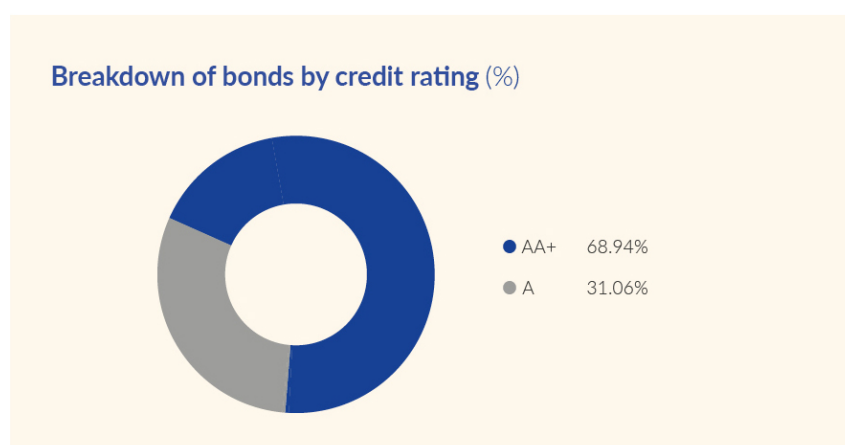


Foreclosed **assets relating** to assets received by Caja Ingenieros (hereinafter the Bank) in payment of debts stood at 2,923 thousand euros at 31 December 2023, compared to 2,902 thousand euros at the end of the previous financial year. The volume of this portfolio at 31 December 2023 accounts for 0.07% of the Group's total assets. Furthermore, it should be noted that the management of foreclosed assets is carried out by the Bank itself.

**Mortgage securitisation** is the process by which a financial institution transfers the mortgage credit rights it holds on the assets of its balance sheet and transforms them into tradable financial assets in organised markets. Therefore, it is a financing instrument in which liquid credit rights are used as collateral in order to convert them into tradable liquid financial assets.

Caja Ingenieros has, as a single assignor, two securitisation programmes for mortgage assets, the Caja Ingenieros TDA 1 Asset Securitisation Fund and the Caja Ingenieros AyT 2 Asset Securitisation Fund, for the initial amounts of 270 million euros and 450 million euros, respectively. At 31 December 2023, the aggregate amount pending amortisation for both securitisations stood at 207,886 thousand euros.

Below is a breakdown by credit rating of the bonds issued <sup>(2)</sup> through the two asset securitisation programmes which the Bank held in its portfolio at 31 December 2023 for a total sum of 215,799 thousand euros.



(2) The assigned rating, in line with the criteria set forth in Regulation (EU) 575/2013 of the European Parliament and of the Council of 26 June 2013 on prudential requirements for credit institutions and investment firms, in which it is indicated that, where two credit assessments from different rating agencies are available, this corresponds to the lower of the ratings

See Chapter "8. Comprehensive risk management" in this report for a thorough analysis of the different risks taken by the Group.

### Debt securities

Investments in **debt securities**, which form part of the different portfolios of financial assets, amounted to a total 1,659,479 thousand euros at the end of FY 2023 compared to 1,735,992 thousand euros recorded at 31 December 2022, which represents a decrease of 76,513 thousand euros (-4.41% in relative terms). More specifically, net investment in debt securities, which forms part of the portfolio of financial assets at fair value with changes in other overall earnings, decreased by 85,806 thousand euros, basically due to the net of sales and purchases, as well as maturities of positions that occurred during the financial year. Net investment in debt securities, which forms part of the portfolio of financial assets at amortised cost, increased by 7,019 thousand euros, mainly due to net purchases and maturities of positions during the financial year.

| Debt securities   | 31.12.23         | 31.12.22 (1)     | Variation       |               |
|---|------------------|------------------|-----------------|---------------|
|   |                  |                  | Abs.            | %             |
| Financial assets held for trading   | 2,112            | -                | 2,112           | 100.00        |
| Financial assets not held for trading mandatorily assessed at fair value with changes in earnings | 3                | -                | 3               | 100.00        |
| Financial assets designated at fair value with changes in earnings                                | 2,132            | 1,973            | 159             | 8.06          |
| Financial assets at fair value with changes in other overall earnings                             | 411,289          | 497,095          | (85,806)        | (17.26)       |
| Financial assets at amortised cost  | 1,243,943        | 1,236,924        | 7,019           | 0.57          |
| <b>Total</b>  | <b>1,659,479</b> | <b>1,735,992</b> | <b>(76,513)</b> | <b>(4.41)</b> |

Amounts expressed in thousands of euros.

(1) The financial information for the year 2022 has been restated, in accordance with the impacts of IFRS 17, with the transition date being 1 January 2022.

These positions mostly include sovereign debt securities, primarily Spanish.

The distribution of investments in debt securities by portfolio type at 31 December 2023 is shown below.





## 9.2.2 Customer turnover

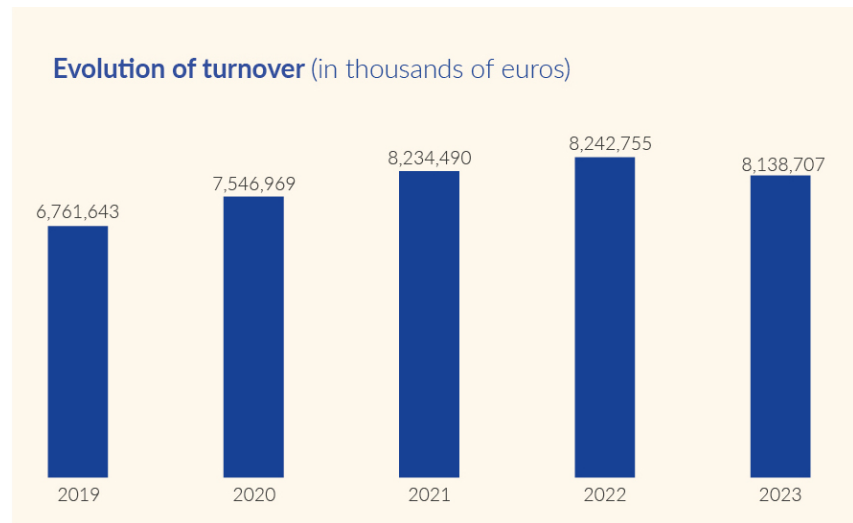
**Customer turnover** amounted to 8,138,707 thousand euros at 31 December 2023 compared to 8,242,755 thousand euros at 31 December 2022, which is a decrease of 104,048 thousand euros (-1.26% in relative terms).

Detailed below is the evolution of the breakdown of customer turnover.

| Customer turnover                           | 31.12.23         | 31.12.22         | Variation        |               |
|---|------------------|------------------|------------------|---------------|
|   |                  |                  | Abs.             | %             |
| <b>(Gross) managed lending to customers</b> | <b>2,010,045</b> | <b>2,170,074</b> | <b>(160,029)</b> | <b>(7.37)</b> |
| <b>(Gross) managed customer funds</b>       | <b>5,671,622</b> | <b>5,664,121</b> | <b>7,501</b>     | <b>0.13</b>   |
| Balance-sheet managed customer funds        | 3,434,061        | 3,689,997        | (255,936)        | (6.94)        |
| Off-balance-sheet managed customer funds    | 2,237,561        | 1,974,124        | 263,437          | 13.34         |
| <b>Deposited customer securities</b>        | <b>457,040</b>   | <b>408,560</b>   | <b>48,480</b>    | <b>11.87</b>  |
| Variable income securities                  | 335,213          | 324,079          | 11,134           | 3.44          |
| Fixed income securities                     | 114,889          | 77,634           | 37,255           | 47.99         |
| Others (external PF)                        | 6,938            | 6,847            | 91               | 1.33          |
| <b>Total</b>                                | <b>8,138,707</b> | <b>8,242,755</b> | <b>(104,048)</b> | <b>(1.26)</b> |

Amounts expressed in thousands of euros.

Below is a breakdown of the evolution of customer turnover over the past five financial years.



See Section "9.2.1. Assets" and Section "9.2.3. Liabilities and other managed funds" in this report, in which a detailed analysis is provided of lending to customers and managed third-party funds, respectively.

## 9.2.3 Liabilities and other resources managed

### Balance-sheet managed customer funds

(Gross) **balance sheet managed customer** funds decreased by 255,936 thousand euros (-6.94% in relative terms) at 31 December 2023 to stand at 3,434,061 thousand euros, compared to 3,689,997 thousand euros at the end of 2022. This decrease is partly due to the channelling of current account balances to other off-balance sheet financial products with higher profitability, as well as to early repayments of the loan portfolio (see Section "9.2.1. Assets").

The composition of (gross) balance sheet managed customer funds, depending on the nature of the transactions, is broken down as follows.

| Balance-sheet managed customer funds | 31.12.23         | 31.12.22         | Variation        |               |
|--------------------------------------|------------------|------------------|------------------|---------------|
|                                      |                  |                  | Abs.             | %             |
| Customer demand deposits             | 2,703,227        | 3,166,613        | (463,386)        | (14.63)       |
| Customer term deposits               | 630,866          | 433,002          | 197,864          | 45.70         |
| Customer financing with collateral   | 99,968           | 90,382           | 9,586            | 10.61         |
| <b>Total</b>                         | <b>3,434,061</b> | <b>3,689,997</b> | <b>(255,936)</b> | <b>(6.94)</b> |

Amounts expressed in thousands of euros.

It should be noted that the Group has maintained a solid lending structure with a **structural liquidity ratio** of 171.44% at the end of financial year 2023 (or an LTD (loan to deposit) of 58.33%), more than 43 points higher than the sector average<sup>(3)</sup>. This strengthens its excellent liquidity position and enables it to deal with changes in the financial environment, as well as episodes of stress in the financial markets, apart from having a wide lending range available to members and the economy (see Chapter "8. Comprehensive risk management" of this report).

### Other balance sheet managed funds

**Other balance sheet managed funds**, which include **lending from the European Central Bank** and **lending from credit institutions**, decreased by 116,755 thousand euros to stand at 384,350 thousand euros at the end of FY 2023, compared to 501,105 thousand euros of the previous financial year. This decrease is basically due to the reduction in lending obtained from the European Central Bank, which corresponds entirely to the liquidity obtained through the long-term lending programme, TLTRO III, which decreased by 185 million euros, compared to the end of FY 2022, as a result of the expiry of the fourth TLTRO III auction (on 17/06/2020).

### Off-balance-sheet managed customer funds

**Off-balance sheet managed customer funds** amounted to 2,237,561 thousand euros at 31 December 2023, compared to 1,974,124 thousand euros at 31 December 2022, which represented an increase of 263,437 thousand euros (13.34% in relative terms).

<sup>(3)</sup> Source: AFI - Sector data at FY 2023 end.

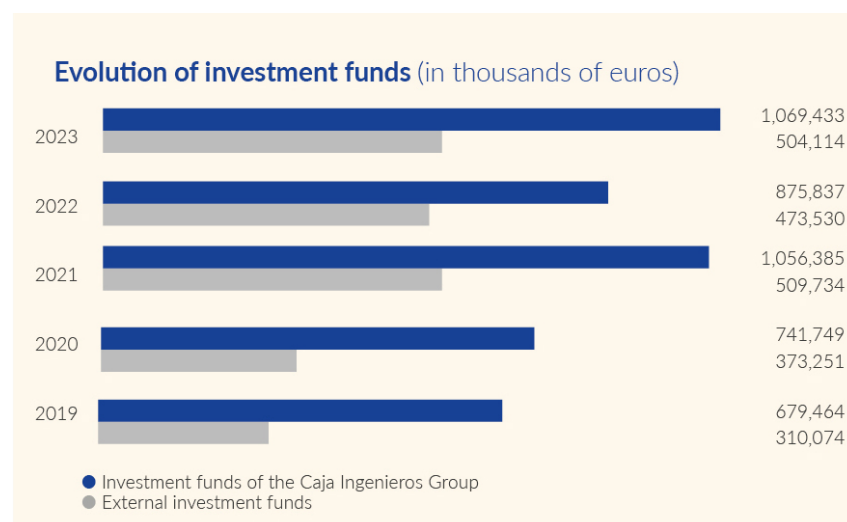
A breakdown of the items forming part of the off-balance-sheet managed customer funds is included below.

| Off-balance-sheet managed customer funds  | 31.12.23         | 31.12.22         | Variation      |               |
|---|------------------|------------------|----------------|---------------|
|   |                  |                  | Abs.           | %             |
| <b>Investment funds</b>                   | <b>1,573,547</b> | <b>1,349,367</b> | <b>224,180</b> | <b>16.61</b>  |
| Internal investment funds                 | 1,069,433        | 875,837          | 193,596        | 22.10         |
| External investment funds                 | 504,114          | 473,530          | 30,584         | 6.46          |
| <b>Insurance</b>                          | <b>664,014</b>   | <b>624,757</b>   | <b>39,257</b>  | <b>6.28</b>   |
| Internal pension funds                    | 381,475          | 361,470          | 20,005         | 5.53          |
| Insured pension plan                      | 65,079           | 65,191           | (112)          | (0.17)        |
| Individual systematic savings plan        | 114,160          | 98,620           | 15,540         | 15.76         |
| Annuities                                 | 10,695           | 8,357            | 2,338          | 27.98         |
| Individual long-term savings insurance    | 71,381           | 68,236           | 3,145          | 4.61          |
| Life-savings insurance                    | 21,224           | 22,883           | (1,659)        | (7.25)        |
| <b>Total</b>                              | <b>2,237,561</b> | <b>1,974,124</b> | <b>263,437</b> | <b>13.34</b>  |
| <b>Discretionary portfolio management</b> |                  |                  |                |               |
| GDC Insignia                              | 240,359          | 234,595          | 5,764          | 2.46          |
| GDC Select                                | 231,928          | 236,727          | (4,799)        | (2.03)        |
| GDC Bolsa Prémium                         | 3,330            | 4,875            | (1,545)        | (31.69)       |
| <b>Total</b>                              | <b>475,617</b>   | <b>476,197</b>   | <b>(580)</b>   | <b>(0.12)</b> |

Amounts expressed in thousands of euros.

### Investment funds

The assets of **internal investment funds**, managed by Caja Ingenieros Gestión, and the assets of **external investment funds**, both marketed by the Group, which form part of **off-balance sheet managed funds**, stood at a total of 1,573,547 thousand euros at the end of FY 2023, which is up 16.61%.



The total assets of the investment funds managed by the subsidiary Caja Ingenieros Gestión at 31 December 2023 amounted to 1,090,502 thousand euros, compared to 906,650 thousand euros for the previous financial year, representing an increase of 20.28% in relative terms.

Below is a breakdown of the investment funds managed by Caja Ingenieros Gestión by type of fund.

| Investment funds                    | 31.12.2023       | 31.12.2022     | Variation      |              |
|-------------------------------------|------------------|----------------|----------------|--------------|
|                                     |                  |                | Abs.           | %            |
| Euro fixed income                   | 141,642          | 31,314         | 110,328        | 352.33       |
| Short-term fixed income             | 160,912          | 31,226         | 129,686        | 415.31       |
| International fixed income          | 107,400          | 94,650         | 12,750         | 13.47        |
| Balanced international fixed income | 118,391          | 134,481        | (16,090)       | (11.96)      |
| Euro equity                         | 42,276           | 45,978         | (3,702)        | (8.05)       |
| International equity                | 199,417          | 223,345        | (23,928)       | (10.71)      |
| Balanced international equity       | 274,462          | 275,810        | (1,348)        | (0.49)       |
| Global                              | 13,235           | 19,583         | (6,348)        | (32.42)      |
| Absolute return                     | 32,767           | 50,263         | (17,496)       | (34.81)      |
| <b>Total</b>                        | <b>1,090,502</b> | <b>906,650</b> | <b>183,852</b> | <b>20.28</b> |

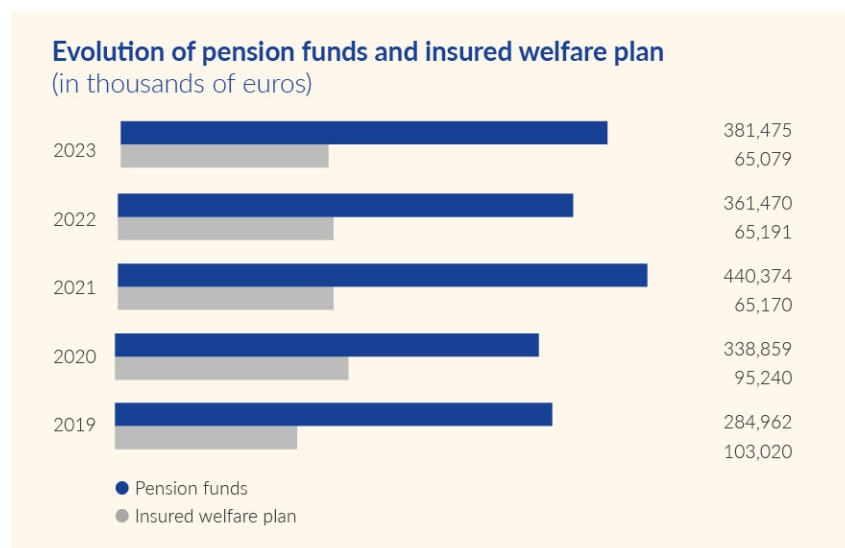
Amounts expressed in thousands of euros.

The total number of managed investment fund accounts stood at 51,973 and 50,441 at 31 December 2023 and 2022, respectively, representing an increase of 3.04%.

### Supplementary social welfare

Supplementary social welfare, relating to the consolidated rights of **pension funds** and the mathematical provision of the **insured pension plan**, managed by Caja Ingenieros Vida, as of 31 December 2023, stood at 446,554 thousand compared to 426,661 thousand euros at 31 December 2022, which is an increase of 4.66%.

Shown below is the evolution of the pension funds and insured welfare plan.



The breakdown by type of pension fund and insured welfare plan, managed by Caja Ingenieros Vida, is shown below:

| <b>Supplementary social welfare</b> | <b>31.12.2023</b> | <b>31.12.2022</b> | <b>Variation</b> |             |
|-------------------------------------|-------------------|-------------------|------------------|-------------|
|                                     |                   |                   | <b>Abs.</b>      | <b>%</b>    |
| Pension funds:                      | 381,475           | 361,470           | 20,005           | 5.53        |
| Fixed income                        | 22,657            | 18,553            | 4,104            | 22.12       |
| Balanced fixed income               | 103,074           | 104,443           | (1,369)          | (1.31)      |
| Equities                            | 137,855           | 138,016           | (161)            | (0.12)      |
| Balanced equity                     | 104,537           | 89,427            | 15,110           | 16.90       |
| Employment                          | 13,352            | 11,031            | 2,321            | 21.04       |
| Insured pension plan                | 65,079            | 65,191            | (112)            | (0.17)      |
| <b>Total</b>                        | <b>446,554</b>    | <b>426,661</b>    | <b>19,893</b>    | <b>4.66</b> |

Amounts expressed in thousands of euros.

Moreover, the total number of pension fund accounts stood at 18,806 and 19,158 at 31 December 2023 and 2022, respectively, representing a decrease of 1.84%.

### **Discretionary Portfolio Management**

Caja Ingenieros' **Discretionary Portfolio Management** Service closed the year 2023 with managed assets of 475,617 thousand euros, representing a decrease of 0.12% compared to the end of the previous financial year. This investment service offers an immediate and dynamic management response based on the succession of events occurring in the financial markets.

See Chapter "3. About us" of this report, in which information relating to the products managed by the Group is expanded on.



## 9.2.4 Equity

The **equity** of the Group at 31 December 2023 stood at 259,218 thousand euros, compared to 241,616 thousand euros at the end of the previous year, which is an increase of 17,602 thousand euros (7.29% in relative terms).



The **capital stock** at 31 December 2023 stood at 107,699 thousand euros, compared to the 106,748 thousand euros at the end of the previous year, which is an increase of 951 thousand euros (0.89% in relative terms).



At 31 December 2023, the number of members with contributions to the capital stock stood at 29,006, with a total of 1,076,986 holdings in Caja Ingenieros, with a face value of 100 euros each. The companies controlled by the Caja Ingenieros Group possess 44,355 holdings for a total face value of 4,436 thousand euros and 4.12% of the total capital stock of the Bank.

As a cooperative credit society, Caja Ingenieros maintains a highly dispersed capital structure that complies at all times with the limits set by its Articles of Association, ensuring that no member holds cooperative shares for an amount greater than 2.5% of its capital stock in the case of natural persons, or 10% in the case of legal persons.

The most significant holdings in the Bank's capital stock held by legal persons belong to Fundación Privada de la Caja Ingenieros and Consumidores y Usuarios de los Ingenieros, S. Coop. C. Ltda., with 3.18% and 0.72%, respectively, at 31 December 2023. In terms of shareholdings by individuals, the high degree of atomisation of

the Bank's members means that the highest individual shareholding at 31 December 2023 was only 2.21%.

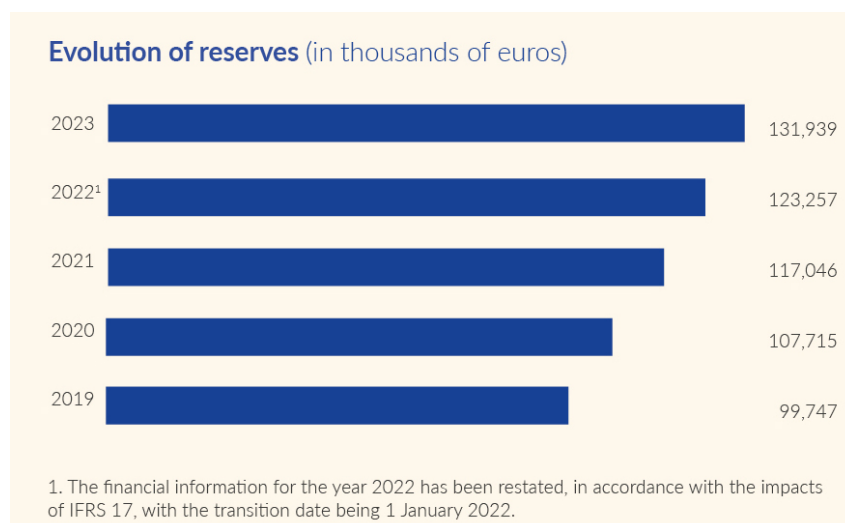
Among the strategic actions implemented by the Group this year, within the framework of the 2026 Transforma strategic plan, was the reconfiguration of its member base to strengthen the cooperative bonding of its members. In this regard, the Group reviewed the number of historical members and removed those who have not had any interaction with the Group for years. Thus, the net member base of the Caja Ingenieros Group has decreased by 1.02% and stood at 213,289 members at the end of financial year 2023.

Their evolution is shown below.



92.48% of the Group's members were natural persons and 7.52% were legal persons, with the number of members in terms of natural and legal persons standing at 197,252 and 16,037, respectively, at 31 December 2023.

The Group's total **accumulated reserves** <sup>(4)</sup> at 31 December 2023 stood at 131,939 thousand euros, compared to 123,257 thousand euros at the end of the previous year, which is an increase of 8,682 thousand euros (7.04% in relative terms).



The increase in reserves is basically due to the distribution of part of the 2022 profit to reserves, according to the Group's strategic objective of organic growth and strengthening its solvency.

(4) Including retained earnings, revaluation reserves, other reserves and treasury stock (-).

## 9.3. Earnings

### 9.3.1. Consolidated result

|   | 2022              |               | Variation     |              |
|---|-------------------|---------------|---------------|--------------|
|   | 2023 restated (1) |               | Abs.          | %            |
| Interest income   | 91,628            | 40,968        | 50,660        | 123.66       |
| Interest expense  | (25,256)          | (4,762)       | (20,494)      | 430.37       |
| <b>Interest margin</b>  | <b>66,372</b>     | <b>36,206</b> | <b>30,166</b> | <b>83.32</b> |
| Dividend income and earnings from banks valued using the equity method                                | 940               | 811           | 129           | 15.91        |
| Revenues and expenses from fees, net  | 35,294            | 36,442        | (1,148)       | (3.15)       |
| Earnings from financial transactions and exchange differences, net                                    | (453)             | (1,081)       | 628           | (58.09)      |
| Other revenues and operating expenses, net  | (8,870)           | (8,121)       | (749)         | 9.22         |
| Of which: obligatory provisions to social welfare funds   | (1,379)           | (1,290)       | (89)          | 6.90         |
| Revenues from assets and expenses from liabilities covered by insurance or reinsurance contracts, net | 6,231             | 5,708         | 523           | 9.16         |
| <b>Gross margin</b>   | <b>99,514</b>     | <b>69,965</b> | <b>29,549</b> | <b>42.23</b> |
| Administrative expenses   | (62,124)          | (49,556)      | (12,568)      | 25.36        |
| Personnel expenses  | (37,549)          | (29,704)      | (7,845)       | 26.41        |
| Other administrative expenses   | (24,575)          | (19,852)      | (4,723)       | 23.79        |
| Amortisation  | (10,027)          | (9,319)       | (708)         | 7.60         |
| Value impairment of financial assets and provisions, net  | (2,634)           | 1,698         | (4,332)       | (255.12)     |
| <b>Earnings from operating activities</b>   | <b>24,729</b>     | <b>12,788</b> | <b>11,941</b> | <b>93.38</b> |
| Value impairment of non-financial assets and other profits or losses, net                             | (985)             | (8)           | (977)         | 12212.50     |
| <b>Pre-tax profits or (losses) from ongoing activities</b>  | <b>23,744</b>     | <b>12,780</b> | <b>10,964</b> | <b>85.79</b> |
| Tax on income from continuing operations  | (4,112)           | (1,361)       | (2,751)       | 202.13       |
| <b>Year's revenues</b>  | <b>19,632</b>     | <b>11,419</b> | <b>8,213</b>  | <b>71.92</b> |
| Profit attributable to owners of the parent company   | 19,580            | 11,611        | 7,969         | 68.63        |
| Profit attributable to minority interests   | 52                | (192)         | 244           | (127.08)     |

Amounts expressed in thousands of euros.

(1) The financial information for the year 2022 has been restated, in accordance with the impacts of IFRS 17, with the transition date being 1 January 2022.

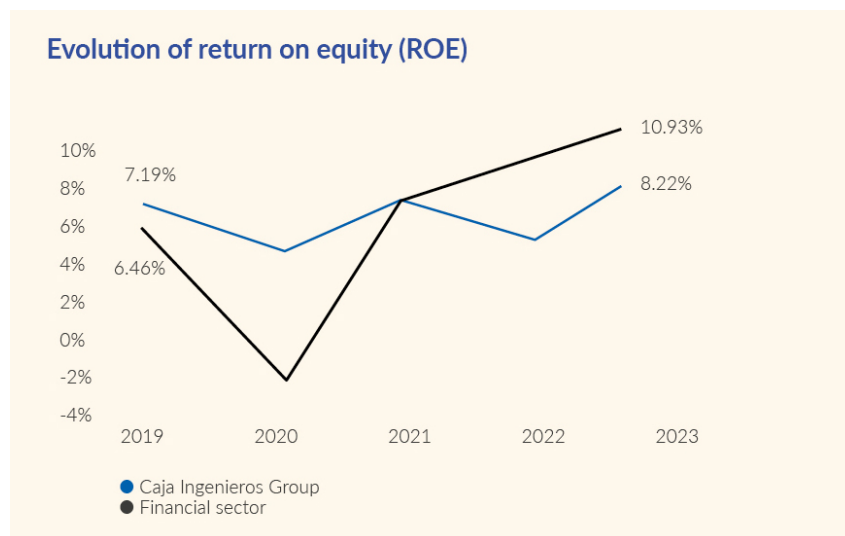
The **Group's earnings for the financial year**, as of 31 December 2023, stood at 19,632 thousand euros, which represented an increase of 71.92%, compared to the 2022 financial year end figure of 11,419 thousand euros. This increase reflects the good performance of the core business thanks to the substantial increase in interest margin, driven by the positive evolution of interest rates.

#### Evolution of consolidated result (in thousands of euros)



1. The financial information for the year 2022 has been restated, in accordance with the impacts of IFRS 17, with the transition date being 1 January 2022.

**Return on average equity (ROE)** at 2023 year end stood at 8.22%, hence maintaining a positive and stable trend over the last five years, unlike the volatility of the sector<sup>(5)</sup>.



The **interest margin** in 2023 was 66,372 thousand euros, up 30,166 thousand euros (83.32% in relative terms) on the 2022 year end. This increase is basically due to the increase in earnings from the credit investment portfolio thanks to the positive impact of the evolution of interest rates, as well as a greater contribution from the fixed-income portfolio due to reinvestment in assets at a higher average rate. This effect was partly offset by the increase in the remuneration of customer deposits, in line with the scenario of rising interest rates.



The **net between fees received and fees paid** was 35,294 thousand euros at 31 December 2023, compared to 36,442 thousand euros recorded at 31 December 2022, representing a decrease of 1,148 thousand euros (-3.15% in relative terms).

(5) Source: AFI - Sector data at FY 2023 end.

### Net evolution between revenues and expenses from fees (in thousands of euros)

|      |  |        |
|------|--|--------|
| 2023 |  | 35,294 |
| 2022 |  | 36,442 |
| 2021 |  | 43,297 |
| 2020 |  | 29,765 |
| 2019 |  | 28,362 |

**Revenues from fees** went from 38,695 to 37,328 thousand euros at 31 December 2022 and 2023, respectively, which is a decrease of 1,367 thousand euros. This decrease is basically due to the following reasons:

- Fees for banking services as a result of the cancelling of the custody fee in mid-2022 and lower maintenance fees for current accounts, due to greater compliance with the conditions for exemption.
- Fees on investment funds as a result of a greater tendency by members to invest in investment funds with a greater weighting of fixed income in the current environment of rising interest rates and uncertainty in the financial markets. This type of fund yields lower management and custody fees.

**Net earnings from financial transactions** recorded a loss of 564 thousand euros at the end of 2023, mainly due to the fact that the subsidiary Caixa Enginyers Vida - Caja Ingenieros Vida, Compañía de Seguros y Reaseguros, S.A.U., in view of the recovery of the equity market and the stabilisation of the debt and corporate fixed income markets, sold fixed income positions related to life-savings insurance products during the financial year in order to reinvest at a higher average rate.

The **net between other revenues and operating expenses** decreased by 749 thousand euros in comparison with financial year 2022, primarily due to the increase in other operating expenses by 588 thousand euros. This increase in expenses is largely due to the increase in the contribution to the Credit Institution Deposit Protection Fund (FGDEC), as a result of the increase in the volume of member deposits in financial year 2022. Also noteworthy is the lower contribution to the Single Resolution Fund due to the reduced level of funding for the year to be covered among all institutions, as the financial resources of the SRF approach the target of 1% of the guaranteed deposits of all institutions.

The evolution of the items included in the operating expenses heading is shown below.



| Operating expenses                                     | 2023           | 2022           | Variation    |             |
|--|----------------|----------------|--------------|-------------|
|  |                |                | Abs.         | %           |
| Obligatory provisions to the Social Welfare Fund (FOS) | (1,379)        | (1,290)        | (89)         | 6.90        |
| Credit Institution Deposit Protection Fund (FGDEC)     | (4,929)        | (4,357)        | (572)        | 13.13       |
| Single Resolution Fund (SRF), FROB and SRB quota       | (800)          | (1,187)        | 387          | (32.60)     |
| Single Supervisory Mechanism (SSM)                     | (21)           | 9              | (30)         | (333.33)    |
| Tax on deposits in Credit Institutions (IDEC)          | (1,049)        | (1,088)        | 39           | (3.58)      |
| Operating expenses of real estate investments          | (94)           | (110)          | 16           | (14.55)     |
| Operating expenses of foreclosed assets                | (244)          | (158)          | (86)         | 54.43       |
| Other operating expenses                               | (762)          | (509)          | (253)        | 49.71       |
| <b>Total</b>   | <b>(9,278)</b> | <b>(8,690)</b> | <b>(588)</b> | <b>6.77</b> |

Amounts expressed in thousands of euros.

The **net between revenues from assets and expenses from liabilities covered by insurance or reinsurance contracts**, managed by the subsidiary Caixa Enginyers Vida - Caja Ingenieros Vida, Compañía de Seguros y Reaseguros, S.A.U., increased by 523 thousand euros (9.16% in relative terms), mainly due to a decrease in claims.

As a result of the above, the **gross margin** as of 31 December 2023 was 99,514 thousand euros, compared to 69,965 thousand euros at the end of financial year 2022. It should be noted that revenues from the core business (which include the interest margin, net fees and revenues from assets and net expenses from liabilities covered by insurance or reinsurance contracts) represented 108.42% of the gross margin at 2023 end.



**Administrative expenses and amortisation** increased by 22.55% compared to the previous year, as a result of the ongoing growth and transformation process the Group is immersed in, especially in the technological area as a key point for improving and integrating processes, so as to allow its adaptation to the changing needs of the business and the members and in terms of people as a key point for professional growth and development as well as the management of talent and diversity. In this regard, the Group increased its workforce by 5.11% and performed a salary review in order to mitigate the impact on purchasing power resulting from high inflation.

As a result of the evolution of administrative expenses and amortisation compared to the evolution of the gross margin, the **performance ratio** stood at 71.51% at 2023 year end, an improvement of 11 percentage points compared to the end of the previous year.

The total net **provisions and value impairment of financial assets**, in 2023, amounted to 2,634 thousand euros as a result of the efforts made by the Bank to increase credit risk hedges.

The total net **value impairment of non-financial assets** amounted to 1,303 thousand euros at the end of 2023, mainly due to the impairment of software elements amounting to 1,201 thousand euros.

### 9.3.2. Individual earnings of Group entities

The evolution of the earnings of **Caja Ingenieros** and the other Group **entities**, as well as the **associate company Norbolsa**, is shown below.

| Earnings of Group entities  | 2023   | 2022   | Variation |          |
|---|--------|--------|-----------|----------|
|   |        |        | Abs.      | %        |
| Caixa de Crèdit dels Enginyers - Caja de Crédito de los Ingenieros, S. Coop. de Crédito | 16,968 | 14,796 | 2,172     | 14.68    |
| Caja Ingenieros Gestión, S.G.I.I.C., S.A.U.   | 1,170  | 1,599  | (429)     | (26.83)  |
| Caixa Enginyers Vida - Caja Ingenieros Vida, Compañía de Seguros y Reaseguros, S.A.U.   | 3,123  | 2,298  | 825       | 35.90    |
| Caja Ingenieros, Operador de Banca-Seguros vinculado, S.L.U.                            | 560    | 523    | 37        | 7.07     |
| Consumidors i Usuaris dels Enginyers, S. Coop. C. Ltda.                                 | 27     | 17     | 10        | 58.82    |
| Fundació Privada de la Caixa d'Enginyers – Fundación Privada de la Caja de Ingenieros   | 117    | 10     | 107       | 1,070.00 |

| Results of associated entities | 2023  | 2022 | Variation |        |
|--------------------------------|-------|------|-----------|--------|
|                                |       |      | Abs.      | %      |
| Norbolsa, S.V., S.A. (1)       | 2,073 | 637  | 1,436     | 225.43 |

Amounts expressed in thousands of euros

(1) *Caja Ingenieros holds a 10% stake in Norbolsa, S.V., S.A., at the end of the 2023 financial year.*

The earnings of **Caja Ingenieros Gestión, S.G.I.I.C., S.A.U.**, at the end of financial year 2023, were 1,170 thousand euros, which represents a decrease of 429 thousand euros compared to the end of financial year 2022, basically due to the decrease in revenues from management fees, arising from the increase in the weight of assets under management of fixed-income investment funds with regard to the previous financial year. This type of fund yields a lower profitability.

The earnings of **Caja Ingenieros Vida, Compañía de Seguros y Reaseguros, S.A.U.**, at the end of the 2023 financial year, were 3,123 thousand euros, representing an increase of 825 thousand euros compared to the end of the 2022 financial year, basically as a result of a change in the structure of fees for marketing and mediation of life-savings insurance, PPA and PIAS, as well as life-risk insurance and the increase in current financial revenues.

The earnings of the **Caja Ingenieros Private Foundation**, in financial year 2023, stood at 117 thousand euros, an increase of 107 thousand euros compared to the end of financial year 2022, derived from the profit of 118 thousand euros obtained on the sale of shares in investment funds managed by the Group.

### 9.3.3. Remuneration to the governing bodies

All the remunerations received by the Governing Board and the delegate committees of the Bank correspond to allowances set by the General Meeting of Shareholders of Caja Ingenieros to attend meetings or to perform any other activity or job attributable to the post.

Remunerations received by members of the respective governing bodies of the entities controlled by the Group correspond to allowances to attend board and delegate committee meetings.

The governing bodies do not receive any other remuneration for the performance of their duties as members of the aforementioned boards and committees.

Remuneration accrued by members of the Governing Board and delegate committees of the Bank and the governing bodies of the subsidiaries that make up the Group amounted to 412 thousand euros, which represented an increase of 20.12% compared to 343 thousand euros the previous financial year.

The Group has no obligations regarding pensions or life insurance with the current or previous members of the Governing Board or of the governing bodies of its subsidiaries.

### 9.3.4. Proposal for distribution of profits

Earnings from Caja Ingenieros at 31 December 2023 stood at 16,968 thousand euros.

The proposed allocation of the profit for 2023, which the Governing Board of the Bank submits for approval to the General Assembly of Members, is shown below.

| <b>Proposal for distribution of profits</b>           | <b>2023</b>   |
|---|---------------|
| Interest payable to members for capital contributions | 4,558         |
| To obligatory reserves                                | 6,894         |
| To voluntary reserves                                 | 5,516         |
| <b>Total</b>  | <b>16,968</b> |

Amounts expressed in thousands of euros.

The distribution of 4,558 thousand euros as interest to be paid to members for contributions to capital involves the application of a nominal interest rate of 4.25%.

This proposal for the distribution of earnings for financial year 2023 implicitly involves the following legal proposal to apply the available surplus, which is obtained by subtracting corporate income tax and interest payable to members for capital contributions from the pre-tax earnings and the Education and Promotion Fund.

| <b>Financial year surplus available</b>         | <b>2023</b>   |
|---|---------------|
| Legal application of available surplus:         |               |
| Education and Promotion Fund (10%)              | 1,379         |
| Obligatory reserve (50%)                        | 6,894         |
| Application of the remaining available surplus: |               |
| Voluntary reserve                               | 5,516         |
| <b>Total</b>                                    | <b>13,789</b> |

Amounts expressed in thousands of euros.

Moreover, the Governing Board of the Bank submits the reclassification of part of the voluntary reserves for the amount of 531 thousand euros to an unavailable reserve for a period of 5 years as a capitalisation reserve for approval by the General Meeting of Shareholders, in order to apply the reduction to the taxable base of corporate income tax, as set forth in Article 25 of the Corporate Income Tax Law 27/2014, of 27 November.

Thus, the reclassification to voluntary reserves of the capitalisation reserve provided for in 2019 for the sum of 196 thousand euros, corresponding to the reduction applied in the corporate income tax settlement for financial year 2018, is subject to the approval of the General Meeting of Shareholders, given that the 5-year non-availability period set out in Article 25 of Corporate Income Tax Law 27/2014, of 27 November has elapsed.

# 10

**TCFD  
recommendations**





## Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD)

In June 2017, the Task Force on Climate-related Financial Disclosures (TCFD), created by the Financial Stability Board (FSB), published its recommendations on the disclosure of climate-related financial risks. Guidance on implementing the TCFD recommendations was updated in 2021, along with guidance on metrics, targets and transition plans.

The recommendation document classifies the analysis of climate-related risks into four areas: governance, corporate strategy, risk management and the establishing of metrics and goals. Each block emphasises the risks and the opportunities posed by the climate emergency. The climate-related risks, in turn, are classified into two major categories: risks related to the transition to a lower-carbon economy (including regulations, legal action, technological changes and changes in market trends) and risks related to the physical impacts of climate change (divided, in turn, into specific events and natural catastrophes, acute risks and long-term effects, chronic risks). Climate change also provides opportunities for organisations, e.g. through the efficient use of resources and cost reductions, the adopting of low-emission energy sources, the development of new products and services, access to new markets and the incorporation of greater resilience into the supply chain.

In June 2021, Caja Ingenieros joined the banks supporting the TCFD recommendations. As a credit Institution, supporting the TCFD recommendations indicates that the Bank believes that the framework proposed by the former is useful for increasing transparency on climate-related risks and opportunities within the financial markets. As collaborators, support for the TCFD is a commitment to work towards implementing the recommendations of this international organisation.

The following table shows the section of this non-financial information and diversity report, in which each of the areas of disclosure of the TCFD recommendations has been covered.

| Block   | Disclosure requirement   | Incorporation into the non-financial reporting document   |
|---|--|---|
| Governance: the governance of the organisation on climate-related risks and opportunities.  | Describe the role of the Governing Board when assessing and managing climate-related risks: the process and frequency of the information, the considering of climate-related topics when reviewing the Bank's strategy and the monitoring of processes implemented regarding the goals set.                    | The section on the governance of the climate-related risk in Chapter 10 includes information on approval of the risk management policies and reporting of the capital and liquidity self-assessment report to the Governing Board. That same section also indicates that the Audit and Risk Committee is informed on a quarterly basis of the main climate-related risk metrics. The Governing Board is responsible for approving the Bank's climate targets, as mentioned in the governance section. |
|   | Describe the management provided by the management team regarding climate-related risks and opportunities: the allocating of responsibilities and committees, the organisational structure and monitoring by the management team of climate-related topics.  | The section on the governance of the climate-related risk in Chapter 10 indicates the information conveyed, the policies incorporating climate aspects and the committees in which the information is discussed, including a specific sustainable finances committee.   |
| Strategy: the current and potential impact of climate-related risks and opportunities on the branches of the business, the strategy and the financial planning of the organisation. | Describe the climate-related risks and opportunities identified by the organisation in the short, medium and long-term: the relevant timeframes considering the life of the assets, the material impacts (including the process to define risk materiality) and the significant coal-related credit exposures. | The section on applying the measurement of the climate-related risk to the Caja Ingenieros portfolios in Chapter 10 explains the level of materiality of climate-related risk in the Caja Ingenieros portfolio, according to the severity and relevant time frames, in terms of impact and of the financial framework. The sub-section relating to credit investment provides information on exposure to coal and mining industries in lending operations.  |

|  |   |   |
|--|---|---|
| <p>Strategy: the current and potential impact of climate-related risks and opportunities on the branches of the business, the strategy and the financial planning of the organisation.</p> | <p>Describe the impact of the climate-related risks and opportunities on the branches of the business, the strategy and the financial planning of the organisation: the Bank's products and services, the mitigation of activities and the consideration of climate effects on financial planning.</p>  | <p>Chapter 5.4 on the sustainability strategy and Sustainable Development Goals of Caja Ingenieros explains the goals and the strategies regarding the climate.</p> <p>The section on applying the measurement of climate-related risks to the Caja Ingenieros portfolios in Chapter 10 includes details of the climate-related risks and climate targets by branch of business:</p> <p>Energy sector (the most relevant sector in portfolios) technologies are included in financial investments. The target and current status of the financial investment portfolio with regard to the temperature increase metric linked to the Paris Agreement is published.</p> <p>In credit investment, the percentage of lending products exposed to emission-intensive sectors out of all these sectors, which are the most climate-relevant sectors, is broken down. Climate targets and metrics on the current credit investment portfolio are reported for these sectors.</p> |
| <p>Risk management: the process in the organisation to identify, assess and manage climate-related risks and opportunities.</p>  | <p>Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario: the description of where the climate-related risks and opportunities might have an impact, the capacity to adapt of these potential risks and opportunities and the analysis of scenarios and their timeframe.</p> | <p>Chapter 5.4 on the sustainability strategy and Sustainable Development Goals of Caja Ingenieros explains the commitment of Caja Ingenieros to the Paris Agreement.</p> <p>The section in Chapter 10 on measuring the climate-related risk indicates the relevant sectors for the climate-related risk (as established by PACTA). In the following section on applying the measurement to the Caja Ingenieros portfolios, an analysis of the taxonomy and the sectors that might help mitigate climate change is included.</p> <p>The section in Chapter 10 on the application of the measurement of the climate-related risk on the Caja Ingenieros portfolios, the impact of the emission-intensive sectors is analysed and the alignment with the Paris Agreement as a tool to mitigate the transition risk is measured.</p>   |
| <p>Risk management: the process in the organisation to identify, assess and manage climate-related risks and opportunities.</p>  | <p>Describe the organisation's processes for identifying and assessing climate-related risks: assessment of the climate-related risk in the context of traditional risks, such as credit risk, market risk, liquidity risk and operational risk, the size and scope of the climate risk and the classification framework used.</p>  | <p>The section in Chapter 10 on applying the measurement of climate-related risks to the Caja Ingenieros portfolios links the climate-related risk to other traditional risks. For fixed income, the relationship between climate risk and credit risk is shown for the PACTA impact categories (mostly with investment rating) and, for variable income, the climate risk is linked to the impact on the market risk, concluding that the impact would be low for the energy sector (with the greatest exposure). For the mortgage portfolio, an analysis is available of the physical risk and of the transition risk, which would have an effect on the collateral and could affect the credit rating of the investment.</p>   |
| <p>Risk management: the process in the organisation to identify, assess and manage climate-related risks and opportunities.</p>  | <p>Describe the organisation's processes for managing climate-related risks: the decisions to mitigate or accept the climate risk, risk control and decisions regarding materiality.</p>  | <p>The section in Chapter 10 on applying the measurement of climate-related risks to the Caja Ingenieros portfolios analyses environmental management and performance on credit and financial investments. The sub-section relating to the materiality of the climate-related risk includes the materiality analysis with the factors considered.</p>   |
| <p>Risk management: the process in the organisation to identify, assess and manage climate-related risks and opportunities.</p>  | <p>Describe how the processes to identify, assess and manage climate-related risks are integrated into the organisation's overall risk management.</p>  | <p>The section of Chapter 10 on the governance of the climate-related risk in Caja Ingenieros includes the way in which the climate-related risk is managed in the organisation.</p>  |

|   |   |  |
|---|---|--|
| Metrics and targets: the metrics and targets used to assess and manage climate-related risks and opportunities.     | Describe the metrics used by the organisation to assess climate-related risks and opportunities in accordance with its strategy process and risk management: the risk associated to water, energy, the use of land and waste management. Details itemised by industry, credit rating, geography and percentage of coal-related assets.              | <p>The section of Chapter 10 on applying the measurement of the climate-related risk to the Caja Ingenieros portfolios includes segmentation of the climate-related risk by product, the metrics linked to the Bank's climate targets and details on extractive industries (including coal) for credit investment. Itemisation by credit rating for financial investments is included, along with the business opportunities related to companies that are eligible through the green taxonomy.</p> <p>The section of Chapter 10 on the measurement of the climate-related risk includes a table with the metrics used in PACTA scenarios for each sector.</p>   |
| Disclose scope 1, scope 2 and, where applicable, scope 3 of greenhouse gas (GHG) emissions and their related risks. |   | <p>Chapter 9, which discusses the social and environmental commitment of Caja Ingenieros, provides information on contamination, circular economy, waste prevention and management, sustainable use of resources and climate change.</p> <p>Chapter 9, which discusses the social and environmental commitment of Caja Ingenieros, includes the carbon footprint of Caja Ingenieros. The 2021 greenhouse gas emissions inventory of the Caja Ingenieros Group is produced within the framework of reference of ISO 14064:1-2012, based on The Greenhouse Gas Protocol of the Corporate Accounting and Reporting Standard, developed by the World Business Council for Sustainable Development. To calculate scope 3 emissions, the method established in The Corporate Value Chain (Scope 3) Accounting &amp; Reporting Standard is followed.</p> <p>In addition, Chapter 10 on applying the measurement of climate-related risks to the Caja Ingenieros portfolios includes the measurement of category 15 of score 3 of the carbon footprint of the financial investment portfolio, the business credit investment portfolio and the mortgage portfolio.</p> |
| Metrics and targets: the metrics and targets used to assess and manage climate-related risks and opportunities.     | Describe the targets used by the organisation to manage climate-related risks and opportunities and performance in comparison with targets: explain whether the target is absolute or based on the intensity of emissions, including the timeframe for the target and the key performance indicators (KPI) used to measure progress in the targets. | The section in Chapter 10 on the initiatives linked to sustainability in Caja Ingenieros explains that the key goal of the Bank is to comply with UNEP FI practice, in line with the terms established by the organisation.  |

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|   |  |  |
|---|--|--|
| <p>Climate scenarios: the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2 °C or lower scenario and the use of scenarios to assess the climate risk and its potential financial impacts.</p> | <p>Scenario analysis consists of a process to identify and assess potential effects of a series of possible future states in uncertain conditions. The scenarios are hypothetical constructions and are not designed to offer precise results or forecasts. This tool is used as a method to analyse what the future might be like if certain trends are maintained or certain conditions are met. For example, in the case of climate change, the scenarios enable organisations to explore and understand various combinations of related physical and transition risks that might affect their businesses, their strategies and their financial performance over time. Scenario analysis may be qualitative, based on descriptive narratives, quantitative, based on data and numerical models, or a combination of both.</p> <p>A critical aspect of this method is the selection of a set of scenarios that cover a reasonable variety of future favourable and unfavourable results. Organisations from the financial sector should consider the possibility of using the scenario analysis to assess the potential impact of climate-related situations on individual assets or investments, investments or assets in a specific sector or region, or on subscription activities.</p> | <p>The section in Chapter 10 on applying the measurement of the climate-related risk to the Caja Ingenieros portfolios shows the alignment with the Paris Agreement according to the IEA scenarios implemented through the methodology of the ISS climate data provider. Finally, the most relevant climate stress scenarios for the Bank are measured within the capital self-assessment process.</p> |
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# 11

## Principles for responsible banking





# Principles for Responsible Banking



## Principle 1: Alignment

We will align our commercial strategy so that it is consistent with and contributes towards the needs of people and the goals of society, as expressed in the Sustainable Development Goals, the Paris Climate Agreement, as well as the relevant national and regional frameworks.

### Business model

Describe (in detail) the business model of your bank, including the main customer segments served, the types of products and services provided, the main sectors and types of activities in the main areas in which your bank operates or offers products and services. Please also include quantitative information, such as the distribution of your bank's portfolio (%) in terms of area, segments (i.e. on- and/or off-balance sheet) or the number of clients served.

Caja Ingenieros is a credit and financial and insurance services cooperative group that has been in operation for 57 years and is aimed at individuals, professionals and companies (mainly SMEs) throughout Spain. It develops its own sustainable business model, in which customers are also members and, therefore, owners of the Bank.

At the end of 2023, it had 213,000 members, a turnover that amounted to 8.139 billion euros and a total of 33 branches. Caja Ingenieros focuses its business on Retail Banking, divided between individuals and professionals, and Corporate Banking, offering mortgage, financing, investment, social welfare and insurance products.

[Chapter 3. About us / Strategy](#)

[Chapter 5. Cooperative model / Our products](#)

### Alignment of the strategy

Does your corporate strategy identify and reflect sustainability as a strategic priority for your bank?

Yes

Describe how your bank has aligned and/or plans to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, as well as the relevant national and regional frameworks.

Does your bank also refer to any of the following regulatory reporting frameworks or requirements on sustainability in its strategic priorities or policies to implement them?

UN Global Compact

United Nations Principles for Responsible Investment

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Caja Ingenieros' cooperative and responsible banking model is implemented in line with the criteria of good governance, as well as social and environment impact. Along these same lines is the Bank's Sustainable Horizon Plan, launched in 2019, which focused on three main areas of action: strengthening the sustainable finances of its members, responsible and sustainable management of the Bank and establishing different partnerships that support the progress of and push for sustainable development.

The goals set for 2023 in the Sustainable Horizon Plan were achieved in 2022 and in 2023 the Bank set the following areas of action: increase its members' sustainability, make progress on its alignment with the Paris Agreement and improve its members' financial health. The ultimate goal is to increase the Caja Ingenieros Group's contribution to this decisive decade in terms of mitigating the effects of climate change and reducing inequality.

In addition to the climate goal Caja Ingenieros has been working towards since 2019, in 2023 Caja Ingenieros has been reviewing and strengthening its positioning and social impact and the result has fallen within one of its six strategic areas with the reinforcement of the "S" aspect in the trinomial ESG (environment, social, governance) in its financial and insurance activity. Thus, the entity will take care of the areas of inclusion, health, protection and financial education and will act to ensure access to banking products and services by more disadvantaged groups, the administration of personal finances through different tools, the protection of consumers of financial services and the improvement of the financial culture of members and of society in general, with the ultimate aim being to help improve the members' financial health.

With regard to regulatory requirements for reporting on environmental risk assessments, it is worth noting the following European frameworks (approved or in the negotiation phase) that require ESG aspects to be disclosed or reported and which Caja Ingenieros is monitoring:

- Regulation taxonomy
- SFDR (Sustainable Finance Disclosure Regulation)

In 2021, Caja Ingenieros committed to the recommendations of the FSB's TCFD and has been reporting TCFD reports in accordance with its commitment to transparency.

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[Chapter 3. About us / Sustainability strategy](#)

[Chapter 5. Cooperative model / Our products](#)

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## Principle 2: Impact and setting of goals

We will continuously increase our positive impacts while reducing our negative impacts. Furthermore, we will manage the risks to people and the environment resulting from our activities, products and services. To this end, we will set and publish targets in the areas where we are likely to have the most significant impacts.

### Impact analysis (Step 1)

Show that your bank has conducted an impact analysis of your portfolio(s) to identify the areas where it has the most significant impact and establish priority areas for target setting. The impact analysis shall be regularly updated<sup>1</sup> and meet the following requirements/elements (a-d)<sup>2</sup>:

**Scope:** What is the scope of your bank's impact analysis? Please describe which of the bank's main business areas and which products/services from the main geographical areas in which the bank operates (as described in Section 1.1) have been taken into account in the impact analysis. Please also describe which areas have not yet been included and why.

Caja Ingenieros has continued to use the 2 Degrees Investing Initiative, via the Paris Agreement Capital Transition Assessment (PACTA), to analyse the transition risks of portfolio companies by assessing exposure to industries considered relevant to climate change.

In addition, in keeping with the standards of the Partnership for Carbon Accounting Financials (PCAF) and in accordance with the provisions set out in the GHG Protocol, it analysed the carbon footprint of its lending investments portfolio, broken down into corporate loans, mortgage loans and motor vehicles, as well as the financial investments portfolio.

Similarly, an assessment was performed on the green taxonomy eligibility of Caja Ingenieros' portfolios and, to the extent external data is available, in 2023 it expects to publish its portfolios' alignment with green taxonomy.

Lastly, in 2023, with the aim of driving positive impacts in social spheres, it analysed the possibility of implementing its own methodology, which would allow it to make progress in its goal of helping to improve its members' financial health, as well as to strengthen financial inclusion actions.

### Chapter 8. Risk management / Climate change risk

**Portfolio composition:** Has your bank taken into account the composition of your portfolio (in %) in the analysis? Please state the proportional composition of your portfolio on an aggregate basis and by geographical area:

i) by sector and industry<sup>3</sup> for business, corporate and investment banking portfolios (i.e. sectoral exposure or industry breakdown in %); and/or ii) by products and services and by customer type for the consumer and retail banking portfolios.

The scope of the climate analysis includes the Retail Banking segment, the Corporate Banking segment and financial investments. See details of the analysis in Section "10.2.7. Climate risk", which describes the measurement of climate risk, the carbon footprint of investments and the analysis of credit and financial investment.

In terms of the analysis of the social aspect, as indicated in Section 2.1., Caja Ingenieros is currently developing a methodology to determine its members' degree of financial health, which are broken down into five levels.

The methodology is based on an objective analysis that takes into account objective data directly provided by IT systems relating to members' movements, savings and investments in the Bank, as well as subjective data provided by the members. This methodology may only be applied to those members who have the minimum information required in order to determine the degree of financial health.

### Chapter 8. Risk management / Climate change risk

### Chapter 3. About us / Strategy

**Context:** What are the key sustainable development challenges and priorities in the main countries/regions in which your bank and/or its clients operate?<sup>4</sup> Please describe how these have been taken into account and state which stakeholders you have worked with to report on this impact analysis item.

The main challenges in terms of sustainable development in the area where the Bank operates (Spain) are environmental sustainability, climate change and its effects, as well as inequality and inclusive growth.

The conclusions are drawn from the 2023 Sustainable Development Report published by the United Nations, which lists these two challenges among the three that Spain should focus on in order to boost its contribution to the Sustainable Development Goals, as well as the results of the 2023 study by the Financial Inclusion Observatory, which shows that rural environments are undergoing a branch reduction situation that makes them more vulnerable.

– [SDG Indicators \(un.org\)](https://sdgindicators.un.org)

Based on these first three elements of an impact analysis, what positive and negative impact areas has your bank identified? Which areas of significant impact (at least two) did you prioritise to follow your target setting strategy (see 2.2)? Break down.

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Given the analysis laid out in the previous points and taking into account the context and challenges where it operates, Caja Ingenieros has set the following as two areas of greatest impact, where it can increase the positive and reduce the negative impacts.

Climate change: alignment with the Paris Agreement, focused on exposure to less emission-intensive sectors and the exclusion of fossil fuels (SDG 13).

Inclusive growth by helping to improve the financial health of members and access to basic banking services in rural areas of Catalonia that lack them (SDGs 8 and 10).

Through its Sustainable Horizon Plan, Caja Ingenieros has set goals of aligning its portfolio with the Paris Agreement, as well as supporting its members, both individuals and companies, in their transition to sustainable, low-emission models. In terms of inclusive growth, in 2023 the organisation decided to include them in its strategic plan as a pillar of its social impact and development programme.

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[Chapter 3. About us / Strategy](#)

[Chapter 3. About us / Sustainability strategy](#)

[Chapter 7. Social and environmental commitment](#)

Measuring performance: Has your bank identified which sectors and industries, as well as the clients financed or invested in, are actually causing the strongest positive or negative impacts? Please describe how you assessed the performance of these sectors using appropriate indicators related to significant impact areas that apply to your bank's context.

When establishing priority areas for target setting among its areas of most significant impact, you should consider the bank's current performance levels, i.e. qualitative and/or quantitative and/or surrogate indicators of the social, economic and environmental impacts resulting from the bank's business activities and the provision of products and services. If you have identified climate and/or financial health and inclusion as your most significant impact areas, please also refer to the applicable indicators in the annex.

If your bank has adopted another approach to assessing the intensity of the impact resulting from the bank's business activities and the provision of products and services, please describe it. The outcome of this step will also provide the baseline (including indicators) that you can use to set targets in two major impact areas.

Caja Ingenieros has identified the following sectors and customers, whose activity has a greater positive or negative impact with the aim of measuring the intensity of their impact.

Regarding climate change, it will consider the segments of Corporate Banking and the financial investment portfolio. The sectors identified and for which sustainable investment criteria have been set are energy, automotive, steel, cement and transport.

With regard to the social aim of helping to improve the financial health, Caja Ingenieros will include the Banca Particulares (Retail Banking) segment in the measurement and will provide access to basic banking services to the general population living in municipalities that do not have bank branches.

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### Summary of self-assessment

Which of the following items of the impact analysis has your bank completed to identify the areas where it features the most significant (potential) impacts, both positive and negative?<sup>5</sup>

Scope: Yes

Portfolio composition: Yes

Context: Yes

Measuring results: Yes

What are the most significant impact areas you have identified for your bank as a result of the impact analysis?

Climate change and financial health.

How far back is the data used for and disclosed in the impact analysis?

Up to 12 months prior to publication.

## Goal setting (Step 2)

Show that your bank has set and published a minimum of two goals for at least two of the most significant impact areas identified in your impact analysis.

Goals should be specific, (qualitatively or quantitatively) measurable, achievable, relevant and time-bound (SMART). Please describe the following elements of goal setting (a-d) for each goal separately.

Alignment: What international, regional or national policy frameworks with which to align your bank's portfolio have you identified as relevant? Show that the selected indicators and goals are linked to and promote alignment with and further contribution to the Sustainable Development Goals, the Paris Agreement targets and other relevant international, national or regional frameworks.

Considering the Paris Agreement (SDS\*) that aims to achieve carbon neutrality and stop the temperature rising by more than 1.5°C in comparison with pre-industrial levels, Caja Ingenieros has set the following indicators and goals.

### Goal 1

Reducing the distance for alignment with the Paris Agreement by half. The goal is specified with a portfolio that does not increase the temperature by more than 1.7°C in comparison with pre-industrial levels in 2026. Starting with a portfolio with an increase of 1.9°C, calculated in 2021.

To double financing awarded to individuals and companies to fund projects based on energy efficiency, adaptation to climate change, sustainable use and protection of water and marine resources, circular economy, pollution control, ecosystem protection and sustainable life. The goal of reaching an accumulated amount of 14 million euros in financing awarded by 2026 is set. 2022 is used as the calculation base's year, with financing of 2.6 million euros awarded.

\*The SDS holds the temperature rise to below 1.8°C with a 66% probability without reliance on global net-negative CO2 emissions; this is equivalent to limiting the temperature rise to 1.65°C with a 50% probability.

### Goal 2

#### 2.1. Helping improve financial health

Caja Ingenieros has set the goal of helping to improve its members' financial health so that they can smoothly manage their current financial obligations and feel confident about their own financial future.

In 2023, work was carried out to design the methodology, analysis and segmentation of members across the five defined levels of financial health. At the close of this report, work remained ongoing on the indicators and setting of a SMART goal for 2026.

#### 2.2. Financial inclusion of financial health

As of September 2024, Caja Ingenieros intends to provide banking services through a mobile branch to a total of 303 municipalities in Catalonia.

Baseline: Have you set a baseline for the selected indicators and assessed the current level of alignment? State the indicators used and the baseline year.

Reflected in section 2.2 a) for goal 1.

#### For goal 2:

Between 15% and 25% of the sample of members analysed fall within the first two levels of financial health, according to the first estimates of the methodology applied, which analyses saving capacity and current savings, the member's (financial and non-financial) expenses, their monthly income and future prospects. In this group of members, the goal is focused on improving their financial health, which will be measured depending on if they shift from these financial health groups (1 and 2) to other higher groups (3, 4 and 5). To achieve it, this goal will likely be supported by metrics that indicate an increase in their emergency fund, personalised support and financial education. The KPIs the Bank uses to monitor support of the social challenge are the following:

- % of savings in 2023 of members at levels 1 and 2;
- % of social welfare in 2023 of members at levels 1 and 2.

SMART goals, including key performance indicators (KPIs): State the objectives for your first and second most significant impact areas, if any (as well as other impact areas, where appropriate). Which KPIs do you use to monitor progress in achieving objectives?

Reflected in section 2.2 a) for goal 1.

#### For goal 2:

The following shows, by way of example, the main indicators being studied:

- % of members that are increasing their degree of financial health;
- % increase in regular savings for members in the first two financial health levels;
- % increase in contributions to social welfare of members in the first two financial health levels.

Reflected in section 2.2 a) for goal 2.2.

Action plan: What actions, including milestones, have you defined to achieve the set goals? Please describe them.

Show as well that your bank has analysed and recognised the significant (potential) indirect impacts of the goals set within the impact area or in other impact areas and that it has put in place relevant actions to avoid, mitigate or offset potential negative impacts.

The goals and indicators shown in Point 2.2 a) have been included in the 2026 Sustainable Horizon Plan, which is also a part of the 38 initiatives of Caja Ingenieros' 2026 Strategic Plan. Regarding the 2026 Sustainable Horizon Plan, this is supervised in accordance with the governance framework set by the Sustainable Finance Committee, which reports to the Management Committee and the Caja Ingenieros Governing Board. Furthermore, goals will be monitored via a quarterly monitoring session developed for the 2026 Strategic Plan and communicated to Senior Management and the Governing Board.



### Summary of self-assessment

Which of the following components of target setting in line with PRB requirements has your bank completed or are currently under assessment?

|             | Climate change: alignment with the Paris Agreement | Improving financial health |
|-------------|--|----------------------------|
| Alignment   | Yes  | Yes                        |
| Baseline    | Yes  | Yes                        |
| SMART goals | Yes  | Underway                   |
| Action plan | Yes  | Underway                   |

### Implementation and monitoring of goals (Step 2)

#### For each separate goal:

Show that your bank has implemented the actions it previously defined to meet the goal set. Report on your bank's progress since the last report towards achieving each of the established goals and the impact created by its progress, using the indicators and KPIs to monitor progress as defined in Section 2.2.

Or, in the event of changes to implementation plans (relevant only for the 2nd and subsequent reports): Describe potential changes (changes to priority impact areas and indicators, acceleration/review of goals, introduction of new milestones or reviews of action plans) and explain why these changes have become necessary.

Throughout the 2023 Annual Report, measures and actions to achieve the goals set are laid out and these are detailed in the 2nd principles monitoring report. These actions and results are explained in chapters 8, 9 and 10.

Regarding changes, note that the social goal has been included, after not being considered in previous reports.

2023 Annual Report



## Principle 3: Customers

We will work responsibly with our customers to foster sustainable practices and allow for economic activities that generate shared prosperity for current and future generations.

### 3.1. Commitment to clients

Does your bank have a customer engagement policy or process in place to encourage sustainable practices?  
Yes

Does your bank have a policy in place for the sectors where you have identified the greatest (potential) negative impacts?  
Yes

Describe how your bank has worked and/or plans to work with its customers to foster sustainable practices and enable sustainable economic activities. It should include information on relevant policies, actions planned/implemented to support customer transition, selected indicators on customer engagement and, where possible, impacts achieved. This should be based on and in line with the bank's impact analysis, goal setting and action plans.

As to the portfolio of investment and social welfare products, we are working on increasing it, whereas, at the end of 2023, 78% of the investment and pension funds managed by Group subsidiaries promoted sustainability criteria by issuing a message to our members stating our commitment to sustainable finance.

Since 2021, investment advice questionnaires have included questions to discern customer preferences in relation to sustainability.

The Bank continued to promote use of the online tool to measure the socio-environmental impact of the Caja Ingenieros investment funds. This is an environmental calculator that shows the impact from an environment, social and governance viewpoint through six indicators.

With regard to financing, it has been decided that in the awarding to companies in emission-intensive sectors (energy, automotive, steel, cement, transport) with exposure higher than 500,000 euros, they will be asked for information on their energy transition plans or, to meet the proportionality criterion, on energy transition strategies/initiatives (or in scope 3 upstream of environmental management).

Lastly, for yet another year, 65% of the Bank's financial advisers have been certified in sustainable financial advice.

A financial education content platform is expected to be launched in order to make a contribution towards the goal of improving financial health by offering knowledge to aid the financial decision-making processes of members.

### Chapter 7. Social and environmental commitment

#### Business opportunities

Describe which strategic business opportunities your bank has identified in terms of increasing positive impacts and reducing negative impacts and/or how it has worked on them in the reporting period. Provide information on existing products and services, on sustainable products developed in terms of value (USD or local currency) and/or as a percentage of its portfolio and which SDGs or impact areas it is working on to make a positive impact (e.g. green mortgages, climate, social bonds, financial inclusion, etc.).

For more than 15 years, sustainable finance and socially responsible investment have been a distinguishing aspect in the services and focus when developing the Bank's product and management portfolio, as previously demonstrated in the distribution of investment and social welfare products through staff trained in sustainable investments. Thus, we are pressing on with work in this area in order to go on increasing the product and service portfolio related to sustainable finance. Furthermore, the Bank's commitment to helping to improve financial health has opened up an opportunity to enhance the business areas linked to financial advice in investments and insurance.



## Principle 4: Stakeholders

We will consult, participate and associate proactively and responsibly with relevant stakeholders to meet the goals of society.

### 4.1. Identifying and consulting stakeholders

Does your bank have a process in place to identify and consult, interact, collaborate and partner with the stakeholders you have identified as relevant within the impact analysis and goal setting process?

Yes

Describe which stakeholders you have identified, consulted or involved or which stakeholders you have collaborated or partnered with in order to implement the principles and improve your bank's impacts. This should include an itemised overview of how your bank has identified relevant stakeholders, what issues were addressed or results achieved and how they contributed to the action planning process.

Caja Ingenieros is aware that the integration of different stakeholders into the Bank's lines of action is one of the most important tools for socially responsible management. The nature of its business means that Caja Ingenieros conducts its activities and integrates into current society and its environment in a dynamic, in-depth way. Aware of this, the Bank strives to build solid relationships of trust with the different stakeholders with which it relates throughout its financial and social activities and to create shared value through flowing and participative dialogue with them.

In 2022, Caja Ingenieros updated the materiality analysis and expanded the perspective of ESG (environment, social and governance) impact produced in 2021 to include the new financial perspective.

This update means that the most relevant aspects for the Bank's stakeholders and those with the greatest impact on the Group's business can be identified, along with those aspects that have affected or might affect the yield, position and value of the Group.

Moreover, it continues to be part of the leading organisations, initiatives and inter-sectoral committees, both national and international, that pursue sustainable finance, as well as the national programmes promoting financial education among young people. Further details in the Annual Report.

As a credit cooperative, our members are considered both a member and a customer and they take part in the annual general meeting and special meetings. Development of the strategic plan has led to the inclusion of employee groups to ensure an institutional backbone and a corporate culture plan within the strategic plan.

[2023 Annual Report / Annexes](#)



## Principle 5: Governance and culture

We will implement our commitment to these principles through effective governance and a culture of responsible banking.

### Governance structure for implementing the principles

Does your bank have a governance system that includes the PRBs?

Yes

Describe the relevant governance structures, policies and procedures that your bank has implemented / is planning to implement to manage significant (potential) positive and negative impacts and support the effective application of the principles. This includes information on the following issues:

Which committee is responsible for the sustainability strategy, as well as the approval and monitoring of the goals (including information on the highest level of governance the PRBs are subject to).

Details about the committee chair as well as the process and frequency with which the board monitors the implementation of the PRBs (including corrective actions if targets or milestones are not met or if unexpected negative impacts are detected).

Remuneration practices linked to sustainability goals.

The Sustainable Finance Committee is responsible for defining, implementing and monitoring the Sustainable Horizon Plan and it reports to the Management Committee, whereas General Management reports to the Governing Board. The Sustainable Finance Committee meets bimonthly, at least.

The risk management policy, supervised by the Audit and Risk Committee and approved by the Governing Board, includes the climate change risk within the risk appetite framework. The relationship in governance between the climate change risk and the credit investment risks as well as financial investment risks is seen in the credit investment policy and the financial investment policy, respectively.

The credit investment policy includes the development of products, measuring methods and granting criteria to reduce greenhouse gas emissions and for transition to an emission-free economy. The financial investment policy limits exposures to companies according to ESG criteria, in line with an external score that incorporates the principles of good climate management.

The capital and liquidity self-assessment report, submitted to the Audit and Risk Committee for analysis and approved by the Governing Board, includes a report on the risk profile of energy transition of the financial investment portfolio and the credit investment portfolio, on which sufficient information is available. In its absence, this information is obtained according to the branches of activity potentially affected by the energy transition.

[Chapter 8. Risk management](#)

[Chapter 7. Social and environmental commitment](#)

### Promoting a responsible banking culture

Describe your bank's initiatives and measures to foster a responsible banking culture among its employees (e.g. skills development, online training, sustainability training for customer-facing staff, inclusion in remuneration structures and performance management as well as management team communication, among others).

The team of professionals at Caja Ingenieros have been trained and certified in sustainable finance through EFPA ESG Advisor certification. By the end of 2023, 65% of the sales network had been certified.

The Governing Board of Caja Ingenieros has received training in climate risks, legislation and taxonomy.

Training related to sustainable finance has been made available to the entire team of staff: sustainable investments, ESG asset types and their characteristics. Furthermore, there are plans to develop a programme for the whole workforce on introducing and raising awareness on sustainability with the goal of training staff in basic knowledge, practical aspects and management tools within the ESG framework.

[Chapter 8. Risk management](#)

[Chapter 7. Social and environmental commitment](#)

### Due diligence policies and processes

Does your bank have policies to address environmental and social risks? Please describe them.

Describe which due diligence processes your bank has in place to identify and manage the environmental and social risks associated with its portfolio. These can be processes such as the identification of significant/important risks; mitigation of environmental/social risks and definition of action plans; monitoring and reporting on risks and any existing claims mechanism; and the governance structures that have been established to monitor these risks.

The climate risk is managed through the executive bodies of Caja Ingenieros.

The Sustainable Finance Committee (SFC) reports directly to the Management Committee on matters regarding management, control and proposed strategy in sustainability and reports to the Audit and Risk Committee on matters regarding proposed policies and their supervision. The risk management policy, supervised by the Audit and Risk Committee and approved by the Governing Board, includes the climate change risk within the risk appetite framework. The relationship in governance between the climate change risk and the credit investment risks as well as financial investment risks is seen in the credit investment policy and the financial investment policy, respectively.

[Chapter 8. Risk management](#)

#### Summary of self-assessment

Does the CEO or other managers conduct regular monitoring of the principles' implementation throughout the bank's governance system?

Yes

Does the governance system include structures to monitor the implementation of PRBs (e.g. impact analysis and goal setting, actions to achieve these goals and corrective action processes if targets/milestones are not met or if unexpected negative impacts are detected)?

Yes

Does your bank have measures in place to promote a culture of sustainability among employees (as described in Section 5.2)?

Yes





## Principle 6: Transparency and accountability

We will regularly review our individual and collective implementation of these principles. We will be transparent and accountable for our positive and negative impacts and our contribution to society's objectives.

### Reliability

Has this public information on its PRB commitments been guaranteed by an independent body?

Yes

The information included in the 2022 Non-Financial Information Report has been verified by AENOR, according to Law 11/2018.

[2023 Annual Report / Annexes](#)

### Information within other frameworks

Does your bank disclose sustainability information in any of these standards or frameworks?

GRI

TCFD

The Non-Financial Information Report is prepared annually in line with the indications provided by the GRI standards. The TCFD recommendations report has been prepared since 2021.

[2023 Annual Report / Chapter 10 and Annexes](#)

### Pension

What actions will your bank take over the next 12-month period (particularly in terms of impact analysis, goal setting and governance structure for PRB implementation)? Please describe them briefly.

As stated in Section 2.1, the challenge for the next 12 months is to evolve and consolidate our methodology, which will allow the Bank to make progress in our goal of helping to improve our members' financial health, with a view to enhancing our positive impacts on social matters and to specify the indicators and set a SMART goal for 2026 for the social target.

### Challenges

This is a brief section to learn about the challenges your bank may be facing when implementing the Principles for Responsible Banking. Your comments will contextualise the collective progress of the PRB signatory banks.

Which challenges have you prioritised when implementing the Principles for Responsible Banking? Please choose the top three challenges your bank has prioritised in the last 12 months (optional question).

Setting targets

Customer engagement

Data availability

Data quality

# 12

## Annexes



# I. Technical information and materiality

## About this report

GRI 2-2, 2-3, 2-4

This report includes non-financial reporting of the Caja Ingenieros Group for financial year 2023, running from 1 January to 31 December 2023.

Through this document, the organisation responds to the non-financial reporting and diversity requirements set forth in Law 11/2018 of 28 December.

**The principles of comparability, reliability, materiality and relevance have been applied, as set forth in the Law on non-financial reporting and diversity, and it is in line with the indicator "GRI 1: Foundation 2021":**

- **Comparability criterion.** Expounded in "GRI 1: Foundation 2021" as Comparability ("The organisation shall select, compile and report information consistently to enable an analysis of changes in the organisation's impacts over time and an analysis of these impacts relative to those of other organisations") and Timeliness ("The organisation shall report information on a regular schedule and make it available in time for users to make decisions").
- **Reliability criterion.** Expounded in "GRI 1: Foundation 2021" as Accuracy ("The organisation shall report information that is correct and sufficiently detailed to allow an assessment of the organisation's impacts"), Completeness ("The organisation shall provide sufficient information to enable an assessment of the organisation's impacts during the reporting period") and Verifiability ("The organisation shall gather, record, compile and analyse information in such a way that the information can be examined to establish its quality").
- **Relevance criterion.** Expounded in "GRI 1: Foundation 2021" as Balance ("The organisation shall report information in an unbiased way and provide a fair representation of the organisation's negative and positive impacts") and Clarity ("The organisation shall present information in a way that is accessible and understandable").
- **Materiality criterion.** Expounded in "GRI 1: Foundation 2021" as Sustainability context ("The organisation shall report information about its impacts in the wider context of sustainable development").

The report includes all aspects identified as material, in line with the requirements set forth in Law 11/2018 on non-financial reporting and diversity.

The geographic scope of the data reported is restricted to Spain. The financial data include the entire Caja Ingenieros Group, which is made up of Caja de Crédito de los Ingenieros, S. Coop. de Crédito; Caja Ingenieros Gestión, Sociedad Gestora de Instituciones de Inversión Colectiva, SAU; Caja Ingenieros Vida, Compañía de Seguros y Reaseguros, SAU; Cooperativa de Consumidores y Usuarios de los Ingenieros (Ingenium Shopping); Caja Ingenieros, Operador de Banca-Seguros Vinculado, SLU; Fundación Caja Ingenieros; and Norbolsa\*.

The key indicators of non-financial results included in this consolidated non-financial reporting statement have been prepared according to the contents included in current commercial regulations and in line with the standards for the preparation of sustainability reports by the Global Reporting Initiative (GRI standards), the international reporting framework considered in the new Article 49.6.e) of the Commercial Code introduced by Law 11/2018.

## Stakeholder relations

GRI 2-29

The Caja Ingenieros Group is aware that the integration of different stakeholders into the lines of action of the Bank is one of the most important tools for socially responsible management.

The nature of its business means that the Caja Ingenieros Group conducts its activities and integrates into current society and its environment in a dynamic, in-depth way. Aware of this, the Bank strives to build solid relationships of trust with the different stakeholders with which it relates throughout its financial and social activities and to create shared value through flowing and participative dialogue with them.

Thus, the Group's priority stakeholders have been identified using criteria, such as dependence, responsibility towards them, proximity and power of influence.

| Stakeholders                              | Description and main channels of communication and dialogue  |
|---|--|
| <b>Members</b>                            | Members represent the centre of cooperative activity, which is committed to creating long-term value, guaranteeing equal rights, offering the utmost informative transparency and encouraging continued dialogue.<br>Communication channels: email, website, online banking, mobile banking, telephone banking, push notifications, text messages, WhatsApp, social media (Twitter, Facebook, Instagram, Youtube and LinkedIn) and blog.   |
| <b>Management Committee and employees</b> | Through a model of relationships and organisation among the entire team of professionals involved in the everyday business of the Group, people can enhance their professional development within a context that respects the principles ethical governance, equal opportunities and the work-life balance.<br>Communication channels: email, intranet, internal communications and surveys.   |
| <b>Suppliers</b>                          | The management of relationships with suppliers seeks to guarantee the best conditions in each transaction, as well as transparency in the processes.<br>Communication channels: email and corporate website.   |
| <b>Society</b>                            | From the very start, commitment to the social environment has always been included as part of management. The initiatives the Bank promotes are a reflection of its principles, based on ethics and culture. Social action takes place in three main areas, which reach a wide range of members of society.<br>Communication channels: corporate website, blog, social media (Twitter, Facebook, Instagram, YouTube, LinkedIn), media (press releases, presentations, interviews, etc.). |

## Double materiality analysis

GRI 3-1, 3-2

In 2022, the Caja Ingenieros Group updated the materiality analysis and expanded the perspective of ESG (environment, social and governance) impact produced in 2021 to include the new financial perspective.

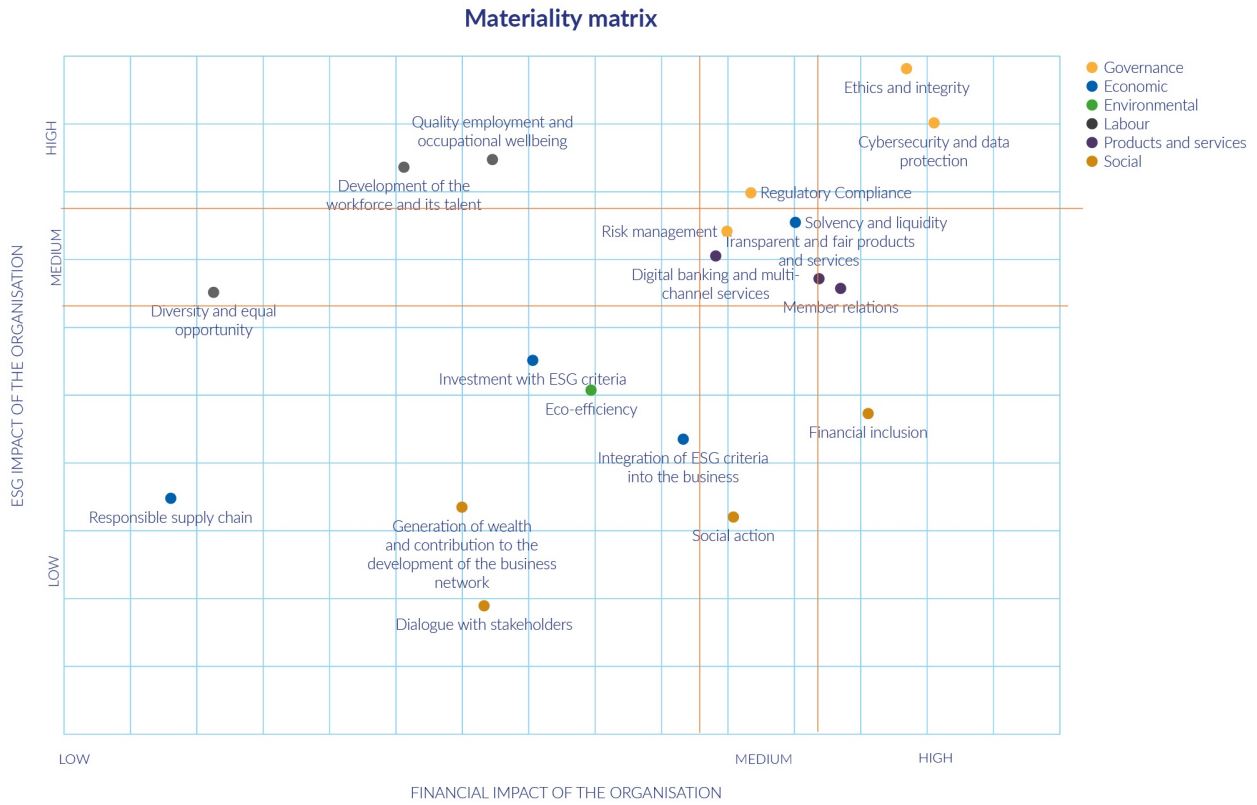
This update means that the most relevant aspects for the Bank's stakeholders and those with the greatest impact on the Group's business can be identified, along with those aspects that have affected or might affect the yield, position and value of the Group.

This definition process followed the principles for defining report content, as set out in the Sustainability Reporting Guidelines of the Global Reporting Initiative (GRI) in its "GRI 3: Material Topics 2021". The process was organised into the phases listed below.

| <p><b>1. Identification</b></p>        | <p>The method used identifies different inputs in relation to the ESG impact (Y-axis) and to the financial impact (X-axis) of the double materiality matrix of the Group.</p> <p>Thus, considering the material analysis performed in 2021, which took into account the Strategic Horizon Plan 2023 and the analysis of the sector leaders using sources, such as the Sustainability Accounting Standards Board, the High-Level Expert Group on Sustainable Finance, the Sustainable Development Goals and the principles of the Global Compact, the relevant topics for the sector in which the Group operates have been identified and re-assessed this financial year for the ESG impact study (Y axis) by developing a sectoral benchmarking study to determine the areas of greatest general interest in line with the growing new trends during financial year 2022.</p> <p>Furthermore, the relevant topics have been identified in line with the new perspective for the financial impact (X-axis) through a study of the Bank's internal risks, the sectoral risks and the global risks. As an input to be considered in this method, consulting the stakeholders for each relevant topic based on the financial perspective in order to determine the areas of greatest impact to value the Group must be highlighted.</p>   |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
|--|--|-----------------|--|-----------------|--|---|------------------------|---|---|------------------------------|--|---|----------------------|---|-----------------|---|-----------------------------------|---|-----------------------|---------------------------------|--|---|---|---|---|------------------------------|--|---|--|----|--|----|------------------|----------------|--|----|-------------------|
| <p><b>2. Prioritisation</b></p>        | <p>The material aspects were selected based on participative sessions with the Group's internal teams, providing knowledge on the degree of importance of the points identified.</p> <p>By consulting management positions in the organisation and the different areas, each one provided their vision as to the relevance of the topics selected.</p> <p>As a result of this process, the priority topics for the Caja Ingenieros Group and its stakeholders were identified. Those of significant relevance were considered as material, as can be seen in the double materiality matrix, which classifies these topics according to their ESG impact and financial impact.</p>  |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| <p><b>3. Review and validation</b></p> | <p>The results obtained from this process were analysed by the Caja Ingenieros Group Management, which assessed and validated their consistency in relation to company sustainability.</p> <p>Annex III, "Table of GRI contents", shows a list of the material topics, along with the associated GRI standards and the coverage of each one.</p>   |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| <p><b>4. Material topics</b></p>       | <table border="1" data-bbox="555 1066 1187 1771"> <thead> <tr> <th colspan="2">Material topics</th> </tr> </thead> <tbody> <tr> <td colspan="2"><b>Economic</b></td> </tr> <tr> <td>1</td> <td>Solvency and liquidity</td> </tr> <tr> <td>2</td> <td>Integration of ESG criteria into the business</td> </tr> <tr> <td colspan="2"><b>Ethics and governance</b></td> </tr> <tr> <td>3</td> <td>Ethics and integrity</td> </tr> <tr> <td>4</td> <td>Risk management</td> </tr> <tr> <td>5</td> <td>Cybersecurity and data protection</td> </tr> <tr> <td>6</td> <td>Regulatory Compliance</td> </tr> <tr> <td colspan="2"><b>Labour-related practices</b></td> </tr> <tr> <td>7</td> <td>Quality employment and occupational wellbeing</td> </tr> <tr> <td>8</td> <td>Development of the workforce and its talent</td> </tr> <tr> <td colspan="2"><b>Products and services</b></td> </tr> <tr> <td>9</td> <td>Digital banking and multi-channel services</td> </tr> <tr> <td>10</td> <td>Transparent and fair products and services</td> </tr> <tr> <td>11</td> <td>Member relations</td> </tr> <tr> <td colspan="2"><b>Society</b></td> </tr> <tr> <td>12</td> <td>Financial support</td> </tr> </tbody> </table> <p>All those located in the upper right quadrant of the double materiality matrix were considered to be material topics. In addition, when validating this matrix, the Caja Ingenieros Group decided to include the "Integration of ESG criteria into the business" as material, in accordance with its strategic lines and with the trends in the sector.</p> | Material topics |  | <b>Economic</b> |  | 1 | Solvency and liquidity | 2 | Integration of ESG criteria into the business | <b>Ethics and governance</b> |  | 3 | Ethics and integrity | 4 | Risk management | 5 | Cybersecurity and data protection | 6 | Regulatory Compliance | <b>Labour-related practices</b> |  | 7 | Quality employment and occupational wellbeing | 8 | Development of the workforce and its talent | <b>Products and services</b> |  | 9 | Digital banking and multi-channel services | 10 | Transparent and fair products and services | 11 | Member relations | <b>Society</b> |  | 12 | Financial support |
| Material topics                        |  |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| <b>Economic</b>                        |  |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| 1                                      | Solvency and liquidity   |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| 2                                      | Integration of ESG criteria into the business  |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| <b>Ethics and governance</b>           |  |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| 3                                      | Ethics and integrity   |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| 4                                      | Risk management  |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| 5                                      | Cybersecurity and data protection  |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| 6                                      | Regulatory Compliance  |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| <b>Labour-related practices</b>        |  |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| 7                                      | Quality employment and occupational wellbeing  |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| 8                                      | Development of the workforce and its talent  |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| <b>Products and services</b>           |  |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| 9                                      | Digital banking and multi-channel services   |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| 10                                     | Transparent and fair products and services   |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| 11                                     | Member relations   |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| <b>Society</b>                         |  |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |
| 12                                     | Financial support  |                 |  |                 |  |   |                        |   |   |                              |  |   |                      |   |                 |   |                                   |   |                       |                                 |  |   |   |   |   |                              |  |   |  |    |  |    |                  |                |  |    |                   |



# Double materiality matrix



In line with the future Corporate Sustainability Reporting Directive (CSRD), in the coming years the Caja Ingenieros Group will work on updating double materiality based on the new methodology, which includes as a reference the IRO analysis (impact analysis, risks and opportunities throughout the value chain) in order to prepare the double materiality and, as a result, the material topics for the future report.

## II. Table of contents according to Law 11/2018 on non-financial reporting and diversity

|  | Contents of Law 11/2018 on non-financial reporting and diversity  | Related GRI standards and other non-GRI indicators   | Reference or direct response chapter  | Comments and observations |
|--|---|--|---|---------------------------|
| <b>BUSINESS MODEL</b>  |   |  |   |                           |
| Description of the Group's business model                      | A brief description of the Group's business model, which will include its business environment, its organisation and structure, the markets in which it operates, its goals and strategies and the main factors and trends that might affect its future evolution   | GRI 2-1 Organisational details   | 3.1. Caja Ingenieros Group<br>3.2. Corporate culture: mission, vision and values  |                           |
|  |   | GRI 2-2 Entities included in the organisation's sustainability reporting                                 | Caja de Crédito de los Ingenieros, Sociedad Cooperativa de Crédito.   |                           |
|  |   | GRI 2-6 Activities, value chain and other business relationships   | 1. 2023 in figures<br>3.1. Caja Ingenieros Group<br>5.4. Our products   |                           |
|  |   | Non-GRI: operational context (economic and sectoral)   | 2. Our environment  |                           |
|  |   | GRI 2-22 Statement on sustainable development strategy   | 1. Interview with the Chairman<br>2. Interview with the Managing Director<br>3.3. Corporate strategy<br>5.4. Sustainability strategy, Sustainable Horizon and SDG |                           |
|  | Geographical presence   | GRI 2-1 d. Organisational details  | Geographical presence in Spain, with headquarters at Via Laietana, 39, 08003 Barcelona (Spain).   |                           |
| Goals and strategies of the organisation                       | GRI 3-3 Management of material topics<br>GRI 2-23 Policy commitments  | 3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG                     |   |                           |
|  | GRI 2-24 Embedding policy commitments   | 3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG                     |   |                           |
| Main factors and trends that could affect its future evolution | Non-GRI: main factors and trends that could affect its future evolution   | 8. Risk management<br>2. Our environment<br>3. About us  |   |                           |
| General  | Mention in the report of the national, European or international reporting framework used to select the key indicators for non-financial results included in each of the sections   | GRI statement of use.  |   |                           |
|  | If the company complies with the non-financial reporting law by issuing a separate report, it must expressly indicate that this information forms part of the management report.  | The information contained in this non-financial reporting statement forms part of the management report. |   |                           |
| <b>INFORMATION ON ENVIRONMENTAL ISSUES</b>                     |   |  |   |                           |
| Management approach  | Description of the policies applied by the Group regarding these matters, including the procedures of due diligence applied for identification, assessment, prevention and mitigation of significant risks and impacts, and for verification and control, as well as the measures adopted   | GRI 3-3 Management of material topics (related to the environment)<br>GRI 2-23 Policy commitments        | 7.1. Environmental commitment<br>3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG   |                           |
|  | Results of these policies, which must include key indicators for appropriate non-financial results for the monitoring and assessment of the progress and that favour the comparison between companies and sectors, in accordance with national, European or international frameworks of reference used  | GRI 2-24 Embedding policy commitments  | 7.1. Environmental commitment<br>3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG   |                           |
|  | Key risks related to these matters linked to Group activities, including, when appropriate and proportionate, its commercial relations, products or services that might have negative effects on these areas and how the Group manages these risks, explaining the procedures used to detect and assess them in line with national, European or international frameworks of reference in each matter. Information must be included on the impacts detected, offering their itemisation particularly on the key short, medium and long-term risks. | GRI 2-25 Processes to remediate negative impacts   | 8. Risk management  |                           |
|  |   | GRI 201-2 Financial implications and other risks and opportunities of climate change                     | 7.1. Environmental commitment<br>5.4. Our products  |                           |

|   | Contents of Law 11/2018 on non-financial reporting and diversity   | Related GRI standards and other non-GRI indicators  | Reference or direct response chapter   | Comments and observations  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|---|--|---|--|--|---------------------------------|------|------|------|-------------|-----|-----|-----|-------------|-----|----|----|-------------|----|----|-----|-------------|----|----|----|-------------|----|----|----|-------------|-----|-----|-----|-------------|----|----|----|-------------|-----|-----|----|-------------|----|-----|----|-------------|----|----|----|-------------|----|----|----|-------------|-----|-----|----|--------------|-----|-----|----|-------------|----|----|----|-------------|----|----|----|-------------|----|----|----|-------------|----|----|----|--------------|----|----|----|-------------|----|----|----|---------------|-----|----|----|---------------|-----|----|----|---------|----|----|----------------|
| Environment management                                  | Current and foreseeable effects of company activities on the environment and, where appropriate, on health and safety  | GRI 2-26 Mechanisms for seeking advice and raising concerns<br>GRI 308-2 Negative environmental impacts in the supply chain and actions taken (a) | 7.1. Environmental commitment<br>8. Risk management<br>5.4. Our products   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   | Environmental assessment or certification procedures   | Non-GRI: environmental assessment or certification  | 7.1. Environmental commitment<br>8. Risk management<br>6.5. Occupational health and safety   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   | Resources used in environmental risk prevention  | Non-GRI: environmental investments  | 8. Risk management<br>7.1. Environmental commitment  | Moreover, Chapter 10. Climate and environmental risk   |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   | Application of the precautionary principle   | GRI 2-23 Policy commitments   | 8. Risk management   | Moreover, Chapter 10. Climate and environmental risk   |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   | Quantity of provisions and guarantees for environmental risks  | Non-GRI: environmental investments  | 7.1. Environmental commitment  | This is not considered a material topic for the Caja Ingenieros Group due to the nature of its business activity (financial sector).   |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Contamination   | Measures to prevent, reduce or repair carbon emissions seriously affecting the environment, considering any specific form of atmospheric contamination of an activity, including noise and light contamination | GRI 3-3 a. Management of material topics (related to the contamination)<br>GRI 2-25 Processes to remediate negative impacts                       | 7.1. Environmental commitment  |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   |  | Non-GRI: measures to prevent, reduce or repair emissions  | Caja Ingenieros implements no measures along these lines, as it is not a material aspect given the nature of its business activity (financial sector). |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   |  | Non-GRI: measures to prevent, reduce or repair acoustic contamination   | Caja Ingenieros implements no measures along these lines, as it is not a material aspect given the nature of its business activity (financial sector). |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   |  | Non-GRI: measures to prevent, reduce or repair light contamination  | Caja Ingenieros implements no measures along these lines, as it is not a material aspect given the nature of its business activity (financial sector). |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Circular economy and prevention and management of waste | Measures of prevention, recycling, reuse and other forms of waste recovery and disposal  | GRI 301-2 Recycled input materials used   | 7.1.4. Minimising waste and the circular economy   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   |  | GRI 306-1 Waste generation and significant waste-related impacts  | 7.1.4. Minimising waste and the circular economy   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   |  | GRI 306-2 Management of significant waste-related impacts   | 7.1.4. Minimising waste and the circular economy   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   |  | GRI 306-4 Waste diverted from disposal  | 7.1.4. Minimising waste and the circular economy   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   | Actions to fight wasting food  | Non-GRI: actions to fight wasting food  | Caja Ingenieros implements no measures along these lines, as it is not a material aspect given the nature of its business activity (financial sector). |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Sustainable use of resources                            | Water consumption and water supply according to local limitations  | GRI 303-1 Interaction with water as a shared resource   | 7.1.3. Efficient, sustainable use of resources   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   |  | GRI 303-2 Impact management related to the withdrawal of water  | The Caja Ingenieros Group does not withdraw water. It extracts and disposes of the water used in its branches from the municipal mains supply.         |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   |  | GRI 303-3 Water extraction  | The Caja Ingenieros Group extracts the water used in its branches from municipal mains supply.   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   |  | GRI 303-5 Water consumption   | 7.1.3. Efficient, sustainable use of resources   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   |  |   |  | <table border="1"> <thead> <tr> <th>BRANCHES (water consumption m³)</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr><td>Branch 0001</td><td>393</td><td>508</td><td>657</td></tr> <tr><td>Branch 0002</td><td>104</td><td>69</td><td>87</td></tr> <tr><td>Branch 0003</td><td>77</td><td>86</td><td>158</td></tr> <tr><td>Branch 0004</td><td>54</td><td>48</td><td>61</td></tr> <tr><td>Branch 0007</td><td>34</td><td>27</td><td>40</td></tr> <tr><td>Branch 0009</td><td>447</td><td>726</td><td>781</td></tr> <tr><td>Branch 0010</td><td>26</td><td>35</td><td>43</td></tr> <tr><td>Branch 0011</td><td>155</td><td>107</td><td>53</td></tr> <tr><td>Branch 0013</td><td>16</td><td>108</td><td>23</td></tr> <tr><td>Branch 0014</td><td>30</td><td>39</td><td>39</td></tr> <tr><td>Branch 0016</td><td>21</td><td>27</td><td>26</td></tr> <tr><td>Branch 0017</td><td>173</td><td>157</td><td>45</td></tr> <tr><td>Branch 0019*</td><td>n/a</td><td>n/a</td><td>90</td></tr> <tr><td>Branch 0021</td><td>15</td><td>22</td><td>20</td></tr> <tr><td>Branch 0023</td><td>22</td><td>26</td><td>48</td></tr> <tr><td>Branch 0024</td><td>40</td><td>41</td><td>35</td></tr> <tr><td>Branch 0025</td><td>21</td><td>19</td><td>23</td></tr> <tr><td>Branch 0026*</td><td>51</td><td>91</td><td>35</td></tr> <tr><td>Branch 0027</td><td>25</td><td>35</td><td>35</td></tr> <tr><td>Branch 0030**</td><td>n/a</td><td>61</td><td>53</td></tr> <tr><td>Branch 0033**</td><td>n/a</td><td>25</td><td>38</td></tr> <tr><td>Alf Bei</td><td>54</td><td>49</td><td>Closed in 2022</td></tr> </tbody> </table> | BRANCHES (water consumption m³) | 2021 | 2022 | 2023 | Branch 0001 | 393 | 508 | 657 | Branch 0002 | 104 | 69 | 87 | Branch 0003 | 77 | 86 | 158 | Branch 0004 | 54 | 48 | 61 | Branch 0007 | 34 | 27 | 40 | Branch 0009 | 447 | 726 | 781 | Branch 0010 | 26 | 35 | 43 | Branch 0011 | 155 | 107 | 53 | Branch 0013 | 16 | 108 | 23 | Branch 0014 | 30 | 39 | 39 | Branch 0016 | 21 | 27 | 26 | Branch 0017 | 173 | 157 | 45 | Branch 0019* | n/a | n/a | 90 | Branch 0021 | 15 | 22 | 20 | Branch 0023 | 22 | 26 | 48 | Branch 0024 | 40 | 41 | 35 | Branch 0025 | 21 | 19 | 23 | Branch 0026* | 51 | 91 | 35 | Branch 0027 | 25 | 35 | 35 | Branch 0030** | n/a | 61 | 53 | Branch 0033** | n/a | 25 | 38 | Alf Bei | 54 | 49 | Closed in 2022 |
|   | BRANCHES (water consumption m³)  | 2021  | 2022   | 2023   |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   | Branch 0001  | 393   | 508  | 657  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   | Branch 0002  | 104   | 69   | 87   |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   | Branch 0003  | 77  | 86   | 158  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   | Branch 0004  | 54  | 48   | 61   |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0007   | 34   | 27  | 40   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0009   | 447  | 726   | 781  |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0010   | 26   | 35  | 43   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0011   | 155  | 107   | 53   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0013   | 16   | 108   | 23   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0014   | 30   | 39  | 39   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0016   | 21   | 27  | 26   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0017   | 173  | 157   | 45   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0019*  | n/a  | n/a   | 90   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0021   | 15   | 22  | 20   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0023   | 22   | 26  | 48   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0024   | 40   | 41  | 35   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0025   | 21   | 19  | 23   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0026*  | 51   | 91  | 35   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0027   | 25   | 35  | 35   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0030**   | n/a  | 61  | 53   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Branch 0033**   | n/a  | 25  | 38   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
| Alf Bei   | 54   | 49  | Closed in 2022   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |
|   |  |   | *New branch in 2023 / **New branches in 2022   |  |                                 |      |      |      |             |     |     |     |             |     |    |    |             |    |    |     |             |    |    |    |             |    |    |    |             |     |     |     |             |    |    |    |             |     |     |    |             |    |     |    |             |    |    |    |             |    |    |    |             |     |     |    |              |     |     |    |             |    |    |    |             |    |    |    |             |    |    |    |             |    |    |    |              |    |    |    |             |    |    |    |               |     |    |    |               |     |    |    |         |    |    |                |

|  | Contents of Law 11/2018 on non-financial reporting and diversity   | Related GRI standards and other non-GRI indicators  | Reference or direct response chapter  | Comments and observations  |
|--|--|---|---|--|
| Sustainable use of resources   | Use of raw materials and measures adopted to improve their efficient use   | GRI 301-1 Materials used by weight or volume  | 7.1.3. Efficient, sustainable use of resources  |  |
|  |  | GRI 301-2 Recycled input materials used   | 7.1.3. Efficient, sustainable use of resources  |  |
|  | Energy: direct or indirect energy consumption  | GRI 302-1 Energy consumption within the organisation  | 7.1.2. Committed to reducing the carbon footprint   |  |
|  |  | GRI 302-3 Energy intensity  | 7.1.2. Committed to reducing the carbon footprint   |  |
|  | Energy: measures taken to improve energy efficiency  | GRI 302-4 Reduction of energy consumption   | 7.1.2. Committed to reducing the carbon footprint   |  |
| GRI 302-5 Reductions in energy requirements of products and services   |  | 7.1.2. Committed to reducing the carbon footprint   |   |  |
| Energy: use of renewable energy  | GRI 302-1 Energy consumption within the organisation   | 7.1.2. Committed to reducing the carbon footprint   |   |  |
| Climate change   | Important elements of greenhouse gas (GHG) emissions as a result of company activities, including the use of the goods and services it produces  | GRI 201-2 Financial implications and other risks and opportunities due to climate change  | 8. Risk management<br>5.4. Our products   | Moreover, Chapter 10. Climate and environmental risk   |
|  |  | GRI 305-1 Direct (scope 1) GHG emissions  | 7.1.2. Committed to reducing the carbon footprint   |  |
|  |  | GRI 305-2 Energy indirect (scope 2) GHG emissions   | 7.1.2. Committed to reducing the carbon footprint   |  |
|  |  | GRI 305-3 Other indirect (scope 3) GHG emissions  | 7.1.2. Committed to reducing the carbon footprint   |  |
|  | GRI 305-4 GHG emissions intensity  | 7.1.2. Committed to reducing the carbon footprint   |   |  |
| Measures adopted to adapt to the consequences of climate change  | GRI 201-2 Financial implications and other risks and opportunities due to climate change   | 8. Risk management<br>7.1.2. Committed to reducing the carbon footprint   | Moreover, Chapter 10. Climate and environmental risk  |  |
| Reduction goals established voluntarily medium and long-term to reduce GHG emissions and the measures implemented for this purpose | GRI 305-5 Reduction of GHG emissions   | 7.1.2. Committed to reducing the carbon footprint   |   |  |
| Protection of biodiversity   | Measures taken to preserve or restore biodiversity   | GRI 304-3 Habitats protected or restored  | Not applicable  | This is not considered a material topic for the Caja Ingenieros Group. Its activities do not take place inside protected areas. In line with the future requirements of the Corporate Sustainability Reporting Directive (CSRD), the Bank shall consider carrying out a biodiversity study and incorporating it into its IRO analysis to identify potential biodiversity impacts, risks and opportunities. |
|  | Impact caused by the activities or operations in protected areas   | GRI 304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas | Not applicable  |  |
|  |  | GRI 304-2 Significant impacts of activities, products and services on biodiversity  | Not applicable  |  |
|  |  | GRI 304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations                                | Not applicable  |  |
| <b>INFORMATION ON SOCIAL AND PERSONNEL-RELATED ISSUES</b>  |  |   |   |  |
| Management approach  | Description of the policies applied by the Group regarding these matters, including the procedures of due diligence applied for identification, assessment, prevention and mitigation of significant risks and impacts, and for verification and control, as well as the measures adopted              | GRI 3-3 c. Management of material topics (related to labour and social affairs)<br>GRI 2-23 Policy commitments                                      | 6. Our team<br>3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG |  |
|  | Results of these policies, which must include key indicators for appropriate non-financial results for the monitoring and assessment of the progress and that favour the comparison between companies and sectors, in accordance with national, European or international frameworks of reference used | GRI 2-24 Embedding policy commitments   | 6. Our team<br>3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG |  |

|  | Contents of Law 11/2018 on non-financial reporting and diversity  | Related GRI standards and other non-GRI indicators   | Reference or direct response chapter  | Comments and observations  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
|--|---|--|---|--|------|------|------|---------------------------|----------------|-------|-------|-------------------------|--|--------|--------|------------|--------------------------|--------|--------|----------|--------------|---------------|---------------|-------------------|---------------|--------|--------|---------|--|-------|-------|--------------|--------------------------|------|------|----------|--------------|--------------|-------------|-------------------|---------------|--------|--------|---------|--|-------|-------|--------------|--------------------------|---------------|---------------|---------------------------|--------------|---------------|---------------|-------------------------|-------|-------|-------|------------|--|--|--|----------|------|------|------|-------------------|------|------|------|---------|------|------|------|--------------|--|--|--|----------|------|------|------|-------------------|------|------|------|---------|------|------|------|--------------|--------------|-------------|-------------|---------------------------|--|--|--|-------------------------|-------|-------|-------|------------|--|--|--|----------|---|------|------|-------------------|---|------|------|---------|---|------|------|--------------|--|--|--|----------|---|------|------|-------------------|---|------|------|---------|---|------|------|--------------|----------|-------------|-------------|
| Management approach  | Key risks related to these matters linked to Group activities, including, when appropriate and proportionate, its commercial relations, products or services that might have negative effects on these areas and how the Group manages these risks, explaining the procedures used to detect and assess them in line with national, European or international frameworks of reference in each matter. Information must be included on the impacts detected, offering their itemisation particularly on the key short, medium and long-term risks. | GRI 2-25 Processes to remediate negative impacts   | 8. Risk management  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
|  | Total number and distribution of employees in line with representative criteria of diversity (gender, age, country, etc.)   | GRI 2-7 a. Employees<br>GRI 405-1 Diversity of governance bodies and employees                                   | 6.1. A committed, prepared workforce<br>6.3. Equal and diverse  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Employment   | Total number and distribution of forms of employment contracts, annual average of permanent, temporary and part-time contracts by gender, age and professional category   | GRI 2-7 b. Employees   | 6.1. A committed, prepared workforce  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
|  | Annual average of permanent, temporary and part-time contracts by gender, age and professional category   | NON-GRI: annual average of permanent, temporary and part-time contracts by gender, age and professional category | 6.1. A committed, prepared workforce<br><b>Annual average of permanent, temporary and part-time contracts by professional category</b>  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
|  |   |  |   | <table border="1"> <thead> <tr> <th></th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Indefinite (%)</td> <td>97.02</td> <td>98.36</td> <td>99.25</td> </tr> <tr> <td>Employees with commercial, technical and administrative duties</td> <td>184.33</td> <td>188.31</td> <td>200.92</td> </tr> <tr> <td>Managers and technicians</td> <td>301.17</td> <td>313.08</td> <td>317.83</td> </tr> <tr> <td><b>Total</b></td> <td><b>485.50</b></td> <td><b>501.39</b></td> <td><b>518.75</b></td> </tr> <tr> <td>Temporary (%)</td> <td>2.98</td> <td>1.41</td> <td>0.56</td> </tr> <tr> <td>Employees with commercial, technical and administrative duties</td> <td>14.75</td> <td>7.17</td> <td>2.92</td> </tr> <tr> <td>Managers and technicians</td> <td>0.17</td> <td>0.00</td> <td>0</td> </tr> <tr> <td><b>Total</b></td> <td><b>14.92</b></td> <td><b>7.17</b></td> <td><b>2.92</b></td> </tr> <tr> <td>Part-time (%)</td> <td>0.40</td> <td>0.23</td> <td>521.67</td> </tr> <tr> <td>Employees with commercial, technical and administrative duties</td> <td>2</td> <td>1.19</td> <td>0.19</td> </tr> <tr> <td>Managers and technicians</td> <td>0</td> <td>0.00</td> <td>0</td> </tr> <tr> <td><b>Total</b></td> <td><b>500.42</b></td> <td><b>509.75</b></td> <td><b>522.67</b></td> </tr> </tbody> </table> |      | 2021 | 2022 | 2023                      | Indefinite (%) | 97.02 | 98.36 | 99.25                   | Employees with commercial, technical and administrative duties | 184.33 | 188.31 | 200.92     | Managers and technicians | 301.17 | 313.08 | 317.83   | <b>Total</b> | <b>485.50</b> | <b>501.39</b> | <b>518.75</b>     | Temporary (%) | 2.98   | 1.41   | 0.56    | Employees with commercial, technical and administrative duties | 14.75 | 7.17  | 2.92         | Managers and technicians | 0.17 | 0.00 | 0        | <b>Total</b> | <b>14.92</b> | <b>7.17</b> | <b>2.92</b>       | Part-time (%) | 0.40   | 0.23   | 521.67  | Employees with commercial, technical and administrative duties | 2     | 1.19  | 0.19         | Managers and technicians | 0             | 0.00          | 0                         | <b>Total</b> | <b>500.42</b> | <b>509.75</b> | <b>522.67</b>           |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
|  |   | 2021   | 2022  | 2023   |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
|  | Indefinite (%)  | 97.02  | 98.36   | 99.25  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
|  | Employees with commercial, technical and administrative duties  | 184.33   | 188.31  | 200.92   |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
|  | Managers and technicians  | 301.17   | 313.08  | 317.83   |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
|  | <b>Total</b>  | <b>485.50</b>  | <b>501.39</b>   | <b>518.75</b>  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
|  | Temporary (%)   | 2.98   | 1.41  | 0.56   |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
|  | Employees with commercial, technical and administrative duties  | 14.75  | 7.17  | 2.92   |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Managers and technicians                                       | 0.17  | 0.00   | 0   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| <b>Total</b>   | <b>14.92</b>  | <b>7.17</b>  | <b>2.92</b>   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Part-time (%)  | 0.40  | 0.23   | 521.67  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Employees with commercial, technical and administrative duties | 2   | 1.19   | 0.19  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Managers and technicians                                       | 0   | 0.00   | 0   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| <b>Total</b>   | <b>500.42</b>   | <b>509.75</b>  | <b>522.67</b>   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
|  |   |  | <b>Annual average of permanent, temporary and part-time contracts by gender, age and professional category</b>  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
|  |   |  | <table border="1"> <thead> <tr> <th></th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td><b>Permanent contract</b></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Proportion of the total</td> <td>97.02%</td> <td>98.36%</td> <td>99.25%</td> </tr> <tr> <td><b>Men</b></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Under 30</td> <td>24.42</td> <td>31.25</td> <td>41.17</td> </tr> <tr> <td>Between 30 and 50</td> <td>198.33</td> <td>194.66</td> <td>184.75</td> </tr> <tr> <td>Over 50</td> <td>57.83</td> <td>62.92</td> <td>71.75</td> </tr> <tr> <td><b>Women</b></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Under 30</td> <td>15.25</td> <td>15.50</td> <td>14.67</td> </tr> <tr> <td>Between 30 and 50</td> <td>170.17</td> <td>164.48</td> <td>167.58</td> </tr> <tr> <td>Over 50</td> <td>19.5</td> <td>32.58</td> <td>38.83</td> </tr> <tr> <td><b>Total</b></td> <td><b>485.50</b></td> <td><b>501.39</b></td> <td><b>518.75</b></td> </tr> <tr> <td><b>Temporary contract</b></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Proportion of the total</td> <td>2.98%</td> <td>1.41%</td> <td>0.56%</td> </tr> <tr> <td><b>Men</b></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Under 30</td> <td>8.00</td> <td>3.25</td> <td>0.50</td> </tr> <tr> <td>Between 30 and 50</td> <td>0.58</td> <td>1.67</td> <td>0.67</td> </tr> <tr> <td>Over 50</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td><b>Women</b></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Under 30</td> <td>4.75</td> <td>2.00</td> <td>0.00</td> </tr> <tr> <td>Between 30 and 50</td> <td>1.58</td> <td>0.25</td> <td>1.75</td> </tr> <tr> <td>Over 50</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td><b>Total</b></td> <td><b>14.92</b></td> <td><b>7.17</b></td> <td><b>2.92</b></td> </tr> <tr> <td><b>Part-time contract</b></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Proportion of the total</td> <td>0.40%</td> <td>0.23%</td> <td>0.19%</td> </tr> <tr> <td><b>Men</b></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Under 30</td> <td>1</td> <td>1.00</td> <td>1.00</td> </tr> <tr> <td>Between 30 and 50</td> <td>0</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>Over 50</td> <td>0</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td><b>Women</b></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Under 30</td> <td>0</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>Between 30 and 50</td> <td>1</td> <td>0.19</td> <td>0.00</td> </tr> <tr> <td>Over 50</td> <td>0</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td><b>Total</b></td> <td><b>2</b></td> <td><b>1.19</b></td> <td><b>1.00</b></td> </tr> </tbody> </table> |  | 2021 | 2022 | 2023 | <b>Permanent contract</b> |                |       |       | Proportion of the total | 97.02%   | 98.36% | 99.25% | <b>Men</b> |                          |        |        | Under 30 | 24.42        | 31.25         | 41.17         | Between 30 and 50 | 198.33        | 194.66 | 184.75 | Over 50 | 57.83  | 62.92 | 71.75 | <b>Women</b> |                          |      |      | Under 30 | 15.25        | 15.50        | 14.67       | Between 30 and 50 | 170.17        | 164.48 | 167.58 | Over 50 | 19.5   | 32.58 | 38.83 | <b>Total</b> | <b>485.50</b>            | <b>501.39</b> | <b>518.75</b> | <b>Temporary contract</b> |              |               |               | Proportion of the total | 2.98% | 1.41% | 0.56% | <b>Men</b> |  |  |  | Under 30 | 8.00 | 3.25 | 0.50 | Between 30 and 50 | 0.58 | 1.67 | 0.67 | Over 50 | 0.00 | 0.00 | 0.00 | <b>Women</b> |  |  |  | Under 30 | 4.75 | 2.00 | 0.00 | Between 30 and 50 | 1.58 | 0.25 | 1.75 | Over 50 | 0.00 | 0.00 | 0.00 | <b>Total</b> | <b>14.92</b> | <b>7.17</b> | <b>2.92</b> | <b>Part-time contract</b> |  |  |  | Proportion of the total | 0.40% | 0.23% | 0.19% | <b>Men</b> |  |  |  | Under 30 | 1 | 1.00 | 1.00 | Between 30 and 50 | 0 | 0.00 | 0.00 | Over 50 | 0 | 0.00 | 0.00 | <b>Women</b> |  |  |  | Under 30 | 0 | 0.00 | 0.00 | Between 30 and 50 | 1 | 0.19 | 0.00 | Over 50 | 0 | 0.00 | 0.00 | <b>Total</b> | <b>2</b> | <b>1.19</b> | <b>1.00</b> |
|  | 2021  | 2022   | 2023  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| <b>Permanent contract</b>                                      |   |  |   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Proportion of the total  | 97.02%  | 98.36%   | 99.25%  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| <b>Men</b>   |   |  |   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Under 30   | 24.42   | 31.25  | 41.17   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Between 30 and 50  | 198.33  | 194.66   | 184.75  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Over 50  | 57.83   | 62.92  | 71.75   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| <b>Women</b>   |   |  |   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Under 30   | 15.25   | 15.50  | 14.67   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Between 30 and 50  | 170.17  | 164.48   | 167.58  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Over 50  | 19.5  | 32.58  | 38.83   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| <b>Total</b>   | <b>485.50</b>   | <b>501.39</b>  | <b>518.75</b>   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| <b>Temporary contract</b>                                      |   |  |   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Proportion of the total  | 2.98%   | 1.41%  | 0.56%   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| <b>Men</b>   |   |  |   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Under 30   | 8.00  | 3.25   | 0.50  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Between 30 and 50  | 0.58  | 1.67   | 0.67  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Over 50  | 0.00  | 0.00   | 0.00  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| <b>Women</b>   |   |  |   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Under 30   | 4.75  | 2.00   | 0.00  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Between 30 and 50  | 1.58  | 0.25   | 1.75  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Over 50  | 0.00  | 0.00   | 0.00  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| <b>Total</b>   | <b>14.92</b>  | <b>7.17</b>  | <b>2.92</b>   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| <b>Part-time contract</b>                                      |   |  |   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Proportion of the total  | 0.40%   | 0.23%  | 0.19%   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| <b>Men</b>   |   |  |   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Under 30   | 1   | 1.00   | 1.00  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Between 30 and 50  | 0   | 0.00   | 0.00  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Over 50  | 0   | 0.00   | 0.00  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| <b>Women</b>   |   |  |   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Under 30   | 0   | 0.00   | 0.00  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Between 30 and 50  | 1   | 0.19   | 0.00  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| Over 50  | 0   | 0.00   | 0.00  |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |
| <b>Total</b>   | <b>2</b>  | <b>1.19</b>  | <b>1.00</b>   |  |      |      |      |                           |                |       |       |                         |  |        |        |            |                          |        |        |          |              |               |               |                   |               |        |        |         |  |       |       |              |                          |      |      |          |              |              |             |                   |               |        |        |         |  |       |       |              |                          |               |               |                           |              |               |               |                         |       |       |       |            |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |  |  |  |          |      |      |      |                   |      |      |      |         |      |      |      |              |              |             |             |                           |  |  |  |                         |       |       |       |            |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |  |  |  |          |   |      |      |                   |   |      |      |         |   |      |      |              |          |             |             |



|   | Contents of Law 11/2018 on non-financial reporting and diversity   | Related GRI standards and other non-GRI indicators   | Reference or direct response chapter   | Comments and observations   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
|---|--|--|--|---|------|------|-------------------------|------------------|--|-----------------|-----------|-----------|--------------------------|-----------|--------|-----|-------------------|-----------|-----------|---------------|---------|---|---|----------|-----------|-----------|---------|-------------------|-----------|-----------|--------|---------|-------------------|-----------|--------|---------------------------------|---------|---|---|---------------------|--------------|-----------|-----------|-------------------|-----------|-----------|--------|------------------|------------|------------|---------|
| Employment  | Number of dismissals by gender, age and professional category  | GRI 401-1<br>New employee hires and employee turnover  | 6.2. Selecting, retaining and training the best talent   |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
|   |  | Non-GRI: number of dismissals by gender, age and professional category   | 6.2. Selecting, retaining and training the best talent<br>Dismissals by gender and age group (at 31 December)  | <table border="1"> <thead> <tr> <th></th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Men</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Under 30</td> <td>1</td> <td>1</td> <td>7</td> </tr> <tr> <td>Between 30 and 50</td> <td>2</td> <td>2</td> <td>6</td> </tr> <tr> <td>Over 50</td> <td>2</td> <td>5</td> <td>2</td> </tr> <tr> <td>Women</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Under 30</td> <td>0</td> <td>2</td> <td>0</td> </tr> <tr> <td>Between 30 and 50</td> <td>1</td> <td>1</td> <td>4</td> </tr> <tr> <td>Over 50</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td><b>Total</b></td> <td><b>6</b></td> <td><b>11</b></td> <td><b>20</b></td> </tr> </tbody> </table> |      | 2021 | 2022                    | 2023             | Men  |                 |           |           | Under 30                 | 1         | 1      | 7   | Between 30 and 50 | 2         | 2         | 6             | Over 50 | 2 | 5 | 2        | Women     |           |         |                   | Under 30  | 0         | 2      | 0       | Between 30 and 50 | 1         | 1      | 4                               | Over 50 | 0 | 0 | 1                   | <b>Total</b> | <b>6</b>  | <b>11</b> | <b>20</b>         |           |           |        |                  |            |            |         |
|   |  | 2021   | 2022   | 2023  |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
|   | Men  |  |  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
|   | Under 30   | 1  | 1  | 7   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
|   | Between 30 and 50  | 2  | 2  | 6   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
|   | Over 50  | 2  | 5  | 2   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
|   | Women  |  |  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
|   | Under 30   | 0  | 2  | 0   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
|   | Between 30 and 50  | 1  | 1  | 4   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Over 50   | 0  | 0  | 1  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| <b>Total</b>  | <b>6</b>   | <b>11</b>  | <b>20</b>  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
|   |  |  | Dismissals by professional category  | <table border="1"> <thead> <tr> <th></th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Employees with commercial, technical and administrative duties</td> <td>3</td> <td>6</td> <td>12</td> </tr> <tr> <td>Managers and technicians</td> <td>3</td> <td>5</td> <td>8</td> </tr> <tr> <td><b>Total</b></td> <td><b>6</b></td> <td><b>11</b></td> <td><b>20</b></td> </tr> </tbody> </table>  |      | 2021 | 2022                    | 2023             | Employees with commercial, technical and administrative duties | 3               | 6         | 12        | Managers and technicians | 3         | 5      | 8   | <b>Total</b>      | <b>6</b>  | <b>11</b> | <b>20</b>     |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
|   | 2021   | 2022   | 2023   |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Employees with commercial, technical and administrative duties                                    | 3  | 6  | 12   |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Managers and technicians  | 3  | 5  | 8  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| <b>Total</b>  | <b>6</b>   | <b>11</b>  | <b>20</b>  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Average remunerations and their evolution by gender, age and professional category or equal value | Non-GRI: average remunerations and their evolution by gender, age and professional category or equal value | 6.2. Selecting, retaining and training the best talent<br>All the professionals in the Caja Ingenieros Group are included in the corresponding collective bargaining agreement, which also controls their wage base. |  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Wage gap, remuneration for equal or average positions in society                                  | GRI 405-2 Ratio of basic salary and remuneration of women to men   | 6.2. Selecting, retaining and training the best talent<br>Average remunerations and their evolution by gender, age and professional category   | <table border="1"> <thead> <tr> <th>Average remuneration (€)</th> <th>2022</th> <th>2023</th> <th>2022-2023 variation (%)</th> </tr> </thead> <tbody> <tr> <td colspan="4"><b>By gender</b></td> </tr> <tr> <td>Women</td> <td>42,624.65</td> <td>41,650.98</td> <td>-2.28%</td> </tr> <tr> <td>Men</td> <td>49,567.95</td> <td>46,273.66</td> <td>-6.65%</td> </tr> <tr> <td colspan="4"><b>By age</b></td> </tr> <tr> <td>Under 30</td> <td>19,518.52</td> <td>16,954.83</td> <td>-13.13%</td> </tr> <tr> <td>Between 30 and 50</td> <td>46,856.39</td> <td>44,212.28</td> <td>-5.64%</td> </tr> <tr> <td>Over 50</td> <td>65,909.83</td> <td>65,025.95</td> <td>-1.34%</td> </tr> <tr> <td colspan="4"><b>By professional category</b></td> </tr> <tr> <td>Remaining workforce</td> <td>36,632.87</td> <td>35,647.59</td> <td>-2.69%</td> </tr> <tr> <td>Middle management</td> <td>67,944.22</td> <td>64,674.57</td> <td>-4.81%</td> </tr> <tr> <td>Management posts</td> <td>150,962.23</td> <td>133,285.06</td> <td>-11.71%</td> </tr> </tbody> </table> | Average remuneration (€)  | 2022 | 2023 | 2022-2023 variation (%) | <b>By gender</b> |  |                 |           | Women     | 42,624.65                | 41,650.98 | -2.28% | Men | 49,567.95         | 46,273.66 | -6.65%    | <b>By age</b> |         |   |   | Under 30 | 19,518.52 | 16,954.83 | -13.13% | Between 30 and 50 | 46,856.39 | 44,212.28 | -5.64% | Over 50 | 65,909.83         | 65,025.95 | -1.34% | <b>By professional category</b> |         |   |   | Remaining workforce | 36,632.87    | 35,647.59 | -2.69%    | Middle management | 67,944.22 | 64,674.57 | -4.81% | Management posts | 150,962.23 | 133,285.06 | -11.71% |
| Average remuneration (€)  | 2022   | 2023   | 2022-2023 variation (%)  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| <b>By gender</b>  |  |  |  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Women   | 42,624.65  | 41,650.98  | -2.28%   |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Men   | 49,567.95  | 46,273.66  | -6.65%   |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| <b>By age</b>   |  |  |  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Under 30  | 19,518.52  | 16,954.83  | -13.13%  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Between 30 and 50   | 46,856.39  | 44,212.28  | -5.64%   |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Over 50   | 65,909.83  | 65,025.95  | -1.34%   |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| <b>By professional category</b>   |  |  |  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Remaining workforce   | 36,632.87  | 35,647.59  | -2.69%   |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Middle management   | 67,944.22  | 64,674.57  | -4.81%   |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Management posts  | 150,962.23   | 133,285.06   | -11.71%  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Average remuneration of directors and senior management   | GRI 2-19 Remuneration policies<br>Non-GRI: average remuneration of directors and management                | 6.2. Selecting, retaining and training the best talent<br>4.3. Good governance<br>Average remuneration (€)   | <table border="1"> <thead> <tr> <th></th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Managers</td> <td>150,962.23</td> <td>129,553.05</td> </tr> <tr> <td>Governing Board</td> <td>15,559.09</td> <td>22,805.56</td> </tr> </tbody> </table>  |   | 2022 | 2023 | Managers                | 150,962.23       | 129,553.05   | Governing Board | 15,559.09 | 22,805.56 |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
|   | 2022   | 2023   |  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Managers  | 150,962.23   | 129,553.05   |  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
| Governing Board   | 15,559.09  | 22,805.56  |  |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |
|   |  |  | Due to confidentiality issues, the remuneration by gender of management or of the Governing Board is not reported.   |   |      |      |                         |                  |  |                 |           |           |                          |           |        |     |                   |           |           |               |         |   |   |          |           |           |         |                   |           |           |        |         |                   |           |        |                                 |         |   |   |                     |              |           |           |                   |           |           |        |                  |            |            |         |

|   | Contents of Law 11/2018 on non-financial reporting and diversity  | Related GRI standards and other non-GRI indicators                                    | Reference or direct response chapter  | Comments and observations   |           |           |
|---|---|---|---|---|-----------|-----------|
| Employment                                      | Remuneration of equal or average positions in society   | GRI 201-1 Ratio of standard entry level wage by gender compared to local minimum wage | 6.2. Selecting, retaining and training the best talent<br>Standard starting category wage ratio by gender compared to the local minimum wage  |   |           |           |
|   |   |   |   | 2021  | 2022      | 2023      |
|   |   |   | Interprofessional minimum wage in Spain (€)   | 13,300  | 14,000    | 15,120    |
|   |   |   | Starting salary for men on a split shift* (€)   | 24,871.12   | 21,861.73 | 22,845.80 |
| Starting salary for women on a split shift* (€) | 24,871.12   | 21,861.73   | 22,845.80   |   |           |           |
|   | *Does not include seniority, overtime, incentives, etc.   |   |   |   |           |           |
|   | Wage gap by professional category   |   |   |   |           |           |
|   |   | 2022  | 2023  |   |           |           |
| Wage gap/hour                                   |   |   |   |   |           |           |
| Management posts*                               |   | 21.70%  | 15.40%  |   |           |           |
| Middle management                               |   | 8.69%   | 8.12%   |   |           |           |
| Remaining workforce                             |   | 7.13%   | 4.76%   |   |           |           |
| Total   |   | 14.90%  | 10.66%  |   |           |           |
|   | *Two women joined the management team in 2022. The increase in the wage gap in 2022 is explained by the fact that these two women have not yet received the variable remuneration assigned to the group identified and because young female talent who have been working for the Bank for a short time was chosen. Another woman has joined the Management Committee in 2023. |   |   |   |           |           |
|   | Ratio of basic salary and remuneration of women to men  |   |   |   |           |           |
|   |   | 2022  | 2023  |   |           |           |
| Gross wage/hour for women (€)                   |   | 26.62   | 26.85   |   |           |           |
| Gross wage/hour for men (€)                     |   | 31.28   | 30.05   |   |           |           |
| Ratio   |   | 14.90%  | 10.66%  |   |           |           |
|   | Ratio between the starting wage and the minimum wage by gender  |   |   |   |           |           |
|   |   | 2021  | 2022  | 2023  |           |           |
| Total   |   | 1.87  | 1.56  | 1.51  |           |           |
| Men   |   | 1.87  | 1.56  | 1.51  |           |           |
| Women   |   | 1.87  | 1.56  | 1.51  |           |           |
|   | Payment to long-term savings systems and any other payment by gender  | GRI 201-3 Defined benefit plan obligations and other retirement plans                 | 6.2. Selecting, retaining and training the best talent  | <a href="https://www.caixaenginyers.com/documents/1109332/662393714/IRP_GCI_20201231_CAST.pdf">https://www.caixaenginyers.com/documents/1109332/662393714/IRP_GCI_20201231_CAST.pdf</a> (Chapter 9. Information on remunerations) |           |           |
|   | Implementation of work disconnection measures   | Non-GRI: work disconnection policies  | There is currently no work disconnection policy in itself in the Caja Ingenieros Group, although there is a series of measures included in the work-life balance manual that are aimed at this purpose (e.g. the lights-out at 8 o'clock policy, the need for meetings to be held during the working hours of those present or the fact that training must be considered hours of effective work). The partial agreement of January 2020 must also be mentioned, which includes the right to digital disconnection after the set working hours. |   |           |           |
|   | Employees with disabilities   | GRI 405-1 Diversity of governance bodies and employees                                | 6.3. Equal and diverse  |   |           |           |

|  | Contents of Law 11/2018 on non-financial reporting and diversity        | Related GRI standards and other non-GRI indicators   | Reference or direct response chapter   | Comments and observations  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
|--|---|--|--|--|--------|--------|-------|-------|-------|-------|-------|------|-------|-------|---|-------|------|---|---|-----|---|-------|-------|------------------|-------|-------|----|-------|------|----|---|-----|---|---------------------------|-------|----|--------|-------|----|--------|--------------------------------|---|---|-----------|-----|-----|-----|--------|-----|-------|--------|----|-------|-----------------|------|------|-------|-------|-------|-------|------|------|------|-----------------|------|------|------|------|------|------|------|------|------|-------------------|-------|--------|-------|--------|--------|--------|-------|-------|-------|
| Work organisation  | Work time organisation  | Non-GRI: work time organisation  | 6.4. Wellbeing of our team   |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
|  | Number of hours of absenteeism  | GRI 403-9 Injuries from occupational accidents   | 6.5. Occupational health and safety<br>Absenteeism rate due to occupational accident by gender (%)   | <table border="1"> <thead> <tr> <th colspan="2">2021</th> <th></th> </tr> </thead> <tbody> <tr> <td>Men</td> <td></td> <td>0.54%</td> </tr> <tr> <td>Women</td> <td></td> <td>0.35%</td> </tr> <tr> <td>Total</td> <td></td> <td>0.46%</td> </tr> <tr> <th colspan="2">2022</th> <th></th> </tr> <tr> <td>Men</td> <td></td> <td>0.31%</td> </tr> <tr> <td>Women</td> <td></td> <td>0.55%</td> </tr> <tr> <td>Total</td> <td></td> <td>0.41%</td> </tr> <tr> <th colspan="2">2023</th> <th></th> </tr> <tr> <td>Men</td> <td></td> <td>0.08 %</td> </tr> <tr> <td>Women</td> <td></td> <td>0.07 %</td> </tr> <tr> <td>Total</td> <td></td> <td>0.15 %</td> </tr> </tbody> </table><br><table border="1"> <thead> <tr> <th colspan="2">Absenteeism rate (working day)</th> <th></th> </tr> </thead> <tbody> <tr> <th colspan="2">2023</th> <th></th> </tr> <tr> <td>Men</td> <td>2.60 %</td> <td></td> </tr> <tr> <td>Women</td> <td>9.07 %</td> <td></td> </tr> <tr> <td>Total</td> <td>5.27 %</td> <td></td> </tr> </tbody> </table>  | 2021   |        |       | Men   |       | 0.54% | Women |      | 0.35% | Total |   | 0.46% | 2022 |   |   | Men |   | 0.31% | Women |                  | 0.55% | Total |    | 0.41% | 2023 |    |   | Men |   | 0.08 %                    | Women |    | 0.07 % | Total |    | 0.15 % | Absenteeism rate (working day) |   |   | 2023      |     |     | Men | 2.60 % |     | Women | 9.07 % |    | Total | 5.27 %          |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
|  | 2021  |  |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Men  |   | 0.54%  |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Women  |   | 0.35%  |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Total  |   | 0.46%  |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| 2022   |   |  |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Men  |   | 0.31%  |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Women  |   | 0.55%  |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Total  |   | 0.41%  |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| 2023   |   |  |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Men  |   | 0.08 %   |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Women  |   | 0.07 %   |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Total  |   | 0.15 %   |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Absenteeism rate (working day)   |   |  |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| 2023   |   |  |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Men  | 2.60 %  |  |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Women  | 9.07 %  |  |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Total  | 5.27 %  |  |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Measures aimed to ensure a work-life balance and encouragement of their jointly responsible exercise by both parents | GRI 401-3 Parental leave<br>Non-GRI: measures for the work-life balance | 6.4. Wellbeing of our team<br>6.4. Wellbeing of our team   |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Health & safety  | Occupational health and safety conditions                               | GRI 403-1 Occupational health & safety management system<br>GRI 403-2 Identification of hazards, assessment of risks and investigation of accidents<br>GRI 403-3 Occupational health services<br>GRI 403-5 Training of workers in occupational health & safety | The Caja Ingenieros risk management system has been implemented in line with the requirements of the Occupational Risk Prevention Law and is applied to all employees and workplaces.<br>6.5. Occupational health and safety<br>6.5. Occupational health and safety<br>6.5. Occupational health and safety |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
|  | Occupational accidents (frequency and severity) by gender               | GRI 403-9 Injuries from occupational accidents   | 6.5. Occupational health and safety<br>In 2023, the Caja Ingenieros Group recorded no death due to occupational accidents.<br>Accidents by gender  | <table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="3">2021</th> <th colspan="3">2022</th> <th colspan="3">2023</th> </tr> <tr> <th>H</th> <th>M</th> <th>T</th> <th>H</th> <th>M</th> <th>T</th> <th>H</th> <th>M</th> <th>T</th> </tr> </thead> <tbody> <tr> <td>No. of accidents</td> <td>28</td> <td>23</td> <td>51</td> <td>47</td> <td>49</td> <td>96</td> <td>4</td> <td>4</td> <td>8</td> </tr> <tr> <td>Accidents with sick leave</td> <td>28</td> <td>23</td> <td>51</td> <td>46</td> <td>45</td> <td>91</td> <td>4</td> <td>3</td> <td>7</td> </tr> <tr> <td>Days lost</td> <td>366</td> <td>171</td> <td>537</td> <td>204</td> <td>264</td> <td>468</td> <td>17</td> <td>16</td> <td>33</td> </tr> </tbody> </table><br><table border="1"> <tbody> <tr> <td>Frequency rate*</td> <td>6.43</td> <td>5.28</td> <td>11.72</td> <td>10.86</td> <td>11.33</td> <td>22.19</td> <td>1.50</td> <td>2.13</td> <td>1.76</td> </tr> <tr> <td>Severity rate**</td> <td>0.42</td> <td>0.20</td> <td>0.62</td> <td>0.24</td> <td>0.31</td> <td>0.54</td> <td>0.03</td> <td>0.04</td> <td>0.04</td> </tr> <tr> <td>Incidence rate***</td> <td>93.96</td> <td>107.48</td> <td>99.61</td> <td>156.46</td> <td>209.30</td> <td>178.78</td> <td>12.74</td> <td>13.57</td> <td>13.08</td> </tr> </tbody> </table> |        | 2021   |       |       | 2022  |       |       | 2023 |       |       | H | M     | T    | H | M | T   | H | M     | T     | No. of accidents | 28    | 23    | 51 | 47    | 49   | 96 | 4 | 4   | 8 | Accidents with sick leave | 28    | 23 | 51     | 46    | 45 | 91     | 4                              | 3 | 7 | Days lost | 366 | 171 | 537 | 204    | 264 | 468   | 17     | 16 | 33    | Frequency rate* | 6.43 | 5.28 | 11.72 | 10.86 | 11.33 | 22.19 | 1.50 | 2.13 | 1.76 | Severity rate** | 0.42 | 0.20 | 0.62 | 0.24 | 0.31 | 0.54 | 0.03 | 0.04 | 0.04 | Incidence rate*** | 93.96 | 107.48 | 99.61 | 156.46 | 209.30 | 178.78 | 12.74 | 13.57 | 13.08 |
|  |   | 2021   |  |  |        | 2022   |       |       | 2023  |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
|  |   | H  | M  | T  | H      | M      | T     | H     | M     | T     |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
|  | No. of accidents  | 28   | 23   | 51   | 47     | 49     | 96    | 4     | 4     | 8     |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
|  | Accidents with sick leave   | 28   | 23   | 51   | 46     | 45     | 91    | 4     | 3     | 7     |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Days lost  | 366   | 171  | 537  | 204  | 264    | 468    | 17    | 16    | 33    |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Frequency rate*  | 6.43  | 5.28   | 11.72  | 10.86  | 11.33  | 22.19  | 1.50  | 2.13  | 1.76  |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Severity rate**  | 0.42  | 0.20   | 0.62   | 0.24   | 0.31   | 0.54   | 0.03  | 0.04  | 0.04  |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Incidence rate***  | 93.96   | 107.48   | 99.61  | 156.46   | 209.30 | 178.78 | 12.74 | 13.57 | 13.08 |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |
| Occupational illnesses (frequency and severity) by gender  | GRI 403-10 Work-related ill health                                      | 6.5. Occupational health and safety  |  |  |        |        |       |       |       |       |       |      |       |       |   |       |      |   |   |     |   |       |       |                  |       |       |    |       |      |    |   |     |   |                           |       |    |        |       |    |        |                                |   |   |           |     |     |     |        |     |       |        |    |       |                 |      |      |       |       |       |       |      |      |      |                 |      |      |      |      |      |      |      |      |      |                   |       |        |       |        |        |        |       |       |       |

\* The frequency rate is calculated by dividing the number of accidents with sick leave by the number of hours worked and then multiplying the result by 200,000.  
\*\* The severity rate is calculated by dividing the number of days lost by the number of hours worked and then multiplying the result by 1,000.  
\*\*\* The incidence rate is calculated by dividing the number of accidents with sick leave by the number of professionals and then multiplying the result by 1,000.

|                  |   |   |  |  |
|------------------|---|---|--|--|
| Social relations | Organisation of social dialogue, including procedures to inform and consult personnel and negotiate with them | GRI 2-29 Approach to stakeholder engagement (regarding trade unions and collective negotiations)  | Annex I  | Social dialogue occurs during the meetings between the Management and the existing three Works Councils, in which topics of interest to employees are covered.   |
|                  |   | GRI 402-1 Minimum notification times for operational changes  |  | The collective bargaining agreements of reference do not include a minimum notification time for operational changes.  |
|                  |   | GRI 403-1 Worker representation in formal worker-company health and safety committees   |  | All employees of the Caja Ingenieros Group are represented by the Bank's Health & Safety Committee.  |
|                  | Percentage of employees covered by a collective bargaining agreement by country                               | GRI 2-30 Collective bargaining agreements   |  | Relations with Caja Ingenieros Group personnel is covered by the Statute of Workers' Rights and the different collective bargaining agreements of each of the companies forming the Group. Credit Cooperative Agreement, Insurance Brokerage Agreement, Insurance and Reinsurance Company Agreement, and Offices of Catalonia Agreement.   |
|                  | Balance of the collective bargaining agreements, especially regarding occupational health & safety            | GRI 403-1 Workers representation in joint health and safety committees<br>GRI 403-4 Health and safety topics covered in formal agreements with trade unions |  | All employees of the Caja Ingenieros Group are represented by the Bank's Health & Safety Committee.<br><br>The Caja Ingenieros Group has a Health and Safety Committee that ensures compliance with occupational risk prevention laws and internal regulations and meets on a quarterly basis. This Committee is made up of three company representatives and three employee representatives, who act as prevention officers.<br><br>Any employee can also report and make suggestions regarding occupational risk prevention and health via e-mail to the Health and Safety Committee.<br><br>In 2023, a new staff delegate was elected at the Valencia office. |
|                  | GRI 403-8 Workers covered by an occupational health & safety management system                                |   | All employees of the Caja Ingenieros Group are covered by the Bank's risk management system. |  |

| Training            | Training policies implemented                                | GRI 404-2 Programs for upgrading employee skills and transition assistance programs | 6.2. Selecting, retaining and training the best talent<br>6.3. Equal and diverse<br>6.5. Occupational health and safety   |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
|---------------------|--|---|---|--|------|------|------|------------|--------|--------|--------|-------------------|-------|------|-------|-------------------|--------|-------|-------|---------------------|--------|--------|--------|--------------|--------|--------|--------|-------------------|-------|--------|--------|-------------------|-------|-------|--------|---------------------|--------|--------|--------|--------------|--------|--------|--------|
|                     | Total quantity of hours of training by professional category | GRI 404-1 Average hours of training per year by employee                            | 6.2. Selecting, retaining and training the best talent<br>Total number of hours of training by employee, gender and professional category   |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
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|                     | 2021   | 2022  | 2023  |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| <b>Men</b>          | 23,242   | 24,789  | 26,123  |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| Senior management   | 355  | 769   | 511   |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| Middle management   | 5,113  | 5,120   | 6,884   |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| Remaining employees | 17,774   | 18,900  | 18,728  |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| <b>Women</b>        | 18,241   | 19,079  | 18,346  |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| Senior management   | 166  | 505   | 454   |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| Middle management   | 3,547  | 3,808   | 4,926   |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| Remaining employees | 14,528   | 14,766  | 12,966  |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| <b>Total</b>        | 41,483   | 43,868  | 44,469  |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
|                     |  |   | Average of hours of training by employee and gender (h/employee)  |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
|                     |  |   | <table border="1"> <thead> <tr> <th></th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td><b>Men</b></td> <td>77.99</td> <td>84.32</td> <td>83.19</td> </tr> <tr> <td>Senior management</td> <td>32.27</td> <td>76.9</td> <td>56.78</td> </tr> <tr> <td>Middle management</td> <td>65.550</td> <td>66.49</td> <td>86.05</td> </tr> <tr> <td>Remaining employees</td> <td>85.04</td> <td>91.3</td> <td>83.24</td> </tr> <tr> <td><b>Women</b></td> <td>85.24</td> <td>88.74</td> <td>83.01</td> </tr> <tr> <td>Senior management</td> <td>83.00</td> <td>126.25</td> <td>113.50</td> </tr> <tr> <td>Middle management</td> <td>82.49</td> <td>88.56</td> <td>111.95</td> </tr> <tr> <td>Remaining employees</td> <td>85.96</td> <td>87.89</td> <td>74.95</td> </tr> <tr> <td><b>Total</b></td> <td>81.02</td> <td>86.18</td> <td>83.12</td> </tr> </tbody> </table>  |  | 2021 | 2022 | 2023 | <b>Men</b> | 77.99  | 84.32  | 83.19  | Senior management | 32.27 | 76.9 | 56.78 | Middle management | 65.550 | 66.49 | 86.05 | Remaining employees | 85.04  | 91.3   | 83.24  | <b>Women</b> | 85.24  | 88.74  | 83.01  | Senior management | 83.00 | 126.25 | 113.50 | Middle management | 82.49 | 88.56 | 111.95 | Remaining employees | 85.96  | 87.89  | 74.95  | <b>Total</b> | 81.02  | 86.18  | 83.12  |
|                     | 2021   | 2022  | 2023  |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| <b>Men</b>          | 77.99  | 84.32   | 83.19   |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| Senior management   | 32.27  | 76.9  | 56.78   |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| Middle management   | 65.550   | 66.49   | 86.05   |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| Remaining employees | 85.04  | 91.3  | 83.24   |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| <b>Women</b>        | 85.24  | 88.74   | 83.01   |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| Senior management   | 83.00  | 126.25  | 113.50  |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| Middle management   | 82.49  | 88.56   | 111.95  |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| Remaining employees | 85.96  | 87.89   | 74.95   |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
| <b>Total</b>        | 81.02  | 86.18   | 83.12   |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |
|                     | Non-GRI: total hours of training                             |   | 6.2. Selecting, retaining and training the best talent  |  |      |      |      |            |        |        |        |                   |       |      |       |                   |        |       |       |                     |        |        |        |              |        |        |        |                   |       |        |        |                   |       |       |        |                     |        |        |        |              |        |        |        |

|  |  |   |  |   |
|--|--|---|--|---|
| Universal accessibility of people with disabilities                | 405-1 Diversity of governance bodies and employees   | 6.3. Equal and diverse  |  |   |
|  | Integration and universal accessibility for people with disabilities   | Non-GRI: universal accessibility  | 6.3. Equal and diverse   |   |
| Equality   | Measures adopted to promote equal treatment and opportunities between men and women  | GRI 2-23 Policy commitments   | 3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG |   |
|  |  | GRI 2-24 Embedding policy commitments   | 3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG |   |
|  |  | GRI 404-2 Programmes for upgrading employee skills and transition assistance programmes | 6.2. Selecting, retaining and training the best talent<br>6.3. Equal and diverse     |   |
|  | Equality plans (Chapter II of Organic Law 3/2007, of 22 March, for the effective equality of men and women), measures taken to promote employment, protocols in response to sexual and gender-based harassment | 405-1 Diversity of governance bodies and employees<br>GRI 2-23 Policy commitments       | 6.3. Equal and diverse   | The Equality Plan Committee is a two-party team, i.e. the company and the workers' representatives. In 2023, it was enlarged by a total of fourteen members on a parity basis, who were appointed by the Bank's Management and by the workers' legal representatives. Moreover, a new staff delegate is elected at the Valencia office. |
|  | Integration and universal accessibility for people with disabilities   | Non-GRI: integration and universal accessibility for people with disabilities           | 6.3. Equal and diverse   |   |
|  | Policy against all types of discrimination and, where applicable, for diversity management   | GRI 2-23 Policy commitments   | 3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG |   |
|  |  | GRI 2-24 Embedding policy commitments   | 3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG |   |
| GRI 406-1 Incidents of discrimination and corrective actions taken |  | In 2023, no report of psychological harassment was recorded.                            |  |   |

#### INFORMATION ON RESPECT FOR HUMAN RIGHTS

|                     |   |   |   |
|---------------------|---|---|---|
| Management approach | Description of the policies applied by the Group regarding these matters, including the procedures of due diligence applied for identification, assessment, prevention and mitigation of significant risks and impacts, and for verification and control, as well as the measures adopted   | GRI 3-3 Management of material topics (related to human rights)<br>GRI 2-23 Policy commitments                      | 4. Governance, ethics and integrity<br>3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG |
|                     | Results of these policies, which must include key indicators for appropriate non-financial results for the monitoring and assessment of the progress and that favour the comparison between companies and sectors, in accordance with national, European or international frameworks of reference used  | GRI 2-24 Embedding policy commitments   | 4. Governance, ethics and integrity<br>3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG |
| Key risks           | Key risks related to these matters linked to Group activities, including, when appropriate and proportionate, its commercial relations, products or services that might have negative effects on these areas and how the Group manages these risks, explaining the procedures used to detect and assess them in line with national, European or international frameworks of reference in each matter. Information must be included on the impacts detected, offering their itemisation particularly on the key short, medium and long-term risks. | GRI 3-3 Management of material topics (related to human rights)<br>GRI 2-25 Processes to remediate negative impacts | 8. Risk management  |



|   |  |   |  |   |  |
|---|--|---|--|---|--|
| Human rights  | Application of due diligence procedures on human rights: prevention of risks of violating human rights and, where applicable, measures to mitigate, manage and repair any abuses committed   | GRI 2-15 Conflict of interests  | 4.3. Good governance   |   |  |
|   |  | GRI 3-3 a. Impact on human rights   | 5.4. Our products and services   |   |  |
|   |  | Non-GRI: training on human rights   | 4.3.1 Code of Ethics and prevention of criminal risks  |   |  |
|   |  | GRI 414-1 New suppliers that have passed selection screening using social criteria  |  |   |  |
|   |  | GRI 414-2 Negative social impacts in the supply chain and actions taken   | In 2023, the Caja Ingenieros Group detected no negative impact in its supply chain, nor did it stop working with any supplier for this reason. |   |  |
|   |  | GRI 414-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening  | 5.4. Our products and services   |   |  |
|   |  | GRI 410-1 Security personnel trained in human rights policies or procedures   | The Caja Ingenieros Group outsources the private security service. The provider is responsible for training this personnel.                    |   |  |
|   |  | Reports of cases of violated human rights. Promotion of and compliance with the provisions of the fundamental agreements of the International Labour Organisation relating to respect for the freedom of association and the right to collective bargaining, elimination of discrimination in employment and in the workplace, elimination of forced or compulsory labour and effective abolition of child labour.  | GRI 2-26 Mechanisms for seeking advice and raising concerns  | In 2023, the Caja Ingenieros Group recorded no report relating to ethics concerns. In 2023, the Caja Ingenieros Group has not recorded any non-compliance with laws or regulations in the social and economic area. |  |
|   |  |   | GRI 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour  |   |  |
|   |  |   | GRI 406-1 Incidents of discrimination and corrective actions taken   | In 2023, no report of psychological harassment was recorded.  |  |
| <b>INFORMATION REGARDING THE FIGHT AGAINST CORRUPTION AND BRIBERY</b> |  |   |  |   |  |
| Management approach   | Description of the policies applied by the Group regarding these matters, including the procedures of due diligence applied for identification, assessment, prevention and mitigation of significant risks and impacts, and for verification and control, as well as the measures adopted              | GRI 3-3 c. Management of material topics (related to corruption and bribery)  | 4.3. Good governance   |   |  |
|   |  | GRI 2-23 Policy commitments   | 3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG   |   |  |
|   |  | GRI 205-2 Communication and training about anti-corruption policies and procedures  | 4.3. Good governance<br>8. Risk management   | Moreover, Chapter 8.2.6. Reputational risk  |  |
|   | Results of these policies, which must include key indicators for appropriate non-financial results for the monitoring and assessment of the progress and that favour the comparison between companies and sectors, in accordance with national, European or international frameworks of reference used | GRI 2-24 Embedding policy commitments   | 3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG   |   |  |
|   |  | Key risks related to these matters linked to Group activities, including, when appropriate and proportionate, its commercial relations, products or services that might have negative effects on these areas and how the Group manages these risks, explaining the procedures used to detect and assess them in line with national, European or international frameworks of reference in each matter. Information must be included on the impacts detected, offering their itemisation particularly on the key short, medium and long-term risks. | GRI 3-3 a. Management of material topics (related to human rights)<br>GRI 2-25 Processes to remediate negative impacts                         | 4.3. Good governance<br>8. Risk management  | Moreover, Chapter 8.2.6. Reputational risk |
|   |  |   | GRI 205-1 b. Operations assessed for risks related to corruption   | 4.3. Good governance<br>8. Risk management  | Moreover, Chapter 8.2.6. Reputational risk |

|  |  |  |  |  |
|--|--|--|--|--|
| Corruption or bribery  | Measures adopted to prevent corruption and bribery   | 2-26 Mechanisms for seeking advice and raising concerns  | 4.3. Good governance   |  |
|  |  | 205-1 Operations assessed for risks related to corruption  | 4.3. Good governance   |  |
|  | Measures to fight money laundering   | GRI 205-2 Communication and training about anti-corruption policies and procedures   | 4.3. Good governance   |  |
|  |  | GRI 201-1 Direct economic value generated and distributed  | 7.2. Social commitment   |  |
|  | Contributions to non-profit foundations and organisations  | GRI 203-2 Significant indirect economic impacts  | 7.2. Social commitment   |  |
| GRI 415-1 Contribution to political parties and/or representatives |  | The contributions by the Caja Ingenieros Group to political parties and representatives stood at 0 euros in 2023.  |  |  |
| COMPANY INFORMATION  |  |  |  |  |
| Management approach  | Description of the policies applied by the Group regarding these matters, including the procedures of due diligence applied for identification, assessment, prevention and mitigation of significant risks and impacts, and for verification and control, as well as the measures adopted              | GRI 3-3 Management of material topics (related to the company)   | 7.2. Social commitment   |  |
|  |  | GRI 2-23 Policy commitments  | 3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG |  |
|  | Results of these policies, which must include key indicators for appropriate non-financial results for the monitoring and assessment of the progress and that favour the comparison between companies and sectors, in accordance with national, European or international frameworks of reference used | GRI 2-24 Embedding policy commitments  | 3.3. Corporate strategy<br>3.4. Sustainability strategy, Sustainable Horizon and SDG |  |
|  |  | Key risks related to these matters linked to Group activities, including, when appropriate and proportionate, its commercial relations, products or services that might have negative effects on these areas and how the Group manages these risks | GRI 3-3 Management of material topics (related to the company)                       | 8. Risk management   |
| GRI 2-25 Processes to remediate negative impacts                   | 7.2. Social commitment<br>5.4. Our products and services   |  |  |  |
| Company commitments towards sustainable development                | Impact of the company business on local employment and development   | GRI 201-1 Direct economic value generated and distributed  | 6.1. A committed, prepared workforce<br>7.2. Social commitment                       |  |
|  |  | GRI 203-1 Infrastructure investments and services supported (b)  | 7.2. Social commitment   |  |
|  |  | GRI 203-2 Significant indirect economic impacts  | 7.2. Social commitment   |  |
|  |  | GRI 204-1 Proportion of spending on local suppliers  | 7.2. Social commitment   | Moreover, Chapter 3, Suppliers: extended social and environmental commitment |
|  |  | GRI 413-1 Operations with local community engagement, impact assessments and development programmes  | 7.2. Social commitment   |  |
|  | Impact of the company business on local populations and the region   | GRI 413-2 Operations with significant actual and potential negative impacts on local communities   | 5. Cooperative model   |  |
|  | Relations with the players in local communities and the forms of dialogue with them  | GRI 2-29 Approach to stakeholder engagement  | 7.2. Social commitment<br>Annex I  |  |
|  | Association or sponsorship actions   | GRI 2-28 Membership of associations  | 7.1. Environmental commitment<br>7.2. Social commitment<br>Annex IV                  |  |

| Subcontracting and suppliers   | Inclusion of social, gender equality and environmental issues in the purchasing policy                        | GRI 308-1 New suppliers that have passed assessment and selection screening using environmental criteria                         | 7.2. Social commitment   | Moreover, Chapter 3. Suppliers: extended social and environmental commitment  |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
|--|---|--|--|---|--|------|------|------|-----------------------|--|--|--|---|-----|-----|-----|---|---|---|---|-------|-----|-----|-----|--|--|--|--|------------------------------------|---|----|---|------------------------|-----|-----|-----|------------------|-----|-----|-----|-------|-----|-----|-----|---|----|----|-----|--|-----|----|
|  |   | 414-1 New suppliers that have passed assessment and selection screening using social criteria                                    | 7.2. Social commitment   | Moreover, Chapter 3. Suppliers: extended social and environmental commitment  |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
|  | Consideration in relations with suppliers and subcontractors of their social and environmental responsibility | GRI 308-1 New suppliers that have passed assessment and selection screening using environmental criteria                         | 7.2. Social commitment   | Moreover, Chapter 3. Suppliers: extended social and environmental commitment  |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
|  |   | 414-1 New suppliers that have passed assessment and selection screening using social criteria                                    | 7.2. Social commitment   | Moreover, Chapter 3. Suppliers: extended social and environmental commitment  |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
|  |   | GRI 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk         | 7.2. Social commitment   | Moreover, Chapter 3. Suppliers: extended social and environmental commitment  |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
| Supervisory systems and audits and their results   | GRI 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour           | 7.2. Social commitment   | Moreover, Chapter 3. Suppliers: extended social and environmental commitment |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
|  | GRI 2-25 Processes to remediate negative impacts  | 7.2. Social commitment   | Moreover, Chapter 3. Suppliers: extended social and environmental commitment |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
| Consumers  | Measures for consumer health & safety   | GRI 3-3 a. Management of material topics<br>GRI 2-25 Processes to remediate negative impacts                                     | 5.5. Prioritising security   |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
|  |   | GRI 416-1 Assessment of the health and safety impacts of product and service categories  | 5.5. Prioritising security   | Moreover, Chapter 5.5.1. Transparency and protection in the area of financial investment: MiFID   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
|  |   | GRI 417-1 Requirements for product and service information and labelling   | 5.5.2. Data protection   |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
|  | Claim systems, complaints received and their solving  | GRI 3-3 a. Management of material topics<br>GRI 2-25 Processes to remediate the negative impacts                                 | 5. Cooperative model<br>5.2. Satisfaction-oriented                           |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
|  |   | GRI 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services                          |  | <p>In 2023, the Caja Ingenieros Group recorded no non-compliance concerning the health and safety of its products and services.</p> <p>5.4.5. Complaint and claim management</p> <table border="1"> <thead> <tr> <th></th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td colspan="4">Complaints and claims</td> </tr> <tr> <td>Accepted for processing by the Member and Customer Service Department</td> <td>589</td> <td>509</td> <td>986</td> </tr> <tr> <td>Rejected by the Member and Customer Service Department*</td> <td>1</td> <td>9</td> <td>5</td> </tr> <tr> <td>Total</td> <td>590</td> <td>518</td> <td>991</td> </tr> <tr> <td colspan="4">Complaints and claims solved during the financial year</td> </tr> <tr> <td>In favour of members and customers</td> <td>7</td> <td>19</td> <td>1</td> </tr> <tr> <td>In favour of the Group</td> <td>383</td> <td>232</td> <td>419</td> </tr> <tr> <td>Other concepts**</td> <td>160</td> <td>210</td> <td>206</td> </tr> <tr> <td>Total</td> <td>550</td> <td>461</td> <td>626</td> </tr> <tr> <td>Awaiting a solution during the financial year</td> <td>39</td> <td>48</td> <td>360</td> </tr> <tr> <td>Solved during the financial year but from previous years</td> <td>102</td> <td>39</td> <td>48</td> </tr> </tbody> </table> <p>*These complaints and claims were rejected by the Member/Customer Service Department, either because they did not meet the requirements of their Regulations when presented or because they were previously solved in favour of the member after being accepted by the Bank.<br/>**The complaints or claims were solved in favour of the member after being accepted by the Bank.</p> |  | 2021 | 2022 | 2023 | Complaints and claims |  |  |  | Accepted for processing by the Member and Customer Service Department | 589 | 509 | 986 | Rejected by the Member and Customer Service Department* | 1 | 9 | 5 | Total | 590 | 518 | 991 | Complaints and claims solved during the financial year |  |  |  | In favour of members and customers | 7 | 19 | 1 | In favour of the Group | 383 | 232 | 419 | Other concepts** | 160 | 210 | 206 | Total | 550 | 461 | 626 | Awaiting a solution during the financial year | 39 | 48 | 360 | Solved during the financial year but from previous years | 102 | 39 |
|  |   | 2021   | 2022   | 2023  |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
|  | Complaints and claims   |  |  |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
| Accepted for processing by the Member and Customer Service Department                                  | 589   | 509  | 986  |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
| Rejected by the Member and Customer Service Department*  | 1   | 9  | 5  |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
| Total  | 590   | 518  | 991  |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
| Complaints and claims solved during the financial year   |   |  |  |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
| In favour of members and customers   | 7   | 19   | 1  |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
| In favour of the Group   | 383   | 232  | 419  |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
| Other concepts**   | 160   | 210  | 206  |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
| Total  | 550   | 461  | 626  |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
| Awaiting a solution during the financial year  | 39  | 48   | 360  |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
| Solved during the financial year but from previous years   | 102   | 39   | 48   |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |
| GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data |   | In 2023, the Caja Ingenieros Group recorded no complaint concerning breaches of customer privacy and/or losses of customer data. |  |   |  |      |      |      |                       |  |  |  |   |     |     |     |   |   |   |   |       |     |     |     |  |  |  |  |                                    |   |    |   |                        |     |     |     |                  |     |     |     |       |     |     |     |   |    |    |     |  |     |    |

|                           |  |   |   |  |
|---------------------------|--|---|---|--|
| Tax information           |  | GRI 201-1 Direct economic value generated and distributed   | 7.2. Social commitment  | Consolidated net profit:<br>2023: 19,6 million euros<br>2022: 13,1 million euros<br>2021: 15,1 million euros |
|                           | Profits obtained country by country; tax on profits paid | GRI 207-1 Country-by-country tax paid   | 9. Financial information  |  |
|                           |  | GRI 207-2 Tax governance, risk control and management   | 9. Financial information<br>4. Governance, ethics and integrity   |  |
|                           | Tax on profits paid                                      | Non-GRI: tax on profits paid  | Corporate income tax:<br>2023: 4,112 thousand euros<br>2022: 1,448 thousand euros<br>2021: 1,880 thousand euros |  |
| Public subsidies received | GRI 201- 4 Financial assistance received from government | The Group has received a premium in its social security in 2023 of 85,623.38 euros corresponding to the ongoing training of its employees through the State Foundation for Training in Employment (FUNDAE). |   |  |

### III. Table of GRI contents

| GRI STANDARD CONTENT                                |   | Chapter or direct response   | Omissions | External verification | Correlation with the Global Compact | Correlation with the SDGs |
|---|---|--|-----------|-----------------------|-------------------------------------|---------------------------|
| <b>GRI 2 GENERAL DISCLOSURES 2021</b>               |   |  |           |                       |                                     |                           |
| <b>The organisation and its reporting practices</b> |   |  |           |                       |                                     |                           |
| 2-1   | Organisational details  | Caja de Crédito de los Ingenieros, Sociedad Cooperativa de Crédito<br>3.1. Caja Ingenieros Group<br>3.2. Mission, vision and values  |           |                       |                                     |                           |
| 2-2   | Entities included in the organisation's sustainability reporting            | Caja de Crédito de los Ingenieros, Sociedad Cooperativa de Crédito<br>Annex I. About this report   |           |                       |                                     |                           |
| 2-3   | Reporting period, frequency and contact point                               | Period: financial year 2023<br>Frequency: annual   |           |                       |                                     |                           |
| 2-4   | Restatements of information   | Annex I. About this report   |           |                       |                                     |                           |
| 2-5   | External verification   | Annex I. About this report   |           |                       |                                     |                           |
| <b>Activities and workers</b>                       |   |  |           |                       |                                     |                           |
| 2-6   | Activities, value chain and other business relationships                    | 1. 2023 in figures<br>3.1. Caja Ingenieros Group<br>5.4.3. Map of products and services  |           |                       |                                     |                           |
| 2-7   | Employees   | 6.1.1. Professional profile  |           |                       |                                     |                           |
| 2-8   | Workers who are not employees   | Not applicable   |           |                       |                                     |                           |
| <b>Governance</b>                                   |   |  |           |                       |                                     |                           |
| 2-9   | Governance structure and composition  |  |           |                       |                                     |                           |
| 2-10  | Nomination and selection of the highest governance body                     | 4. Governance, ethics and integrity  |           |                       |                                     |                           |
| 2-11  | Chair of the highest governance body  |  |           |                       |                                     |                           |
| 2-12  | Role of the highest governance body in overseeing the management of impacts | 4.1. Corporate organisational chart  |           |                       |                                     |                           |
| 2-14  | Role of the highest governance body in sustainability reporting             | 4.1. Corporate organisational chart  |           |                       |                                     |                           |
| 2-15  | Conflicts of interest   | 4.3.1. Code of Ethics and prevention of criminal risks   |           |                       |                                     |                           |
| 2-16  | Communication of critical concerns  | 4.3.1. Code of Ethics and prevention of criminal risks   |           |                       |                                     |                           |
| 2-19  | Remuneration policies   | 6.2.3. Remuneration and performance assessment   |           |                       |                                     |                           |
| 2-20  | Process to determine remuneration   | 4.3.1. Code of Ethics and prevention of criminal risks   |           |                       |                                     |                           |
| 2-21  | Annual total compensation ratio   | Annex II   |           |                       |                                     |                           |
| <b>Strategy, policies and practices</b>             |   |  |           |                       |                                     |                           |
| 2-22  | Statement on sustainable development strategy                               | 1. Interview with the Chairman<br>2. Interview with the Managing Director  |           |                       |                                     |                           |
| 2-23  | Policy commitments  | 4.3.1. Code of Ethics and prevention of criminal risks   |           |                       | Principle 10                        | SDG 16                    |
| 2-24  | Embedding policy commitments  | 4.3.1. Code of Ethics and prevention of criminal risks   |           |                       | Principle 10                        | SDG 16                    |
| 2-25  | Processes to remediate negative impacts                                     | 8. Risk management   |           |                       |                                     |                           |
| 2-26  | Mechanisms for seeking advice and raising concerns                          | 4.3.1. Code of Ethics and prevention of criminal risks<br>7.2.2. Social action   |           |                       | Principle 10                        | SDG 16                    |
| 2-28  | Membership of associations  | 7.1.1. Towards a sustainable horizon<br>Annex IV   |           |                       |                                     |                           |
| <b>Stakeholder engagement</b>                       |   |  |           |                       |                                     |                           |
| 2-29  | Approach to stakeholder engagement  | Annex I. Stakeholder relations   |           |                       |                                     | SDG 16                    |
| 2-30  | Collective bargaining agreements  | Relations with Caja Ingenieros Group personnel is covered by the Statute of Workers' Rights and the different collective bargaining agreements of each of the companies forming the Group. Credit Cooperative Agreement, Insurance Brokerage Agreement, Insurance and Reinsurance Company Agreement, and Offices of Catalonia Agreement. |           |                       | Principle 3                         | SDG 8                     |



| GRI STANDARD CONTENT                                 | Chapter or direct response   | Omissions   | External verification | Correlation with the Global Compact | Correlation with the SDGs                 |
|--|--|---|-----------------------|-------------------------------------|---|
| <b>GRI 3 MATERIAL TOPICS 2021</b>                    |  |   |                       |                                     |   |
| 3-1  | Process to determine material topics   | Annex I. Double materiality analysis  |                       |                                     |   |
| 3-2  | List of material topics  | Annex I. Double materiality analysis  |                       |                                     |   |
| <b>Solvency and liquidity</b>                        |  |   |                       |                                     |   |
| <b>GRI 207 Tax Issues 2019</b>                       |  |   |                       |                                     |   |
| 207-1  | Tax approach   | 9. Financial information  |                       |                                     |   |
| 207-2  | Tax governance, risk control and management  | 9. Financial information  |                       |                                     |   |
| 207-4  | Presentation of reports country by country   | 9. Financial information  |                       |                                     |   |
| <b>Integration of ESG criteria into the business</b> |  |   |                       |                                     |   |
| <b>GRI 201 Economic performance 2016</b>             |  |   |                       |                                     |   |
| 3-3  | Management of material topics  | 9. Financial information  |                       |                                     |   |
| 201-1  | Direct economic value generated and distributed  | 7.2.1. Socioeconomic impact   |                       |                                     | SDG 2<br>SDG 5<br>SDG 7<br>SDG 8<br>SDG 9 |
| 201-2  | Financial implications and other risks and opportunities due to climate change               | 5.4.1. Responsible products and services<br>8.2.7. Climate and environmental risk   |                       | Principle 7                         | SDG 13                                    |
| Non-GRI  | Investment in programmes with ESG criteria   | 5.4.1. Responsible products and services  |                       |                                     | SDG 12                                    |
| <b>Ethics and integrity</b>                          |  |   |                       |                                     |   |
| <b>GRI 205 Anti-corruption 2016</b>                  |  |   |                       |                                     |   |
| 3-3  | Management of material topics  | 4. Governance, ethics and integrity   |                       | Principle 10                        |   |
| 205-2  | Communication and training about anti-corruption policies and procedures                     | 4.3.1. Code of Ethics and prevention of criminal risks  |                       | Principle 10                        |   |
| 205-3  | Confirmed incidents of corruption and actions taken  | In 2023, the Bank recorded or investigated no case of internal corruption.<br><br>Communications made to SEPBLAC refer to suspected cases of money laundering among its members and customers.  |                       |                                     |   |
| <b>GRI 206 Anti-competitive behaviour 2016</b>       |  |   |                       |                                     |   |
| 206-1  | Legal actions for anti-competitive behaviour, anti-trust and monopoly practices              | In 2023, no legal action for anti-competitive behaviour, anti-trust or monopoly practices were recorded.  |                       |                                     |   |
| <b>Risk management</b>                               |  |   |                       |                                     |   |
| 3-3  | Management of material topics  | 8. Risk management  |                       |                                     |   |
| <b>Cybersecurity and data protection</b>             |  |   |                       |                                     |   |
| 3-3  | Management of material topics  | 5.5. Prioritising security  |                       |                                     |   |
| <b>GRI 418 Customer privacy 2016</b>                 |  |   |                       |                                     |   |
| 418-1  | Substantiated complaints concerning breaches of customer privacy and losses of customer data | 5.5.2. Data protection<br><br>No substantiated claim was received in 2023 regarding violations of privacy or loss of member data.   |                       |                                     | SDG 16                                    |
| <b>Regulatory Compliance</b>                         |  |   |                       |                                     |   |
| 3-3  | Management of material topics  | 4.3. Good governance  |                       |                                     |   |
| <b>GRI 2 General disclosures 2021</b>                |  |   |                       |                                     |   |
| 2-27   | Compliance with laws and regulations   | 4.3. Good governance  |                       |                                     |   |
| <b>GRI 414 Supplier social assessment 2016</b>       |  |   |                       |                                     |   |
| 414-1  | New suppliers that have passed selection screening using social criteria                     | 7.2.3. Suppliers: extended social and environmental commitment  |                       | Principles 1, 2 and 6               |   |
| <b>Quality employment and occupational wellbeing</b> |  |   |                       |                                     |   |
| <b>GRI 401 Employment 2016</b>                       |  |   |                       |                                     |   |
| 401-1  | New employee hires and employee turnover   | 6.2.1. Selecting, retaining and training the best talent  |                       | Principle 6                         | SDG 5<br>SDG 8                            |
| 401-3  | Parental leave   | 6.4.1. Measures for the work-life balance   |                       | Principle 6                         | SDG 5<br>SDG 8                            |
| <b>GRI 403 Occupational health and safety 2018</b>   |  |   |                       |                                     |   |
| 403-1  | Worker representation in formal worker-company health and safety committees                  | The Caja Ingenieros Group's risk management system has been implemented in line with the requirements of the Occupational Risk Prevention Law and is applied to all employees and workplaces (100% coverage).   |                       | Principle 6                         | SDG 3<br>SDG 8                            |
| 403-3  | Occupational health services   | The Prevention Department is made up of technicians specialising in occupational risk prevention, who are completely independent to the Bank and provide support on preventive measures. In collaboration with the Personnel Area, they also take part in campaigns and initiatives to promote healthy life habits among employees. |                       |                                     |   |

| GRI STANDARD CONTENT                               |  | Chapter or direct response  | Omissions | External verification | Correlation with the Global Compact | Correlation with the SDGs |
|--|--|---|-----------|-----------------------|-------------------------------------|---------------------------|
| 403-4  | Employee participation, consultation and communication on occupational health and safety | <p>The Caja Ingenieros Group has a Health and Safety Committee that ensures compliance with occupational risk prevention laws and internal regulations and meets on a quarterly basis. This Committee is made up of three company representatives and three employee representatives, who act as prevention officers.</p> <p>Any employee can also report and make suggestions regarding occupational risk prevention and health via e-mail to the Health and Safety Committee.</p> |           |                       |                                     |                           |
| <b>Development of the workforce and its talent</b> |  |   |           |                       |                                     |                           |
| <b>GRI 404 Training and education 2016</b>         |  |   |           |                       |                                     |                           |
| 3-3  | Management of material topics 2021   | 6.2. Selecting, retaining and training the best talent  |           |                       |                                     |                           |
| 404-1  | Average hours of training per year by employee   | 6.2. Selecting, retaining and training the best talent  |           |                       | Principle 6                         | SDG 4<br>SDG 5<br>SDG 8   |
| 404-2  | Programmes for upgrading employee skills and transition assistance programmes            | 6.2. Selecting, retaining and training the best talent  |           |                       | Principle 6                         | SDG 8                     |
| 404-3  | Percentage of employees receiving regular performance and career development reviews     | 6.2. Selecting, retaining and training the best talent  |           |                       | Principle 6                         | SDG 5<br>SDG 8            |
| <b>Digital banking and multi-channel services</b>  |  |   |           |                       |                                     |                           |
| 3-3  | Management of material topics 2021   | 5. Cooperative model<br>5.3. 2023: a year of consolidation  |           |                       |                                     |                           |
| Non-GRI  | Percentage of transactions made through digital channels                                 | 5.3. 2023: a year of consolidation  |           |                       |                                     |                           |
| <b>Transparent and fair products and services</b>  |  |   |           |                       |                                     |                           |
| 3-3  | Management of material topics  | 5.4.1. Responsible products and services  |           |                       |                                     |                           |
| <b>GRI 417 Marketing and labelling 2016</b>        |  |   |           |                       |                                     |                           |
| 417-3  | Incidents of non-compliance concerning marketing communications                          | In 2023, no non-compliance concerning marketing communications was recorded.  |           |                       |                                     |                           |
| <b>Member relations</b>                            |  |   |           |                       |                                     |                           |
| 3-3  | Management of material topics  | 5. Cooperative model  |           |                       |                                     |                           |
| Non-GRI  | Number of complaints and claims received   | 5.2. Satisfaction-oriented  |           |                       |                                     |                           |
| <b>Financial support</b>                           |  |   |           |                       |                                     |                           |
| 3-3  | Management of material topics  | 7.2. Social commitment  |           |                       |                                     |                           |
| Non-GRI  | Initiatives fostering financial education  | 7.2.2. Social action  |           |                       |                                     | SDG 1<br>SDG 10           |

## IV. Organisations with which the Caja Ingenieros Group collaborates

### Professional bodies, associations, foundations and universities

- ACES
- AEQT
- ALUMNI UAB
- ASINCA
- ASOCIACIÓN DE INVESTIGACIÓN Y COOPERACIÓN INDUSTRIAL DE ANDALUCÍA, AICIA
- ASOCIACIÓN ANDALUZA DE INGENIEROS DE TELECOMUNICACIÓN
- ASOCIACIÓN ANDALUZA DE INGENIEROS TÉCNICOS DE TELECOMUNICACIÓN
- ASOCIACIÓN CATALANA DE CONTABILIDAD Y DIRECCIÓN
- ASOCIACIÓN DE ANTIGUOS ALUMNOS ESCUELA TÉCNICA SUPERIOR DE INGENIEROS
- ASOCIACIÓN DE INGENIEROS DEL ICAI
- ASOCIACIÓN DE INGENIEROS INDUSTRIALES DE MADRID
- ASOCIACIÓN DE INGENIEROS DE TELECOMUNICACIONES DEL PAÍS VASCO
- ASOCIACIÓN Terciario Avanzado
- ASOCIACIÓN DE INGENIERÍA TÉCNICA DE TELECOMUNICACIONES DE CATALUNYA Y GRAUS
- ASOCIACIÓN CATALANA DE INGENIEROS DE TELECOMUNICACIÓN
- ASOCIACIÓN CLÚSTER DEL PACKAGING
- ASOCIACIÓN DE JÓVENES EMPRESARIOS DE GIRONA
- ASOCIACIÓN DE INGENIEROS INDUSTRIALES DE CATALUNYA -GIRONA-
- AUTCAT (ASOCIACIÓN DE AUTÓNOMOS DE CATALUNYA)
- CHAMBER OF COMMERCE OF ALICANTE
- CHAMBER OF COMMERCE OF SEVILLE
- CHAMBER OF COMMERCE OF MALLORCA
- CHAMBER OF COMMERCE OF VALLS
- CENTRO DE INVESTIGACIÓN BIOMÉDICA EN RED (CIBER)
- CEPES
- CLUB ESPORTIU EUROPA
- CLUB TENIS BETIS
- CLÚSTER DE LA ENERGÍA EFICIENTE DE CATALUNYA
- COEIC
- COLEGIO DE INGENIEROS TÉCNICOS DE TARRAGONA
- COLEGIO DE ADMINISTRADORES DE FINCAS DE BARCELONA Y LLEIDA
- COLEGIO DE INGENIEROS TÉCNICOS INDUSTRIALES DE VILANOVA
- COLEGIO DE APAREJADORES Y ARQUITECTOS TÉCNICOS DE BARCELONA
- COLEGIO DE APAREJADORES DE TARRAGONA
- COLEGIO DE APAREJADORES, ARQUITECTOS TÉCNICOS E INGENIEROS DE EDIFICACIÓN DE LLEIDA

- COLEGIO DE CENSORES JURADOS DE CUENTAS DE CATALUNYA
- COLEGIO DE DISEÑO GRÁFICO
- COLEGIO DE MÉDICOS DE GIRONA
- COLEGIO DE ECONOMISTAS DE CATALUNYA
- COLEGIO DE INGENIEROS TÉCNICOS INDUSTRIALES DE BARCELONA
- COLEGIO DE INGENIEROS TÉCNICOS INDUSTRIALES DE GIRONA
- COLEGIO DE DOCTORES Y LICENCIADOS DE CATALUNYA
- COLEGIO DE INGENIEROS TÉCNICOS DE LLEIDA
- COLEGIO ENGINYERS TÈCNICS DE MANRESA
- COLEGIO OFICIAL DE INGENIEROS AGRÓNOMOS DE CATALUNYA
- COLEGIO OFICIAL DE PERITOS E INGENIEROS TÉCNICOS INDUSTRIALES DE LAS ISLAS BALEARES
- COLEGIO DE INGENIEROS DE MONTES
- COLEGIO DE INGENIEROS TÉCNICOS INDUSTRIALES DE VIZCAYA
- COLEGIO DE INGENIEROS TÉCNICOS INDUSTRIALES DE MADRID
- COLEGIO DE INGENIEROS INDUSTRIALES BURGOS
- COLEGIO DE INGENIEROS INFORMÁTICOS DE LA COMUNIDAD VALENCIANA
- COLEGIO OFICIAL DE APAREJADORES Y ARQUITECTOS TÉCNICOS DE SEVILLA
- COLEGIO OFICIAL DE INGENIEROS AGRÓNOMOS DE ARAGÓN, NAVARRA Y PAÍS VASCO
- COLEGIO OFICIAL DE INGENIEROS AGRÓNOMOS DE LEVANTE
- COLEGIO OFICIAL DE INGENIEROS INDUSTRIALES DE ÁLAVA
- COLEGIO OFICIAL DE INGENIEROS INDUSTRIALES DE ANDALUCÍA OCCIDENTAL
- COLEGIO OFICIAL DE INGENIEROS INDUSTRIALES DE ARAGÓN
- COLEGIO OFICIAL DE INGENIEROS INDUSTRIALES DE MADRID
- COLEGIO OFICIAL DE INGENIEROS INDUSTRIALES DE VALENCIA
- COLEGIO OFICIAL DE INGENIEROS INDUSTRIALES DE VALENCIA (Noche de la Industria)
- COLEGIO OFICIAL DE INGENIEROS QUÍMICOS DE LA COMUNIDAD VALENCIANA
- COLEGIO OFICIAL DE INGENIEROS SUPERIORES DE TELECOMUNICACIÓN
- COLEGIO OFICIAL DE INGENIEROS TÉCNICOS DE TELECOMUNICACIÓN
- COLEGIO OFICIAL DE INGENIEROS TÉCNICOS AGRÍCOLAS DE ALICANTE
- COLEGIO OFICIAL DE INGENIEROS TÉCNICOS DE LEÓN
- COLEGIO OFICIAL DE PERITOS E INGENIEROS TÉCNICOS INDUSTRIALES DE MÁLAGA
- COLEGIO OFICIAL DE PERITOS TÉCNICOS INDUSTRIALES DE SEVILLA
- COLEGIO OFICIAL DE INGENIEROS INDUSTRIALES DE ANDALUCÍA ORIENTAL
- COLEGIO OFICIAL DE INGENIEROS INDUSTRIALES DE NAVARRA
- COLEGIO OFICIAL DE INGENIEROS TÉCNICOS INDUSTRIALES DE ALICANTE

- COLEGIO DE PERITOS E INGENIEROS TÉCNICOS INDUSTRIALES DE GRANADA
- CONSEJO GENERAL DE COLEGIOS DE INGENIEROS INDUSTRIALES DE ESPAÑA
- CONSEJO GENERAL DE COLEGIOS OFICIALES DE INGENIEROS AGRÓNOMOS
- CONSEJO GENERAL DE COLEGIOS OFICIALES DE INGENIEROS TÉCNICOS INDUSTRIALES
- COORDINADORA CATALANA DE FUNDACIONES
- DEUSTO UNIVERSIDAD
- DIVERSIA CONSULTING
- ESADE CREAPOLIS
- FORO EMPRESARIAL ASOCIACIÓN DE EMPRESARIOS DE MÁLAGA
- FUNDACIÓN JOSÉ A. DE ARTIGAS Y SANZ (AAA ESCUELA TÉCNICA SUPERIOR DE INGENIEROS INDUSTRIALES DE MADRID)
- FUNDACIÓN PIMEC
- FUNDACIÓN RINALDI
- FUNDACIÓN TRAMS
- FUNDACIÓN ESCUELA DE INGENIEROS DE BILBAO
- FUNDACIÓN INDUSTRIAL DE NAVARRA
- FUNDACIÓN NEN DÉU
- FUNDACIÓN PRO REBUS
- FUNDACIÓN SAN TELMO
- INSTITUTO DE INGENIEROS DE CATALUNYA
- INSTITUTO DE LA INGENIERÍA DE ESPAÑA
- JORNADA PIRINEU: ASOCIACIÓN DE EMPRESARIOS Y DIRECTIVOS DE LLEIDA
- PATRONATO DE LA ESCUELA POLITÉCNICA SUPERIOR DE LA UNIVERSIDAD DE GIRONA
- SANT CUGAT EMPRESARIAL
- UNIÓN DE ASOCIACIONES DE INGENIEROS TÉCNICOS INDUSTRIALES DE ESPAÑA
- UNIVERSIDAD DE ZARAGOZA
- UNIVERSIDAD POLITÉCNICA DE HUESCA
- UNIVERSIDAD AUTÓNOMA DE BARCELONA
- UNIVERSIDAD POLITÉCNICA DE CATALUNYA

## Annex V – Information regarding Article 8 of the European Taxonomy

### Green Asset Ratio (GAR) tables and green taxonomy information

The table below shows the green asset ratio (GAR), calculated from turnover and investments, both for total financing at year end (stock) and for the amount financed only during the year (flow). The GAR asset coverage depends on portfolio composition and mainly on the percentage of assets excluded from the calculation (the last column of the table below), of which public debt assets and central bank exposures are part, whose amounts are itemised in the tables.

|               |   | Total sustainable environmental assets | Turnover indicator* | CapEx indicator** | % of coverage (of total assets)*** | % assets excluded from GAR numerator | % assets excluded from GAR denominator |
|---------------|---|--|---------------------|-------------------|------------------------------------|--------------------------------------|--|
| Key indicator | Green Asset Ratio (GAR) in terms of stock | 90,440,040                             | 3.93                | 4.38              | 42.88                              | 10.65                                | 46.47                                  |
| Key indicator | Green Asset Ratio (GAR) in terms of flow  | 9,395,416                              | 4.27                | 4.5               | 27.44                              | 9.38                                 | 63.18                                  |

Green Asset Ratio (GAR) based on turnover and investments

\* Based on the counterparty's turnover key performance indicator.

\*\* Based on the counterparty's CapEx key performance indicator, except in the case of lending activities, where the turnover key performance indicator is used for general lending.

\*\*\* Percentage of hedged assets over the Bank's total assets.



Assets on the Caja Ingenieros' balance sheet for calculating the green asset ratio (GAR), a climate change mitigation target.

| Turnover indicators<br>(amount in euros)   | Total gross<br>book value | Climate Change Mitigation (CCM)  |                   |                  |                                     |                  |              |  |
|--|---------------------------|--|-------------------|------------------|-------------------------------------|------------------|--------------|--|
|  |                           | Of which: to appropriate sectors for the taxonomy (eligible according to the taxonomy)     |                   |                  |                                     |                  |              |  |
|  |                           | Those environmentally sustainable (conforming to the taxonomy according to the CCM target) |                   |                  | Declaration on the use of the funds | Transitional     | Facilitators |  |
| <b>Assets (including the numerator and the denominator of the GAR)</b>   |                           |  |                   |                  |                                     |                  |              |  |
| <b>Loans and advances, debt securities and capital instruments not held for trading</b>                            | <b>1,843,067,084</b>      | <b>1,325,780,185</b>   | <b>90,165,871</b> | <b>3,246,823</b> | <b>73,917,237</b>                   | <b>9,018,113</b> |              |  |
| <b>Financial societies</b>   | <b>81,942,046</b>         | <b>11,465,493</b>  | <b>3,685,884</b>  | <b>0</b>         | <b>58,843</b>                       | <b>1,671,772</b> |              |  |
| 1. Credit institutions   | 47,591,709                | 4,607,341  | 1,448,814         | 0                | 0                                   | 1,448,814        |              |  |
| 1.1. Loans and advances  | 0                         | 0  | 0                 | 0                | 0                                   | 0                |              |  |
| 1.2. Debt securities, including the declaration on the use of the funds  | 46,697,938                | 4,520,816  | 1,421,606         | 0                | 0                                   | 1,421,606        |              |  |
| 1.3. Capital instruments   | 893,771                   | 86,526   | 27,209            | 0                | 0                                   | 27,209           |              |  |
| 2. Other financial societies   | 34,350,338                | 6,858,151  | 2,237,070         | 0                | 58,843                              | 222,958          |              |  |
| 2.1. Of which: investment services companies   | 13,027,193                | 0  | 0                 | 0                | 0                                   | 0                |              |  |
| 2.1.1. Loans and advances  | 10,125,337                | 0  | 0                 | 0                | 0                                   | 0                |              |  |
| 2.1.2. Debt securities, including the declaration on the use of the funds  | 2,901,856                 | 0  | 0                 | 0                | 0                                   | 0                |              |  |
| 2.1.3. Capital instruments   | 0                         | 0  | 0                 | 0                | 0                                   | 0                |              |  |
| 2.2. Of which: management companies  | 21,198,374                | 6,858,151  | 2,237,070         | 0                | 58,843                              | 222,958          |              |  |
| 2.2.1. Loans and advances  | 593,464                   | 0  | 0                 | 0                | 0                                   | 0                |              |  |
| 2.2.2. Debt securities, including the declaration on the use of the funds  | 20,604,910                | 6,858,151  | 2,237,070         | 0                | 58,843                              | 222,958          |              |  |
| 2.2.3. Capital instruments   | 0                         | 0  | 0                 | 0                | 0                                   | 0                |              |  |
| 2.3. Of which: insurance companies   | 124,771                   | 0  | 0                 | 0                | 0                                   | 0                |              |  |
| 2.3.1. Loans and advances  | 124,771                   | 0  | 0                 | 0                | 0                                   | 0                |              |  |
| 2.3.2. Debt securities, including the declaration on the use of the funds  | 0                         | 0  | 0                 | 0                | 0                                   | 0                |              |  |
| 2.3.3. Capital instruments   | 0                         | 0  | 0                 | 0                | 0                                   | 0                |              |  |
| <b>Non-financial societies</b>   | <b>110,082,438</b>        | <b>22,123,300</b>  | <b>12,652,640</b> | <b>3,246,823</b> | <b>31,047</b>                       | <b>7,346,340</b> |              |  |
| 1.1. Loans and advances  | 14,584,360                | 3,246,823  | 3,246,823         | 3,246,823        | 0                                   | 0                |              |  |
| 1.2. Debt securities, including the declaration on the use of the funds  | 83,100,443                | 16,425,917   | 8,184,746         | 0                | 27,016                              | 6,392,633        |              |  |
| 1.3. Capital instruments   | 12,397,636                | 2,450,559  | 1,221,071         | 0                | 4,031                               | 953,708          |              |  |
| <b>Households</b>  | <b>1,578,336,707</b>      | <b>1,292,072,036</b>   | <b>73,827,348</b> | <b>0</b>         | <b>73,827,348</b>                   | <b>0</b>         |              |  |
| 1. Of which: loans guaranteed by residential properties*   | 1,216,419,684             | 1,216,419,684  | 73,827,348        | 0                | 73,827,348                          | 0                |              |  |
| 2. Of which: building renewal loans**  | 66,050,454                | 66,050,454   | 0                 | 0                | 0                                   | 0                |              |  |
| 3. Of which: car loans**   | 9,601,898                 | 9,601,898  | 0                 | 0                | 0                                   | 0                |              |  |
| <b>Financing of local authorities</b>  | <b>72,705,892</b>         | <b>119,356</b>   | <b>0</b>          | <b>0</b>         | <b>0</b>                            | <b>0</b>         |              |  |
| Financing of residential properties  | 119,356                   | 119,356  | 0                 | 0                | 0                                   | 0                |              |  |
| Other financing of local authorities   | 72,586,537                | 0  | 0                 | 0                | 0                                   | 0                |              |  |
| <b>Collateral obtained through the seizure: residential and commercial properties</b>                              | <b>0</b>                  | <b>0</b>   | <b>0</b>          | <b>0</b>         | <b>0</b>                            | <b>0</b>         |              |  |
| <b>Other assets excluded from the numerator to calculate GAR (included in the denominator)</b>                     | <b>457,720,665</b>        |  |                   |                  |                                     |                  |              |  |
| <b>Financial and non-financial companies</b>   | <b>408,156,458</b>        |  |                   |                  |                                     |                  |              |  |
| 1. SMEs and non-financial societies (which are not SMEs) not subject to disclosure obligations set out in the NFID | 321,871,544               |  |                   |                  |                                     |                  |              |  |
| 1.1. Loans and advances  | 321,871,544               |  |                   |                  |                                     |                  |              |  |
| 1.1.1. Of which: loans guaranteed by commercial properties   | 0                         |  |                   |                  |                                     |                  |              |  |
| 1.1.2. Of which: building renewal loans  | 0                         |  |                   |                  |                                     |                  |              |  |
| 1.2. Debt securities   | 0                         |  |                   |                  |                                     |                  |              |  |
| 1.3. Capital instruments   | 0                         |  |                   |                  |                                     |                  |              |  |
| 2. Counterparties in non-EU countries not subject to disclosure obligations set out in the NFID                    | 86,284,914                |  |                   |                  |                                     |                  |              |  |
| 2.1. Loans and advances  | 11,144,364                |  |                   |                  |                                     |                  |              |  |
| 2.2. Debt securities   | 73,766,275                |  |                   |                  |                                     |                  |              |  |
| 2.3. Capital instruments   | 1,374,275                 |  |                   |                  |                                     |                  |              |  |
| <b>Derivatives</b>   | <b>0</b>                  |  |                   |                  |                                     |                  |              |  |
| <b>Interbank call loans</b>  | <b>39,058,213</b>         |  |                   |                  |                                     |                  |              |  |
| <b>Cash and cash equivalents</b>   | <b>10,505,994</b>         |  |                   |                  |                                     |                  |              |  |
| <b>Other assets (goodwill, commodities, etc.)</b>  | <b>0</b>                  |  |                   |                  |                                     |                  |              |  |
| <b>Total GAR assets</b>  | <b>2,300,787,749</b>      | <b>1,325,780,185</b>   | <b>90,165,871</b> | <b>3,246,823</b> | <b>73,917,237</b>                   | <b>9,018,113</b> |              |  |
| <b>Other assets not include in the GAR calculation</b>   | <b>1,997,666,251</b>      |  |                   |                  |                                     |                  |              |  |
| <b>Sovereign issuers</b>   | <b>1,463,679,666</b>      |  |                   |                  |                                     |                  |              |  |
| <b>Exposures regarding the central banks</b>   | <b>531,710,793</b>        |  |                   |                  |                                     |                  |              |  |
| <b>Trading portfolio</b>   | <b>2,275,792</b>          |  |                   |                  |                                     |                  |              |  |
| <b>Total assets</b>  | <b>4,298,454,000</b>      |  |                   |                  |                                     |                  |              |  |

\*Loans guaranteed by residential properties, according to the regulation, are considered to be aligned with the green taxonomy if the property is part of the top 15% of the most energy-efficient homes in the national or regional housing stock in terms of primary energy demand (PED). Based on statistics of Spanish energy certificates by climate area, Caja Ingenieros considers only A, B and C certificates to be aligned with the green taxonomy, although some of the D-certified properties could also form part of the 15% of the most energy-efficient homes within the national housing stock.

\*\*The data currently available does not allow for building refurbishment loans and car loans aligned with the green taxonomy to be identified, as the data is not yet available in the IT systems in order to check alignment.

Assets on the Caja Ingenieros' balance sheet for calculating the green asset ratio (GAR), a climate change adaptation target.

| Turnover indicators<br>(amount in euros)   | Adaptation to Climate Change (ACC)  |  |          |                |
|--|---|--|----------|----------------|
|  | Of which: to appropriate sectors for the taxonomy (eligible according to the taxonomy)        |  |          |                |
|  | Those environmentally sustainable<br>(conforming to the taxonomy according to the ACC target) |  |          | Facilitators   |
|  |   | Declaration on the<br>use of the funds |          |                |
| <b>Assets (including the numerator and the denominator of the GAR)</b>   |   |  |          |                |
| <b>Loans and advances, debt securities and capital instruments not held for trading</b>                            | <b>658,360</b>  | <b>274,169</b>                         | <b>0</b> | <b>180,168</b> |
| <b>Financial societies</b>   | <b>0</b>  | <b>0</b>                               | <b>0</b> | <b>0</b>       |
| 1. Credit institutions   | 0   | 0                                      | 0        | 0              |
| 1.1. Loans and advances  | 0   | 0                                      | 0        | 0              |
| 1.2. Debt securities, including the declaration on the use of the funds  | 0   | 0                                      | 0        | 0              |
| 1.3. Capital instruments   | 0   | 0                                      | 0        | 0              |
| 2. Other financial societies   | 0   | 0                                      | 0        | 0              |
| 2.1. Of which: investment services companies   | 0   | 0                                      | 0        | 0              |
| 2.1.1. Loans and advances  | 0   | 0                                      | 0        | 0              |
| 2.1.2. Debt securities, including the declaration on the use of the funds  | 0   | 0                                      | 0        | 0              |
| 2.1.3. Capital instruments   | 0   | 0                                      | 0        | 0              |
| 2.2. Of which: management companies  | 0   | 0                                      | 0        | 0              |
| 2.2.1. Loans and advances  | 0   | 0                                      | 0        | 0              |
| 2.2.2. Debt securities, including the declaration on the use of the funds  | 0   | 0                                      | 0        | 0              |
| 2.2.3. Capital instruments   | 0   | 0                                      | 0        | 0              |
| 2.3. Of which: insurance companies   | 0   | 0                                      | 0        | 0              |
| 2.3.1. Loans and advances  | 0   | 0                                      | 0        | 0              |
| 2.3.2. Debt securities, including the declaration on the use of the funds  | 0   | 0                                      | 0        | 0              |
| 2.3.3. Capital instruments   | 0   | 0                                      | 0        | 0              |
| <b>Non-financial societies</b>   | <b>658,360</b>  | <b>274,169</b>                         | <b>0</b> | <b>180,168</b> |
| 1.1. Loans and advances  | 0   | 0                                      | 0        | 0              |
| 1.2. Debt securities, including the declaration on the use of the funds  | 572,891   | 238,576                                | 0        | 156,778        |
| 1.3. Capital instruments   | 85,469  | 35,593                                 | 0        | 23,390         |
| <b>Households</b>  |   |  |          |                |
| 1. Of which: loans guaranteed by residential properties  |   |  |          |                |
| 2. Of which: building renewal loans  |   |  |          |                |
| 3. Of which: car loans   |   |  |          |                |
| <b>Financing of local authorities</b>  |   |  |          |                |
| Financing of residential properties  |   |  |          |                |
| Other financing of local authorities   |   |  |          |                |
| <b>Collateral obtained through the seizure: residential and commercial properties</b>                              |   |  |          |                |
| <b>Other assets excluded from the numerator to calculate GAR (included in the denominator)</b>                     |   |  |          |                |
| <b>Financial and non-financial companies</b>   |   |  |          |                |
| 1. SMEs and non-financial societies (which are not SMEs) not subject to disclosure obligations set out in the NFID |   |  |          |                |
| 1.1. Loans and advances  |   |  |          |                |
| 1.1.1. Of which: loans guaranteed by commercial properties   |   |  |          |                |
| 1.1.2. Of which: building renewal loans  |   |  |          |                |
| 1.2. Debt securities   |   |  |          |                |
| 1.3. Capital instruments   |   |  |          |                |
| 2. Counterparties in non-EU countries not subject to disclosure obligations set out in the NFID                    |   |  |          |                |
| 2.1. Loans and advances  |   |  |          |                |
| 2.2. Debt securities   |   |  |          |                |
| 2.3. Capital instruments   |   |  |          |                |
| <b>Derivatives</b>   |   |  |          |                |
| <b>Interbank call loans</b>  |   |  |          |                |
| <b>Cash and cash equivalents</b>   |   |  |          |                |
| <b>Other assets (goodwill, commodities, etc.)</b>  |   |  |          |                |
| <b>Total GAR assets</b>  | <b>658,360</b>  | <b>274,169</b>                         | <b>0</b> | <b>180,168</b> |
| <b>Other assets not include in the GAR calculation</b>   |   |  |          |                |
| <b>Sovereign issuers</b>   |   |  |          |                |
| <b>Exposures regarding the central banks</b>   |   |  |          |                |
| <b>Trading portfolio</b>   |   |  |          |                |
| <b>Total assets</b>  |   |  |          |                |

Assets on the Caja Ingenieros' balance sheet for calculating the total green asset ratio (GAR), climate change mitigation and climate change adaptation targets.

| Turnover indicators<br>(amount in euros)  | Total climate change mitigation and adaptation to climate change                       |                   |                  |                                     |                  |
|---|--|-------------------|------------------|-------------------------------------|------------------|
|   | Of which: to appropriate sectors for the taxonomy (eligible according to the taxonomy) |                   |                  |                                     |                  |
|   | Those environmentally sustainable (conforming to the taxonomy)                         |                   |                  | Declaration on the use of the funds | Facilitators     |
|   |  |                   |                  | Transitional                        |                  |
| <b>Assets (including the numerator and the denominator of the GAR)</b>  |  |                   |                  |                                     |                  |
| <b>Loans and advances, debt securities and capital instruments not held for trading</b>                           | <b>1,326,438,545</b>   | <b>90,440,040</b> | <b>3,246,823</b> | <b>73,917,237</b>                   | <b>9,198,280</b> |
| <b>Financial societies</b>  | <b>11,465,493</b>  | <b>3,685,884</b>  | <b>0</b>         | <b>58,843</b>                       | <b>1,671,772</b> |
| 1. Credit institutions  | 4,607,341  | 1,448,814         | 0                | 0                                   | 1,448,814        |
| 1.1. Loans and advances   | 0  | 0                 | 0                | 0                                   | 0                |
| 1.2. Debt securities, including the declaration on the use of the funds   | 4,520,816  | 1,421,606         | 0                | 0                                   | 1,421,606        |
| 1.3. Capital instruments  | 86,526   | 27,209            | 0                | 0                                   | 27,209           |
| 2. Other financial societies  | 6,858,151  | 2,237,070         | 0                | 58,843                              | 222,958          |
| 2.1. Of which: investment services companies  | 0  | 0                 | 0                | 0                                   | 0                |
| 2.1.1. Loans and advances   | 0  | 0                 | 0                | 0                                   | 0                |
| 2.1.2. Debt securities, including the declaration on the use of the funds   | 0  | 0                 | 0                | 0                                   | 0                |
| 2.1.3. Capital instruments  | 0  | 0                 | 0                | 0                                   | 0                |
| 2.2. Of which: management companies   | 6,858,151  | 2,237,070         | 0                | 58,843                              | 222,958          |
| 2.2.1. Loans and advances   | 0  | 0                 | 0                | 0                                   | 0                |
| 2.2.2. Debt securities, including the declaration on the use of the funds   | 6,858,151  | 2,237,070         | 0                | 58,843                              | 222,958          |
| 2.2.3. Capital instruments  | 0  | 0                 | 0                | 0                                   | 0                |
| 2.3. Of which: insurance companies  | 0  | 0                 | 0                | 0                                   | 0                |
| 2.3.1. Loans and advances   | 0  | 0                 | 0                | 0                                   | 0                |
| 2.3.2. Debt securities, including the declaration on the use of the funds   | 0  | 0                 | 0                | 0                                   | 0                |
| 2.3.3. Capital instruments  | 0  | 0                 | 0                | 0                                   | 0                |
| <b>Non-financial societies</b>  | <b>22,781,660</b>  | <b>12,926,808</b> | <b>3,246,823</b> | <b>31,047</b>                       | <b>7,526,508</b> |
| 1.1. Loans and advances   | 3,246,823  | 3,246,823         | 3,246,823        | 0                                   | 0                |
| 1.2. Debt securities, including the declaration on the use of the funds   | 16,998,809   | 8,423,322         | 0                | 27,016                              | 6,549,411        |
| 1.3. Capital instruments  | 2,536,028  | 1,256,663         | 0                | 4,031                               | 977,097          |
| <b>Households</b>   | <b>1,292,072,036</b>   | <b>73,827,348</b> | <b>0</b>         | <b>73,827,348</b>                   | <b>0</b>         |
| 1. Of which: loans guaranteed by residential properties   | 1,216,419,684  | 73,827,348        | 0                | 73,827,348                          | 0                |
| 2. Of which: building renewal loans   | 66,050,454   | 0                 | 0                | 0                                   | 0                |
| 3. Of which: car loans  | 9,601,898  | 0                 | 0                | 0                                   | 0                |
| <b>Financing of local authorities</b>   | <b>119,356</b>   | <b>0</b>          | <b>0</b>         | <b>0</b>                            | <b>0</b>         |
| Financing of residential properties   | 119,356  | 0                 | 0                | 0                                   | 0                |
| Other financing of local authorities  | 0  | 0                 | 0                | 0                                   | 0                |
| <b>Collateral obtained through the seizure: residential and commercial properties</b>                             | <b>0</b>   | <b>0</b>          | <b>0</b>         | <b>0</b>                            | <b>0</b>         |
| <b>Other assets excluded from the numerator to calculate GAR (included in the denominator)</b>                    |  |                   |                  |                                     |                  |
| <b>Financial and non-financial companies</b>  |  |                   |                  |                                     |                  |
| 1. SMEs and non-financial societies (which are not SMEs) not subject to disclosure obligations set out in the NFD |  |                   |                  |                                     |                  |
| 1.1. Loans and advances   |  |                   |                  |                                     |                  |
| 1.1.1. Of which: loans guaranteed by commercial properties  |  |                   |                  |                                     |                  |
| 1.1.2. Of which: building renewal loans   |  |                   |                  |                                     |                  |
| 1.2. Debt securities  |  |                   |                  |                                     |                  |
| 1.3. Capital instruments  |  |                   |                  |                                     |                  |
| 2. Counterparties in non-EU countries not subject to disclosure obligations set out in the NFD                    |  |                   |                  |                                     |                  |
| 2.1. Loans and advances   |  |                   |                  |                                     |                  |
| 2.2. Debt securities  |  |                   |                  |                                     |                  |
| 2.3. Capital instruments  |  |                   |                  |                                     |                  |
| <b>Derivatives</b>  |  |                   |                  |                                     |                  |
| <b>Interbank call loans</b>   |  |                   |                  |                                     |                  |
| <b>Cash and cash equivalents</b>  |  |                   |                  |                                     |                  |
| <b>Other assets (goodwill, commodities, etc.)</b>   |  |                   |                  |                                     |                  |
| <b>Total GAR assets</b>   | <b>1,326,438,545</b>   | <b>90,440,040</b> | <b>3,246,823</b> | <b>73,917,237</b>                   | <b>9,198,280</b> |
| <b>Other assets not include in the GAR calculation</b>  |  |                   |                  |                                     |                  |
| <b>Sovereign issuers</b>  |  |                   |                  |                                     |                  |
| <b>Exposures regarding the central banks</b>  |  |                   |                  |                                     |                  |
| <b>Trading portfolio</b>  |  |                   |                  |                                     |                  |
| <b>Total assets</b>   |  |                   |                  |                                     |                  |

Indicators for investments in fixed assets, a climate change mitigation target.

| Indicator for investments in fixed assets (CapEx)<br>(amount in euros)   | Total gross<br>book value | Climate Change Mitigation (CCM)  |                    |                  |                                     |                   |
|--|---------------------------|--|--------------------|------------------|-------------------------------------|-------------------|
|  |                           | Of which: to appropriate sectors for the taxonomy (eligible according to the taxonomy)     |                    |                  |                                     |                   |
|  |                           | Those environmentally sustainable (conforming to the taxonomy according to the CCM target) |                    |                  | Declaration on the use of the funds | Transitional      |
| <b>Assets (including the numerator and the denominator of the GAR)</b>   |                           |  |                    |                  |                                     |                   |
| <b>Loans and advances, debt securities and capital instruments not held for trading</b>                            | <b>1,843,067,084</b>      | <b>1,341,237,452</b>   | <b>100,692,087</b> | <b>3,246,823</b> | <b>73,959,529</b>                   | <b>14,262,136</b> |
| <b>Financial societies</b>   | <b>81,942,046</b>         | <b>12,508,975</b>  | <b>5,946,468</b>   | <b>0</b>         | <b>37,427</b>                       | <b>3,974,885</b>  |
| 1. Credit institutions   | 47,591,709                | 5,933,106  | 3,433,889          | 0                | 0                                   | 3,433,492         |
| 1.1. Loans and advances  | 0                         | 0  | 0                  | 0                | 0                                   | 0                 |
| 1.2. Debt securities, including the declaration on the use of the funds  | 46,697,938                | 5,821,682  | 3,369,400          | 0                | 0                                   | 3,369,011         |
| 1.3. Capital instruments   | 893,771                   | 111,424  | 64,488             | 0                | 0                                   | 64,481            |
| 2. Other financial societies   | 34,350,338                | 6,575,870  | 2,512,579          | 0                | 37,427                              | 541,393           |
| 2.1. Of which: investment services companies   | 13,027,193                | 0  | 0                  | 0                | 0                                   | 0                 |
| 2.1.1. Loans and advances  | 10,125,337                | 0  | 0                  | 0                | 0                                   | 0                 |
| 2.1.2. Debt securities, including the declaration on the use of the funds  | 2,901,856                 | 0  | 0                  | 0                | 0                                   | 0                 |
| 2.1.3. Capital instruments   | 0                         | 0  | 0                  | 0                | 0                                   | 0                 |
| 2.2. Of which: management companies  | 21,198,374                | 6,575,870  | 2,512,579          | 0                | 37,427                              | 541,393           |
| 2.2.1. Loans and advances  | 593,464                   | 0  | 0                  | 0                | 0                                   | 0                 |
| 2.2.2. Debt securities, including the declaration on the use of the funds  | 20,604,910                | 6,575,870  | 2,512,579          | 0                | 37,427                              | 541,393           |
| 2.2.3. Capital instruments   | 0                         | 0  | 0                  | 0                | 0                                   | 0                 |
| 2.3. Of which: insurance companies   | 124,771                   | 0  | 0                  | 0                | 0                                   | 0                 |
| 2.3.1. Loans and advances  | 124,771                   | 0  | 0                  | 0                | 0                                   | 0                 |
| 2.3.2. Debt securities, including the declaration on the use of the funds  | 0                         | 0  | 0                  | 0                | 0                                   | 0                 |
| 2.3.3. Capital instruments   | 0                         | 0  | 0                  | 0                | 0                                   | 0                 |
| <b>Non-financial societies</b>   | <b>110,082,438</b>        | <b>36,537,085</b>  | <b>20,918,271</b>  | <b>3,246,823</b> | <b>94,755</b>                       | <b>10,287,251</b> |
| 1.1. Loans and advances  | 14,584,360                | 3,246,823  | 3,246,823          | 3,246,823        | 0                                   | 0                 |
| 1.2. Debt securities, including the declaration on the use of the funds  | 83,100,443                | 28,968,493   | 15,377,327         | 0                | 82,454                              | 8,951,752         |
| 1.3. Capital instruments   | 12,397,636                | 4,321,768  | 2,294,121          | 0                | 12,301                              | 1,335,499         |
| <b>Households</b>  | <b>1,578,336,707</b>      | <b>1,292,072,036</b>   | <b>73,827,348</b>  | <b>0</b>         | <b>73,827,348</b>                   | <b>0</b>          |
| 1. Of which: loans guaranteed by residential properties  | 1,216,419,684             | 1,216,419,684  | 73,827,348         | 0                | 73,827,348                          | 0                 |
| 2. Of which: building renewal loans  | 66,050,454                | 66,050,454   | 0                  | 0                | 0                                   | 0                 |
| 3. Of which: car loans   | 9,601,898                 | 9,601,898  | 0                  | 0                | 0                                   | 0                 |
| <b>Financing of local authorities</b>  | <b>72,705,892</b>         | <b>119,356</b>   | <b>0</b>           | <b>0</b>         | <b>0</b>                            | <b>0</b>          |
| Financing of residential properties  | 119,356                   | 119,356  | 0                  | 0                | 0                                   | 0                 |
| Other financing of local authorities   | 72,586,537                | 0  | 0                  | 0                | 0                                   | 0                 |
| <b>Collateral obtained through the seizure: residential and commercial properties</b>                              | <b>0</b>                  | <b>0</b>   | <b>0</b>           | <b>0</b>         | <b>0</b>                            | <b>0</b>          |
| <b>Other assets excluded from the numerator to calculate GAR (included in the denominator)</b>                     | <b>457,720,665</b>        |  |                    |                  |                                     |                   |
| <b>Financial and non-financial companies</b>   | <b>408,156,458</b>        |  |                    |                  |                                     |                   |
| 1. SMEs and non-financial societies (which are not SMEs) not subject to disclosure obligations set out in the NFID | 321,871,544               |  |                    |                  |                                     |                   |
| 1.1. Loans and advances  | 321,871,544               |  |                    |                  |                                     |                   |
| 1.1.1. Of which: loans guaranteed by commercial properties   | 321,871,544               |  |                    |                  |                                     |                   |
| 1.1.2. Of which: building renewal loans  | 0                         |  |                    |                  |                                     |                   |
| 1.2. Debt securities   | 0                         |  |                    |                  |                                     |                   |
| 1.3. Capital instruments   | 0                         |  |                    |                  |                                     |                   |
| 2. Counterparties in non-EU countries not subject to disclosure obligations set out in the NFID                    | 86,284,914                |  |                    |                  |                                     |                   |
| 2.1. Loans and advances  | 11,144,364                |  |                    |                  |                                     |                   |
| 2.2. Debt securities   | 73,766,275                |  |                    |                  |                                     |                   |
| 2.3. Capital instruments   | 1,374,275                 |  |                    |                  |                                     |                   |
| <b>Derivatives</b>   | <b>0</b>                  |  |                    |                  |                                     |                   |
| <b>Interbank call loans</b>  | <b>39,058,213</b>         |  |                    |                  |                                     |                   |
| <b>Cash and cash equivalents</b>   | <b>10,505,994</b>         |  |                    |                  |                                     |                   |
| <b>Other assets (goodwill, commodities, etc.)</b>  | <b>0</b>                  |  |                    |                  |                                     |                   |
| <b>Total GAR assets</b>  | <b>2,300,787,749</b>      | <b>1,341,237,452</b>   | <b>100,692,087</b> | <b>3,246,823</b> | <b>73,959,529</b>                   | <b>14,262,136</b> |
| <b>Other assets not include in the GAR calculation</b>   | <b>1,997,666,251</b>      |  |                    |                  |                                     |                   |
| <b>Sovereign issuers</b>   | <b>1,463,679,666</b>      |  |                    |                  |                                     |                   |
| <b>Exposures regarding the central banks</b>   | <b>531,710,793</b>        |  |                    |                  |                                     |                   |
| <b>Trading portfolio</b>   | <b>2,275,792</b>          |  |                    |                  |                                     |                   |
| <b>Total assets</b>  | <b>4,298,454,000</b>      |  |                    |                  |                                     |                   |

Indicators for investments in fixed assets, a climate change adaptation target.

| Indicator for investments in fixed assets (CapEx)<br>(amount in euros)  | Adaptation to Climate Change (ACC)   |               |                                     |               |
|---|--|---------------|-------------------------------------|---------------|
|   | Of which: to appropriate sectors for the taxonomy (eligible according to the taxonomy)     |               |                                     |               |
|   | Those environmentally sustainable (conforming to the taxonomy according to the ACC target) |               | Declaration on the use of the funds | Facilitators  |
| <b>Assets (including the numerator and the denominator of the GAR)</b>  |  |               |                                     |               |
| <b>Loans and advances, debt securities and capital instruments not held for trading</b>                           | <b>206,659</b>   | <b>97,608</b> | <b>0</b>                            | <b>41,231</b> |
| <b>Financial societies</b>  | <b>0</b>   | <b>0</b>      | <b>0</b>                            | <b>0</b>      |
| 1. Credit institutions  | 0  | 0             | 0                                   | 0             |
| 1.1. Loans and advances   | 0  | 0             | 0                                   | 0             |
| 1.2. Debt securities, including the declaration on the use of the funds   | 0  | 0             | 0                                   | 0             |
| 1.3. Capital instruments  | 0  | 0             | 0                                   | 0             |
| 2. Other financial societies  | 0  | 0             | 0                                   | 0             |
| 2.1. Of which: investment services companies  | 0  | 0             | 0                                   | 0             |
| 2.1.1. Loans and advances   | 0  | 0             | 0                                   | 0             |
| 2.1.2. Debt securities, including the declaration on the use of the funds   | 0  | 0             | 0                                   | 0             |
| 2.1.3. Capital instruments  | 0  | 0             | 0                                   | 0             |
| 2.2. Of which: management companies   | 0  | 0             | 0                                   | 0             |
| 2.2.1. Loans and advances   | 0  | 0             | 0                                   | 0             |
| 2.2.2. Debt securities, including the declaration on the use of the funds   | 0  | 0             | 0                                   | 0             |
| 2.2.3. Capital instruments  | 0  | 0             | 0                                   | 0             |
| 2.3. Of which: insurance companies  | 0  | 0             | 0                                   | 0             |
| 2.3.1. Loans and advances   | 0  | 0             | 0                                   | 0             |
| 2.3.2. Debt securities, including the declaration on the use of the funds   | 0  | 0             | 0                                   | 0             |
| 2.3.3. Capital instruments  | 0  | 0             | 0                                   | 0             |
| <b>Non-financial societies</b>  | <b>206,659</b>   | <b>97,608</b> | <b>0</b>                            | <b>41,231</b> |
| 1.1. Loans and advances   | 0  | 0             | 0                                   | 0             |
| 1.2. Debt securities, including the declaration on the use of the funds   | 179,831  | 84,937        | 0                                   | 35,879        |
| 1.3. Capital instruments  | 26,829   | 12,672        | 0                                   | 5,353         |
| <b>Households</b>   |  |               |                                     |               |
| 1. Of which: loans guaranteed by residential properties   |  |               |                                     |               |
| 2. Of which: building renewal loans   |  |               |                                     |               |
| 3. Of which: car loans  |  |               |                                     |               |
| <b>Financing of local authorities</b>   |  |               |                                     |               |
| Financing of residential properties   |  |               |                                     |               |
| Other financing of local authorities  |  |               |                                     |               |
| <b>Collateral obtained through the seizure: residential and commercial properties</b>                             |  |               |                                     |               |
| <b>Other assets excluded from the numerator to calculate GAR (included in the denominator)</b>                    |  |               |                                     |               |
| <b>Financial and non-financial companies</b>  |  |               |                                     |               |
| 1. SMEs and non-financial societies (which are not SMEs) not subject to disclosure obligations set out in the NFD |  |               |                                     |               |
| 1.1. Loans and advances   |  |               |                                     |               |
| 1.1.1. Of which: loans guaranteed by commercial properties  |  |               |                                     |               |
| 1.1.2. Of which: building renewal loans   |  |               |                                     |               |
| 1.2. Debt securities  |  |               |                                     |               |
| 1.3. Capital instruments  |  |               |                                     |               |
| 2. Counterparties in non-EU countries not subject to disclosure obligations set out in the NFD                    |  |               |                                     |               |
| 2.1. Loans and advances   |  |               |                                     |               |
| 2.2. Debt securities  |  |               |                                     |               |
| 2.3. Capital instruments  |  |               |                                     |               |
| <b>Derivatives</b>  |  |               |                                     |               |
| <b>Interbank call loans</b>   |  |               |                                     |               |
| <b>Cash and cash equivalents</b>  |  |               |                                     |               |
| <b>Other assets (goodwill, commodities, etc.)</b>   |  |               |                                     |               |
| <b>Total GAR assets</b>   | <b>206,659</b>   | <b>97,608</b> | <b>0</b>                            | <b>41,231</b> |
| <b>Other assets not include in the GAR calculation</b>  |  |               |                                     |               |
| <b>Sovereign issuers</b>  |  |               |                                     |               |
| <b>Exposures regarding the central banks</b>  |  |               |                                     |               |
| <b>Trading portfolio</b>  |  |               |                                     |               |
| <b>Total assets</b>   |  |               |                                     |               |



Indicators for total investments in fixed assets, climate change mitigation and climate change adaptation targets.

| Indicator for investments in fixed assets (CapEx)<br>(amount in euros)   | Total climate change mitigation and adaptation to climate change                       |                                     |                  |                   |                   |
|--|--|-------------------------------------|------------------|-------------------|-------------------|
|  | Of which: to appropriate sectors for the taxonomy (eligible according to the taxonomy) |                                     |                  |                   |                   |
|  | Those environmentally sustainable (conforming to the taxonomy)                         |                                     |                  | Transitional      | Facilitators      |
|  |  | Declaration on the use of the funds |                  |                   |                   |
| <b>Assets (including the numerator and the denominator of the GAR)</b>   |  |                                     |                  |                   |                   |
| <b>Loans and advances, debt securities and capital instruments not held for trading</b>                            | <b>1,341,444,111</b>   | <b>100,789,695</b>                  | <b>3,246,823</b> | <b>73,959,529</b> | <b>14,303,367</b> |
| <b>Financial societies</b>   | <b>12,508,975</b>  | <b>5,946,468</b>                    | <b>0</b>         | <b>37,427</b>     | <b>3,974,885</b>  |
| 1. Credit institutions   | 5,933,106  | 3,433,889                           | 0                | 0                 | 3,433,492         |
| 1.1. Loans and advances  | 0  | 0                                   | 0                | 0                 | 0                 |
| 1.2. Debt securities, including the declaration on the use of the funds  | 5,821,682  | 3,369,400                           | 0                | 0                 | 3,369,011         |
| 1.3. Capital instruments   | 111,424  | 64,488                              | 0                | 0                 | 64,481            |
| 2. Other financial societies   | 6,575,870  | 2,512,579                           | 0                | 37,427            | 541,393           |
| 2.1. Of which: investment services companies   | 0  | 0                                   | 0                | 0                 | 0                 |
| 2.1.1. Loans and advances  | 0  | 0                                   | 0                | 0                 | 0                 |
| 2.1.2. Debt securities, including the declaration on the use of the funds  | 0  | 0                                   | 0                | 0                 | 0                 |
| 2.1.3. Capital instruments   | 0  | 0                                   | 0                | 0                 | 0                 |
| 2.2. Of which: management companies  | 6,575,870  | 2,512,579                           | 0                | 37,427            | 541,393           |
| 2.2.1. Loans and advances  | 0  | 0                                   | 0                | 0                 | 0                 |
| 2.2.2. Debt securities, including the declaration on the use of the funds  | 6,575,870  | 2,512,579                           | 0                | 37,427            | 541,393           |
| 2.2.3. Capital instruments   | 0  | 0                                   | 0                | 0                 | 0                 |
| 2.3. Of which: insurance companies   | 0  | 0                                   | 0                | 0                 | 0                 |
| 2.3.1. Loans and advances  | 0  | 0                                   | 0                | 0                 | 0                 |
| 2.3.2. Debt securities, including the declaration on the use of the funds  | 0  | 0                                   | 0                | 0                 | 0                 |
| 2.3.3. Capital instruments   | 0  | 0                                   | 0                | 0                 | 0                 |
| <b>Non-financial societies</b>   | <b>36,743,744</b>  | <b>21,015,880</b>                   | <b>3,246,823</b> | <b>94,755</b>     | <b>10,328,482</b> |
| 1.1. Loans and advances  | 3,246,823  | 3,246,823                           | 3,246,823        | 0                 | 0                 |
| 1.2. Debt securities, including the declaration on the use of the funds  | 29,148,324   | 15,462,263                          | 0                | 82,454            | 8,987,630         |
| 1.3. Capital instruments   | 4,348,597  | 2,306,793                           | 0                | 12,301            | 1,340,852         |
| <b>Households</b>  | <b>1,292,072,036</b>   | <b>73,827,348</b>                   | <b>0</b>         | <b>73,827,348</b> | <b>0</b>          |
| 1. Of which: loans guaranteed by residential properties  | 1,216,419,684  | 73,827,348                          | 0                | 73,827,348        | 0                 |
| 2. Of which: building renewal loans  | 66,050,454   | 0                                   | 0                | 0                 | 0                 |
| 3. Of which: car loans   | 9,601,898  | 0                                   | 0                | 0                 | 0                 |
| <b>Financing of local authorities</b>  | <b>119,356</b>   | <b>0</b>                            | <b>0</b>         | <b>0</b>          | <b>0</b>          |
| Financing of residential properties  | 119,356  | 0                                   | 0                | 0                 | 0                 |
| Other financing of local authorities   | 0  | 0                                   | 0                | 0                 | 0                 |
| <b>Collateral obtained through the seizure: residential and commercial properties</b>                              | <b>0</b>   | <b>0</b>                            | <b>0</b>         | <b>0</b>          | <b>0</b>          |
| <b>Other assets excluded from the numerator to calculate GAR (included in the denominator)</b>                     |  |                                     |                  |                   |                   |
| <b>Financial and non-financial companies</b>   |  |                                     |                  |                   |                   |
| 1. SMEs and non-financial societies (which are not SMEs) not subject to disclosure obligations set out in the NFID |  |                                     |                  |                   |                   |
| 1.1. Loans and advances  |  |                                     |                  |                   |                   |
| 1.1.1. Of which: loans guaranteed by commercial properties   |  |                                     |                  |                   |                   |
| 1.1.2. Of which: building renewal loans  |  |                                     |                  |                   |                   |
| 1.2. Debt securities   |  |                                     |                  |                   |                   |
| 1.3. Capital instruments   |  |                                     |                  |                   |                   |
| 2. Counterparties in non-EU countries not subject to disclosure obligations set out in the NFID                    |  |                                     |                  |                   |                   |
| 2.1. Loans and advances  |  |                                     |                  |                   |                   |
| 2.2. Debt securities   |  |                                     |                  |                   |                   |
| 2.3. Capital instruments   |  |                                     |                  |                   |                   |
| <b>Derivatives</b>   |  |                                     |                  |                   |                   |
| <b>Interbank call loans</b>  |  |                                     |                  |                   |                   |
| <b>Cash and cash equivalents</b>   |  |                                     |                  |                   |                   |
| <b>Other assets (goodwill, commodities, etc.)</b>  |  |                                     |                  |                   |                   |
| <b>Total GAR assets</b>  | <b>1,341,444,111</b>   | <b>100,789,695</b>                  | <b>3,246,823</b> | <b>73,959,529</b> | <b>14,303,367</b> |
| <b>Other assets not include in the GAR calculation</b>   |  |                                     |                  |                   |                   |
| <b>Sovereign issuers</b>   |  |                                     |                  |                   |                   |
| <b>Exposures regarding the central banks</b>   |  |                                     |                  |                   |                   |
| <b>Trading portfolio</b>   |  |                                     |                  |                   |                   |
| <b>Total assets</b>  |  |                                     |                  |                   |                   |



The eligibility and alignment data as a percentage of total GAR assets is shown below.

Eligibility and alignment data, a climate change mitigation target.

| Turnover indicators<br>(% compared to total assets included in the denominator)         | Climate Change Mitigation (CCM)  |                   |  |                   |                  |
|---|--|-------------------|--|-------------------|------------------|
|   | Proportion of total assets covered that finance eligible sectors according to the taxonomy |                   | Proportion of total assets covered that finance sectors conforming to the taxonomy (aligned) |                   |                  |
|   |  |                   | Declaration on the use of the funds  | Transitional      | Facilitators     |
| <b>Assets (including the numerator and the denominator of the GAR)</b>                  |  |                   |  |                   |                  |
| <b>Loans and advances, debt securities and capital instruments not held for trading</b> | <b>57.6</b>  | <b>3.9</b>        | <b>0.1</b>   | <b>3.2</b>        | <b>0.4</b>       |
| <b>Financial societies</b>  | <b>0.5</b>   | <b>0.2</b>        | <b>0</b>   | <b>0</b>          | <b>0.1</b>       |
| 1. Credit institutions  | 0.2  | 0.1               | 0  | 0                 | 0.1              |
| 1.1. Loans and advances   | 0  | 0                 | 0  | 0                 | 0                |
| 1.2. Debt securities, including the declaration on the use of the funds                 | 0.2  | 0.1               | 0  | 0                 | 0.1              |
| 1.3. Capital instruments  | 0  | 0                 | 0  | 0                 | 0                |
| 2. Other financial societies  | 0.3  | 0.1               | 0  | 0                 | 0                |
| 2.1. Of which: investment services companies  | 0  | 0                 | 0  | 0                 | 0                |
| 2.1.1. Loans and advances   | 0  | 0                 | 0  | 0                 | 0                |
| 2.1.2. Debt securities, including the declaration on the use of the funds               | 0  | 0                 | 0  | 0                 | 0                |
| 2.1.3. Capital instruments  | 0  | 0                 | 0  | 0                 | 0                |
| 2.2. Of which: management companies   | 0.3  | 0.1               | 0  | 0                 | 0                |
| 2.2.1. Loans and advances   | 0  | 0                 | 0  | 0                 | 0                |
| 2.2.2. Debt securities, including the declaration on the use of the funds               | 0.3  | 0.1               | 0  | 0                 | 0                |
| 2.2.3. Capital instruments  | 0  | 0                 | 0  | 0                 | 0                |
| 2.3. Of which: insurance companies  | 0  | 0                 | 0  | 0                 | 0                |
| 2.3.1. Loans and advances   | 0  | 0                 | 0  | 0                 | 0                |
| 2.3.2. Debt securities, including the declaration on the use of the funds               | 0  | 0                 | 0  | 0                 | 0                |
| 2.3.3. Capital instruments  | 0  | 0                 | 0  | 0                 | 0                |
| <b>Non-financial societies</b>  | <b>1</b>   | <b>0.5</b>        | <b>0.1</b>   | <b>0</b>          | <b>0.3</b>       |
| 1.1. Loans and advances   | 0.1  | 0.1               | 0.1  | 0                 | 0                |
| 1.2. Debt securities, including the declaration on the use of the funds                 | 0.7  | 0.4               | 0  | 0                 | 0.3              |
| 1.3. Capital instruments  | 0.1  | 0.1               | 0  | 0                 | 0                |
| <b>Households</b>   | <b>56.2</b>  | <b>3.2</b>        | <b>0</b>   | <b>3.2</b>        | <b>0</b>         |
| 1. Of which: loans guaranteed by residential properties                                 | 52.9   | 3.2               | 0  | 3.2               | 0                |
| 2. Of which: building renewal loans   | 2.9  | 0                 | 0  | 0                 | 0                |
| 3. Of which: car loans  | 0.4  | 0                 | 0  | 0                 | 0                |
| <b>Financing of local authorities</b>   | <b>0</b>   | <b>0</b>          | <b>0</b>   | <b>0</b>          | <b>0</b>         |
| Financing of residential properties   | 0  | 0                 | 0  | 0                 | 0                |
| Other financing of local authorities  | 0  | 0                 | 0  | 0                 | 0                |
| <b>Collateral obtained through the seizure: residential and commercial properties</b>   | <b>0</b>   | <b>0</b>          | <b>0</b>   | <b>0</b>          | <b>0</b>         |
| <b>Total GAR assets</b>   | <b>1,325,780,185</b>   | <b>90,165,871</b> | <b>3,246,823</b>   | <b>73,917,237</b> | <b>9,018,113</b> |

Eligibility and alignment data, a climate change adaptation target.

| Turnover indicators<br>(% compared to total assets included in the denominator)         | Adaptation to Climate Change (ACC)   |                |                                     |                |
|---|--|----------------|-------------------------------------|----------------|
|   | Proportion of total assets covered that finance eligible sectors according to the taxonomy |                |                                     |                |
|   | Those environmentally sustainable (conforming to the taxonomy according to the ACC target) |                | Declaration on the use of the funds | Facilitators   |
| <b>Assets (including the numerator and the denominator of the GAR)</b>                  |  |                |                                     |                |
| <b>Loans and advances, debt securities and capital instruments not held for trading</b> | <b>0.03</b>  | <b>0.01</b>    | <b>0</b>                            | <b>0.01</b>    |
| <b>Financial societies</b>  | <b>0</b>   | <b>0</b>       | <b>0</b>                            | <b>0</b>       |
| 1. Credit institutions  | 0  | 0              | 0                                   | 0              |
| 1.1. Loans and advances   | 0  | 0              | 0                                   | 0              |
| 1.2. Debt securities, including the declaration on the use of the funds                 | 0  | 0              | 0                                   | 0              |
| 1.3. Capital instruments  | 0  | 0              | 0                                   | 0              |
| 2. Other financial societies  | 0  | 0              | 0                                   | 0              |
| 2.1. Of which: investment services companies  | 0  | 0              | 0                                   | 0              |
| 2.1.1. Loans and advances   | 0  | 0              | 0                                   | 0              |
| 2.1.2. Debt securities, including the declaration on the use of the funds               | 0  | 0              | 0                                   | 0              |
| 2.1.3. Capital instruments  | 0  | 0              | 0                                   | 0              |
| 2.2. Of which: management companies   | 0  | 0              | 0                                   | 0              |
| 2.2.1. Loans and advances   | 0  | 0              | 0                                   | 0              |
| 2.2.2. Debt securities, including the declaration on the use of the funds               | 0  | 0              | 0                                   | 0              |
| 2.2.3. Capital instruments  | 0  | 0              | 0                                   | 0              |
| 2.3. Of which: insurance companies  | 0  | 0              | 0                                   | 0              |
| 2.3.1. Loans and advances   | 0  | 0              | 0                                   | 0              |
| 2.3.2. Debt securities, including the declaration on the use of the funds               | 0  | 0              | 0                                   | 0              |
| 2.3.3. Capital instruments  | 0  | 0              | 0                                   | 0              |
| <b>Non-financial societies</b>  | <b>0.03</b>  | <b>0.01</b>    | <b>0</b>                            | <b>0.01</b>    |
| 1.1. Loans and advances   | 0  | 0              | 0                                   | 0              |
| 1.2. Debt securities, including the declaration on the use of the funds                 | 0.02   | 0.01           | 0                                   | 0.01           |
| 1.3. Capital instruments  | 0  | 0              | 0                                   | 0              |
| <b>Households</b>   |  |                |                                     |                |
| 1. Of which: loans guaranteed by residential properties                                 |  |                |                                     |                |
| 2. Of which: building renewal loans   |  |                |                                     |                |
| 3. Of which: car loans  |  |                |                                     |                |
| <b>Financing of local authorities</b>   |  |                |                                     |                |
| Financing of residential properties   |  |                |                                     |                |
| Other financing of local authorities  |  |                |                                     |                |
| <b>Collateral obtained through the seizure: residential and commercial properties</b>   |  |                |                                     |                |
| <b>Total GAR assets</b>   | <b>658,360</b>   | <b>274,169</b> | <b>0</b>                            | <b>180,168</b> |

Eligibility and alignment data, climate change mitigation and climate change adaptation targets.

| Turnover indicators<br>(% compared to total assets included in the denominator)         | Proportion of total assets covered | Total climate change mitigation and adaptation to climate change                             |            |            |                                     |              |              |
|---|------------------------------------|--|------------|------------|-------------------------------------|--------------|--------------|
|   |                                    | Proportion of total assets covered that finance eligible sectors according to the taxonomy   |            |            |                                     |              |              |
|   |                                    | Proportion of total assets covered that finance sectors conforming to the taxonomy (aligned) |            |            | Declaration on the use of the funds | Transitional | Facilitators |
| <b>Assets (including the numerator and the denominator of the GAR)</b>                  |                                    |  |            |            |                                     |              |              |
| <b>Loans and advances, debt securities and capital instruments not held for trading</b> | <b>80.1</b>                        | <b>57.7</b>  | <b>3.9</b> | <b>0.1</b> | <b>3.2</b>                          | <b>0.4</b>   |              |
| <b>Financial societies</b>  | <b>3.6</b>                         | <b>0.5</b>   | <b>0.2</b> | <b>0</b>   | <b>0</b>                            | <b>0.1</b>   |              |
| 1. Credit institutions  | 2.1                                | 0.2  | 0.1        | 0          | 0                                   | 0.1          |              |
| 1.1. Loans and advances   | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 1.2. Debt securities, including the declaration on the use of the funds                 | 2                                  | 0.2  | 0.1        | 0          | 0                                   | 0.1          |              |
| 1.3. Capital instruments  | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 2. Other financial societies  | 1.5                                | 0.3  | 0.1        | 0          | 0                                   | 0            |              |
| 2.1. Of which: investment services companies  | 0.6                                | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.1.1. Loans and advances   | 0.4                                | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.1.2. Debt securities, including the declaration on the use of the funds               | 0.1                                | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.1.3. Capital instruments  | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.2. Of which: management companies   | 0.9                                | 0.3  | 0.1        | 0          | 0                                   | 0            |              |
| 2.2.1. Loans and advances   | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.2.2. Debt securities, including the declaration on the use of the funds               | 0.9                                | 0.3  | 0.1        | 0          | 0                                   | 0            |              |
| 2.2.3. Capital instruments  | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.3. Of which: insurance companies  | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.3.1. Loans and advances   | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.3.2. Debt securities, including the declaration on the use of the funds               | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.3.3. Capital instruments  | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| <b>Non-financial societies</b>  | <b>4.8</b>                         | <b>1</b>   | <b>0.6</b> | <b>0.1</b> | <b>0</b>                            | <b>0.3</b>   |              |
| 1.1. Loans and advances   | 0.6                                | 0.1  | 0.1        | 0.1        | 0                                   | 0            |              |
| 1.2. Debt securities, including the declaration on the use of the funds                 | 3.6                                | 0.7  | 0.4        | 0          | 0                                   | 0.3          |              |
| 1.3. Capital instruments  | 0.5                                | 0.1  | 0.1        | 0          | 0                                   | 0            |              |
| <b>Households</b>   | <b>68.6</b>                        | <b>56.2</b>  | <b>3.2</b> | <b>0</b>   | <b>3.2</b>                          | <b>0</b>     |              |
| 1. Of which: loans guaranteed by residential properties                                 | 52.9                               | 52.9   | 3.2        | 0          | 3.2                                 | 0            |              |
| 2. Of which: building renewal loans   | 2.9                                | 2.9  | 0          | 0          | 0                                   | 0            |              |
| 3. Of which: car loans  | 0.4                                | 0.4  | 0          | 0          | 0                                   | 0            |              |
| <b>Financing of local authorities</b>   | <b>0</b>                           | <b>0</b>   | <b>0</b>   | <b>0</b>   | <b>0</b>                            | <b>0</b>     |              |
| Financing of residential properties   | 3.2                                | 0  | 0          | 0          | 0                                   | 0            |              |
| Other financing of local authorities  | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| <b>Collateral obtained through the seizure: residential and commercial properties</b>   | <b>3.2</b>                         | <b>0</b>   | <b>0</b>   | <b>0</b>   | <b>0</b>                            | <b>0</b>     |              |
| <b>Total assets</b>   | <b>2,300,787,749</b>               | <b>1,326,438,545</b>   |            |            |                                     |              |              |

Investments in fixed assets, a climate change mitigation target.

| Indicator for investments in fixed assets (CapEx)<br>(% compared to total assets included in the denominator) | Climate Change Mitigation (CCM)  |                    |                  |                   |                   |
|---|--|--------------------|------------------|-------------------|-------------------|
|   | Proportion of total assets covered that finance eligible sectors according to the taxonomy   |                    |                  |                   |                   |
|   | Proportion of total assets covered that finance sectors conforming to the taxonomy (aligned) |                    |                  |                   | Facilitators      |
|   | Declaration on the use of the funds  | Transitional       |                  |                   |                   |
| <b>Assets (including the numerator and the denominator of the GAR)</b>  |  |                    |                  |                   |                   |
| <b>Loans and advances, debt securities and capital instruments not held for trading</b>                       | <b>58.3</b>  | <b>4.4</b>         | <b>0.1</b>       | <b>3.2</b>        | <b>0.6</b>        |
| <b>Financial societies</b>  | <b>0.5</b>   | <b>0.3</b>         | <b>0</b>         | <b>0</b>          | <b>0.2</b>        |
| 1. Credit institutions  | 0.3  | 0.1                | 0                | 0                 | 0.1               |
| 1.1. Loans and advances   | 0  | 0                  | 0                | 0                 | 0                 |
| 1.2. Debt securities, including the declaration on the use of the funds                                       | 0.3  | 0.1                | 0                | 0                 | 0.1               |
| 1.3. Capital instruments  | 0  | 0                  | 0                | 0                 | 0                 |
| 2. Other financial societies  | 0.3  | 0.1                | 0                | 0                 | 0                 |
| 2.1. Of which: investment services companies  | 0  | 0                  | 0                | 0                 | 0                 |
| 2.1.1. Loans and advances   | 0  | 0                  | 0                | 0                 | 0                 |
| 2.1.2. Debt securities, including the declaration on the use of the funds                                     | 0  | 0                  | 0                | 0                 | 0                 |
| 2.1.3. Capital instruments  | 0  | 0                  | 0                | 0                 | 0                 |
| 2.2. Of which: management companies   | 0.3  | 0.1                | 0                | 0                 | 0                 |
| 2.2.1. Loans and advances   | 0  | 0                  | 0                | 0                 | 0                 |
| 2.2.2. Debt securities, including the declaration on the use of the funds                                     | 0.3  | 0.1                | 0                | 0                 | 0                 |
| 2.2.3. Capital instruments  | 0  | 0                  | 0                | 0                 | 0                 |
| 2.3. Of which: insurance companies  | 0  | 0                  | 0                | 0                 | 0                 |
| 2.3.1. Loans and advances   | 0  | 0                  | 0                | 0                 | 0                 |
| 2.3.2. Debt securities, including the declaration on the use of the funds                                     | 0  | 0                  | 0                | 0                 | 0                 |
| 2.3.3. Capital instruments  | 0  | 0                  | 0                | 0                 | 0                 |
| <b>Non-financial societies</b>  | <b>1.6</b>   | <b>0.9</b>         | <b>0.1</b>       | <b>0</b>          | <b>0.4</b>        |
| 1.1. Loans and advances   | 0.1  | 0.1                | 0.1              | 0                 | 0                 |
| 1.2. Debt securities, including the declaration on the use of the funds                                       | 1.3  | 0.7                | 0                | 0                 | 0.4               |
| 1.3. Capital instruments  | 0.2  | 0.1                | 0                | 0                 | 0.1               |
| <b>Households</b>   | <b>56.2</b>  | <b>3.2</b>         | <b>0</b>         | <b>3.2</b>        | <b>0</b>          |
| 1. Of which: loans guaranteed by residential properties   | 52.9   | 3.2                | 0                | 3.2               | 0                 |
| 2. Of which: building renewal loans   | 2.9  | 0                  | 0                | 0                 | 0                 |
| 3. Of which: car loans  | 0.4  | 0                  | 0                | 0                 | 0                 |
| <b>Financing of local authorities</b>   | <b>0</b>   | <b>0</b>           | <b>0</b>         | <b>0</b>          | <b>0</b>          |
| Financing of residential properties   | 0  | 0                  | 0                | 0                 | 0                 |
| Other financing of local authorities  | 0  | 0                  | 0                | 0                 | 0                 |
| <b>Collateral obtained through the seizure: residential and commercial properties</b>                         | <b>0</b>   | <b>0</b>           | <b>0</b>         | <b>0</b>          | <b>0</b>          |
| <b>Total GAR assets</b>   | <b>1,341,237,452</b>   | <b>100,692,087</b> | <b>3,246,823</b> | <b>73,959,529</b> | <b>14,262,136</b> |

Investments in fixed assets, a climate change adaptation target.

| Indicator for investments in fixed assets (CapEx)<br>(% compared to total assets included in the denominator) | Adaptation to Climate Change (ACC)   |                                     |          |               |
|---|--|-------------------------------------|----------|---------------|
|   | Proportion of total assets covered that finance eligible sectors according to the taxonomy |                                     |          |               |
|   | Those environmentally sustainable (conforming to the taxonomy according to the ACC target) |                                     |          | Facilitators  |
|   |  | Declaration on the use of the funds |          |               |
| <b>Assets (including the numerator and the denominator of the GAR)</b>  |  |                                     |          |               |
| <b>Loans and advances, debt securities and capital instruments not held for trading</b>                       | <b>0.01</b>  | <b>0</b>                            | <b>0</b> | <b>0</b>      |
| <b>Financial societies</b>  | <b>0</b>   | <b>0</b>                            | <b>0</b> | <b>0</b>      |
| 1. Credit institutions  | 0  | 0                                   | 0        | 0             |
| 1.1. Loans and advances   | 0  | 0                                   | 0        | 0             |
| 1.2. Debt securities, including the declaration on the use of the funds                                       | 0  | 0                                   | 0        | 0             |
| 1.3. Capital instruments  | 0  | 0                                   | 0        | 0             |
| 2. Other financial societies  | 0  | 0                                   | 0        | 0             |
| 2.1. Of which: investment services companies  | 0  | 0                                   | 0        | 0             |
| 2.1.1. Loans and advances   | 0  | 0                                   | 0        | 0             |
| 2.1.2. Debt securities, including the declaration on the use of the funds                                     | 0  | 0                                   | 0        | 0             |
| 2.1.3. Capital instruments  | 0  | 0                                   | 0        | 0             |
| 2.2. Of which: management companies   | 0  | 0                                   | 0        | 0             |
| 2.2.1. Loans and advances   | 0  | 0                                   | 0        | 0             |
| 2.2.2. Debt securities, including the declaration on the use of the funds                                     | 0  | 0                                   | 0        | 0             |
| 2.2.3. Capital instruments  | 0  | 0                                   | 0        | 0             |
| 2.3. Of which: insurance companies  | 0  | 0                                   | 0        | 0             |
| 2.3.1. Loans and advances   | 0  | 0                                   | 0        | 0             |
| 2.3.2. Debt securities, including the declaration on the use of the funds                                     | 0  | 0                                   | 0        | 0             |
| 2.3.3. Capital instruments  | 0  | 0                                   | 0        | 0             |
| <b>Non-financial societies</b>  | <b>0.01</b>  | <b>0</b>                            | <b>0</b> | <b>0</b>      |
| 1.1. Loans and advances   | 0  | 0                                   | 0        | 0             |
| 1.2. Debt securities, including the declaration on the use of the funds                                       | 0.01   | 0                                   | 0        | 0             |
| 1.3. Capital instruments  | 0  | 0                                   | 0        | 0             |
| <b>Households</b>   |  |                                     |          |               |
| 1. Of which: loans guaranteed by residential properties   |  |                                     |          |               |
| 2. Of which: building renewal loans   |  |                                     |          |               |
| 3. Of which: car loans  |  |                                     |          |               |
| <b>Financing of local authorities</b>   |  |                                     |          |               |
| Financing of residential properties   |  |                                     |          |               |
| Other financing of local authorities  |  |                                     |          |               |
| <b>Collateral obtained through the seizure: residential and commercial properties</b>                         |  |                                     |          |               |
| <b>Total GAR assets</b>   | <b>206,659</b>   | <b>97,608</b>                       | <b>0</b> | <b>41,231</b> |

Investments in fixed assets, climate change mitigation and climate change adaptation targets.

| Indicator for investments in fixed assets (CapEx)<br>(% compared to total assets included in the denominator) | Proportion of total assets covered | Total climate change mitigation and adaptation to climate change                             |            |            |                                     |              |              |
|---|------------------------------------|--|------------|------------|-------------------------------------|--------------|--------------|
|   |                                    | Proportion of total assets covered that finance eligible sectors according to the taxonomy   |            |            |                                     |              |              |
|   |                                    | Proportion of total assets covered that finance sectors conforming to the taxonomy (aligned) |            |            | Declaration on the use of the funds | Transitional | Facilitators |
| <b>Assets (including the numerator and the denominator of the GAR)</b>  |                                    |  |            |            |                                     |              |              |
| <b>Loans and advances, debt securities and capital instruments not held for trading</b>                       | <b>80.1</b>                        | <b>58.3</b>  | <b>4.4</b> | <b>0.1</b> | <b>3.2</b>                          | <b>0.6</b>   |              |
| <b>Financial societies</b>  | <b>3.6</b>                         | <b>0.5</b>   | <b>0.3</b> | <b>0</b>   | <b>0</b>                            | <b>0.2</b>   |              |
| 1. Credit institutions  | 2.1                                | 0.3  | 0.1        | 0          | 0                                   | 0.1          |              |
| 1.1. Loans and advances   | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 1.2. Debt securities, including the declaration on the use of the funds                                       | 2                                  | 0.3  | 0.1        | 0          | 0                                   | 0.1          |              |
| 1.3. Capital instruments  | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 2. Other financial societies  | 1.5                                | 0.3  | 0.1        | 0          | 0                                   | 0            |              |
| 2.1. Of which: investment services companies  | 0.6                                | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.1.1. Loans and advances   | 0.4                                | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.1.2. Debt securities, including the declaration on the use of the funds                                     | 0.1                                | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.1.3. Capital instruments  | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.2. Of which: management companies   | 0.9                                | 0.3  | 0.1        | 0          | 0                                   | 0            |              |
| 2.2.1. Loans and advances   | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.2.2. Debt securities, including the declaration on the use of the funds                                     | 0.9                                | 0.3  | 0.1        | 0          | 0                                   | 0            |              |
| 2.2.3. Capital instruments  | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.3. Of which: insurance companies  | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.3.1. Loans and advances   | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.3.2. Debt securities, including the declaration on the use of the funds                                     | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| 2.3.3. Capital instruments  | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| <b>Non-financial societies</b>  | <b>4.8</b>                         | <b>1.6</b>   | <b>0.9</b> | <b>0.1</b> | <b>0</b>                            | <b>0.4</b>   |              |
| 1.1. Loans and advances   | 0.6                                | 0.1  | 0.1        | 0.1        | 0                                   | 0            |              |
| 1.2. Debt securities, including the declaration on the use of the funds                                       | 3.6                                | 1.3  | 0.7        | 0          | 0                                   | 0.4          |              |
| 1.3. Capital instruments  | 0.5                                | 0.2  | 0.1        | 0          | 0                                   | 0.1          |              |
| <b>Households</b>   | <b>68.6</b>                        | <b>56.2</b>  | <b>3.2</b> | <b>0</b>   | <b>3.2</b>                          | <b>0</b>     |              |
| 1. Of which: loans guaranteed by residential properties   | 52.9                               | 52.9   | 3.2        | 0          | 3.2                                 | 0            |              |
| 2. Of which: building renewal loans   | 2.9                                | 2.9  | 0          | 0          | 0                                   | 0            |              |
| 3. Of which: car loans  | 0.4                                | 0.4  | 0          | 0          | 0                                   | 0            |              |
| <b>Financing of local authorities</b>   | <b>3.2</b>                         | <b>0</b>   | <b>0</b>   | <b>0</b>   | <b>0</b>                            | <b>0</b>     |              |
| Financing of residential properties   | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| Other financing of local authorities  | 0                                  | 0  | 0          | 0          | 0                                   | 0            |              |
| <b>Collateral obtained through the seizure: residential and commercial properties</b>                         | <b>3.2</b>                         | <b>0</b>   | <b>0</b>   | <b>0</b>   | <b>0</b>                            | <b>0</b>     |              |
| <b>Total assets</b>   | <b>2,300,787,749</b>               | <b>1,341,444,111</b>   |            |            |                                     |              |              |



The breakdown by sector of activity of the gross book value of the companies in portfolio of the Caja Ingenieros Group eligible through the green taxonomy is included below. The breakdown by sector of business activity is only available in companies where the main sector of business activity linked to sustainability regulation is known through the NACE. In the table of eligible revenues of companies in portfolio, there is a total of 2.4 million euros that, with the information available, could not be classified under any activity. In the table of eligible investment of companies in portfolio, there is a total of 6.8 million euros that, with the information available, could not be classified under any activity.

Breakdown by NACE sector:

| Breakdown by NACE sector<br>Turnover (in euros)  |      | Climate Change Mitigation (CCM)           |                  | Adaptation to Climate Change (ACC)        |                   | Total climate change mitigation and adaptation to climate change |                   |
|--|------|---|------------------|---|-------------------|--|-------------------|
|  |      | Eligible amount according to the taxonomy | Of which: ligned | Eligible amount according to the taxonomy | Of which: aligned | Eligible amount according to the taxonomy                        | Of which: aligned |
| A2   | 1.1  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| A2   | 1.2  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| A2   | 1.3  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| A2   | 1.4  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| n/a  | 2.1  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| C25, C27, C28  | 3.1  | 663,707                                   | 3,616            | 0   | 0                 | 663,707  | 3,616             |
| C25, C27, C28  | 3.2  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| C29.1, C30.1, C30.2, C30.9, C33.15, C33.17   | 3.3  | 1,816,489                                 | 185,396          | 0   | 0                 | 1,816,489  | 185,396           |
| C27.2, E38.32  | 3.4  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| C16.23, C23.11, C23.20, C23.31, C23.32, C23.43, C23.61, C25.11, C25.12, C25.21, C25.29, C25.93, C27.31, C27.32, C27.33, C27.40, C27.51, C28.11, C28.12, C28.13, C28.14 | 3.5  | 4,312,593                                 | 4,068,832        | 0   | 0                 | 4,312,593  | 4,068,832         |
| C22, C25, C26, C27, C28  | 3.6  | 38,056                                    | 0                | 0   | 0                 | 38,056   | 0                 |
| C23.51   | 3.7  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| C24.42, C24.53   | 3.8  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| C24.10, C24.20, C24.31, C24.32, C24.33, C24.34, C24.51, C24.52   | 3.9  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| C20.11   | 3.10 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| C20.13   | 3.11 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| C20.13   | 3.12 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| C20.13   | 3.13 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| C20.14   | 3.14 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| C20.15   | 3.15 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| C20.15   | 3.16 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| C20.16   | 3.17 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.1  | 1,947,478                                 | 1,179,093        | 0   | 0                 | 1,947,478  | 1,179,093         |
| D35.11, F42.22   | 4.2  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.3  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.4  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.5  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.6  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.7  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.11   | 4.8  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.12, D35.13   | 4.9  | 7,179,854                                 | 3,301,724        | 0   | 0                 | 7,179,854  | 3,301,724         |
| n/a  | 4.10 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| n/a  | 4.11 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| n/a  | 4.12 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.21   | 4.13 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.22, F42.21, H49.50   | 4.14 | 1,611,474                                 | 1,158,968        | 0   | 0                 | 1,611,474  | 1,158,968         |
| D35.30   | 4.15 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.30, F43.22   | 4.16 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.11, D35.30   | 4.17 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.11, D35.30   | 4.18 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.11, D35.30   | 4.19 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.11, D35.30   | 4.20 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.30   | 4.21 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.30   | 4.22 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.30   | 4.23 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.30   | 4.24 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.30   | 4.25 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| M72, M72.1   | 4.26 | 929,137                                   | 719,713          | 0   | 0                 | 929,137  | 719,713           |
| D35.11, F42.22   | 4.27 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.28 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.29 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.11, D35.30   | 4.30 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| D35.30   | 4.31 | 0   | 0                | 0   | 0                 | 0  | 0                 |
| E36.00, F42.99   | 5.1  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| E36.00, F42.99   | 5.2  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| E37.00, F42.99   | 5.3  | 0   | 0                | 0   | 0                 | 0  | 0                 |
| E37.00   | 5.4  | 0   | 0                | 0   | 0                 | 0  | 0                 |

| Breakdown by NACE sector<br>Turnover (in euros)                          | Activity code<br>(according to<br>the taxonomy) | Climate Change Mitigation (CCM)                 |                     | Adaptation to Climate Change<br>(ACC)           |                      | Total climate change mitigation<br>and adaptation to climate change |                      |
|--|---|---|---------------------|---|----------------------|---|----------------------|
|  |   | Eligible amount<br>according to the<br>taxonomy | Of which:<br>ligned | Eligible amount<br>according to the<br>taxonomy | Of which:<br>aligned | Eligible amount<br>according to the<br>taxonomy                     | Of which:<br>aligned |
| E38.11   | 5.5   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| E37.00, F42.99   | 5.6   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| E38.21, F42.99   | 5.7   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| E38.21, F42.99   | 5.8   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| E38.32, F42.99   | 5.9   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| E38.21   | 5.10  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| F42.21, H49.50   | 5.11  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| E39.00   | 5.12  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| H49.10, N77.39   | 6.1   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| H49.20, N77.39   | 6.2   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| H49.31, H49.39, N77.39, N77.11   | 6.3   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| N77.11, N77.21   | 6.4   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| H49.32, H49.39, N77.11   | 6.5   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| H49.4.1, H53.10, H53.20, N77.12  | 6.6   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| H50.30   | 6.7   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| H50.4  | 6.8   | 5,087,174                                       | 3,369,513           | 0   | 0                    | 5,087,174   | 3,369,513            |
| H50.4, H50.30, C33.15  | 6.9   | 795,717   | 200,348             | 32,611  | 4,554                | 828,328   | 204,901              |
| H50.2, H52.22, N77.34  | 6.10  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| H50.10, N77.21, N77.34   | 6.11  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| H50.10, H50.2, H52.22, C33.15, N77.21                                    | 6.12  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| F42.11, F42.12, F42.13, F43.21, F71.1, F71.20                            | 6.13  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| F42.12, F42.13, M71.12, M71.20, F43.21, H52.21                           | 6.14  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| F42.11, F42.13, F71.1, F71.20  | 6.15  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| F42.91, F71.1, F71.20  | 6.16  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| F41.20, F42.99   | 6.17  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| F41.1, F41.2, F43  | 7.1   | 6,316,350                                       | 1,894,860           | 0   | 0                    | 6,316,350   | 1,894,860            |
| F41, F43   | 7.2   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| F42, F43, M71, C16, C17, C22, C23, C25, C27, C28, S95.21, S95.22, C33.12 | 7.3   | 457,049   | 254,956             | 211,027   | 266,674              | 668,076   | 521,630              |
| F42, F43, M71, C16, C17, C22, C23, C25, C27, C28                         | 7.4   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| F42, F43, M71, C16, C17, C22, C23, C25, C27, C28                         | 7.5   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| F42, F43, M71, C16, C17, C22, C23, C25, C27, C28                         | 7.6   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| L68  | 7.7   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| J63.11   | 8.1   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| J61, J62, J63.11   | 8.2   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| M71.1.2, M72.1   | 9.1   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| M71.1.2, M72.1   | 9.2   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| M71  | 9.3   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| J60  | 8.3   | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| K65.12   | 10.1  | 11,163  | 0                   | 0   | 0                    | 11,163  | 0                    |
| K65.20   | 10.2  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| P85  | 11.1  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| Q87  | 12.1  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| R90  | 13.1  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| R91  | 13.2  | 0   | 0                   | 0   | 0                    | 0   | 0                    |
| J59  | 13.3  | 0   | 0                   | 0   | 0                    | 0   | 0                    |

Breakdown by NACE sector, investments in fixed assets

| Breakdown by NACE sector<br>Investments in fixed assets (In euros)   | Climate Change Mitigation (CCM)           |   |                   | Adaptation to Climate Change (ACC)        |                   | Total climate change mitigation and adaptation to climate change |                   |
|--|---|---|-------------------|---|-------------------|--|-------------------|
|  | Activity code (according to the taxonomy) | Eligible amount according to the taxonomy | Of which: aligned | Eligible amount according to the taxonomy | Of which: aligned | Eligible amount according to the taxonomy                        | Of which: aligned |
| A2   | 1.1                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| A2   | 1.2                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| A2   | 1.3                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| A2   | 1.4                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| n/a  | 2.1                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| C25, C27, C28  | 3.1                                       | 1,594,971                                 | 18,081            | 0   | 0                 | 1,594,971  | 18,081            |
| C25, C27, C28  | 3.2                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| C29.1, C30.1, C30.2, C30.9, C33.15, C33.17   | 3.3                                       | 1,964,412                                 | 680,444           | 0   | 0                 | 1,964,412  | 680,444           |
| C27.2, E38.32  | 3.4                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| C16.23, C23.11, C23.20, C23.31, C23.32, C23.43, C23.61, C25.11, C25.12, C25.21, C25.29, C25.93, C27.31, C27.32, C27.33, C27.40, C27.51, C28.11, C28.12, C28.13, C28.14 | 3.5                                       | 4,458,838                                 | 3,930,004         | 0   | 0                 | 4,458,838  | 3,930,004         |
| C22, C25, C26, C27, C28  | 3.6                                       | 2,680                                     | 0                 | 0   | 0                 | 2,680  | 0                 |
| C23.51   | 3.7                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| C24.42, C24.53   | 3.8                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| C24.10, C24.20, C24.31, C24.32, C24.33, C24.34, C24.51, C24.52   | 3.9                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| C20.11   | 3.10                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| C20.13   | 3.11                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| C20.13   | 3.12                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| C20.13   | 3.13                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| C20.14   | 3.14                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| C20.15   | 3.15                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| C20.15   | 3.16                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| C20.16   | 3.17                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.1                                       | 5,482,439                                 | 4,796,049         | 0   | 0                 | 5,482,439  | 4,796,049         |
| D35.11, F42.22   | 4.2                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.3                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.4                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.5                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.6                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.7                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.11   | 4.8                                       | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.12, D35.13   | 4.9                                       | 10,613,697                                | 7,951,043         | 0   | 0                 | 10,613,697   | 7,951,043         |
| n/a  | 4.10                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| n/a  | 4.11                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| n/a  | 4.12                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.21   | 4.13                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.22, F42.21, H49.50   | 4.14                                      | 3,428,921                                 | 2,857,139         | 159,485                                   | 60,900            | 3,588,406  | 2,918,039         |
| D35.30   | 4.15                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.30, F43.22   | 4.16                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.11, D35.30   | 4.17                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.11, D35.30   | 4.18                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.11, D35.30   | 4.19                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.11, D35.30   | 4.20                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.30   | 4.21                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.30   | 4.22                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.30   | 4.23                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.30   | 4.24                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.30   | 4.25                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| M72, M72.1   | 4.26                                      | 1,568,681                                 | 1,536,867         | 0   | 0                 | 1,568,681  | 1,536,867         |
| D35.11, F42.22   | 4.27                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.28                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.11, F42.22   | 4.29                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |
| D35.11, D35.30   | 4.30                                      | 0   | 0                 | 0   | 0                 | 0  | 0                 |

| Breakdown by NACE sector<br>Investments in fixed assets (in euros)       | Activity code<br>(according to the<br>taxonomy) | Climate Change Mitigation<br>(CCM)                    |                      | Adaptation to Climate<br>Change (ACC)                 |                      | Total climate change<br>mitigation and adaptation to<br>climate change |                      |
|--|---|---|----------------------|---|----------------------|--|----------------------|
|  |   | Eligible<br>amount<br>according<br>to the<br>taxonomy | Of which:<br>aligned | Eligible<br>amount<br>according<br>to the<br>taxonomy | Of which:<br>aligned | Eligible<br>amount<br>according<br>to the<br>taxonomy                  | Of which:<br>aligned |
| D35.30   | 4.31  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| E36.00, F42.99   | 5.1   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| E36.00, F42.99   | 5.2   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| E37.00, F42.99   | 5.3   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| E37.00   | 5.4   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| E38.11   | 5.5   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| E37.00, F42.99   | 5.6   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| E38.21, F42.99   | 5.7   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| E38.21, F42.99   | 5.8   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| E38.32, F42.99   | 5.9   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| E38.21   | 5.10  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| F42.21, H49.50   | 5.11  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| E39.00   | 5.12  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| H49.10, N77.39   | 6.1   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| H49.20, N77.39   | 6.2   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| H49.31, H49.3.9, N77.39, N77.11  | 6.3   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| N77.11, N77.21   | 6.4   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| H49.32, H49.39, N77.11   | 6.5   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| H49.4.1, H53.10, H53.20, N77.12  | 6.6   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| H50.30   | 6.7   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| H50.4  | 6.8   | 5,023,982   | 3,477,037            | 0   | 0                    | 5,023,982  | 3,477,037            |
| H50.4, H50.30, C33.15  | 6.9   | 791,100   | 102,049              | 12,381  | 2,565                | 803,481  | 104,614              |
| H50.2, H52.22, N77.34  | 6.10  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| H50.10, N77.21, N77.34   | 6.11  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| H50.10, H50.2, H52.22, C33.15, N77.21                                    | 6.12  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| F42.11, F42.12, F42.13, F43.21, F71.1, F71.20                            | 6.13  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| F42.12, F42.13, M71.12, M71.20, F43.21, H52.21                           | 6.14  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| F42.11, F42.13, F71.1, F71.20  | 6.15  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| F42.91, F71.1, F71.20  | 6.16  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| F41.20, F42.99   | 6.17  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| F41.1, F41.2, F43  | 7.1   | 4,804,416   | 1,262,650            | 1,361,491   | 622,933              | 6,165,907  | 1,885,583            |
| F41, F43   | 7.2   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| F42, F43, M71, C16, C17, C22, C23, C25, C27, C28, S95.21, S95.22, C33.12 | 7.3   | 2,338,568   | 154,303              | 34,793  | 34,144               | 2,373,361  | 188,446              |
| F42, F43, M71, C16, C17, C22, C23, C25, C27, C28                         | 7.4   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| F42, F43, M71, C16, C17, C22, C23, C25, C27, C28                         | 7.5   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| F42, F43, M71, C16, C17, C22, C23, C25, C27, C28                         | 7.6   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| L68  | 7.7   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| J63.11   | 8.1   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| J61, J62, J63.11   | 8.2   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| M71.1.2, M72.1   | 9.1   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| M71.1.2, M72.1   | 9.2   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| M71  | 9.3   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| J60  | 8.3   | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| K65.12   | 10.1  | 128,373   | 0                    | 0   | 0                    | 128,373  | 0                    |
| K65.20   | 10.2  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| P85  | 11.1  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| Q87  | 12.1  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| R90  | 13.1  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| R91  | 13.2  | 0   | 0                    | 0   | 0                    | 0  | 0                    |
| J59  | 13.3  | 0   | 0                    | 0   | 0                    | 0  | 0                    |

Below are the tables of GAR key performance indicators in terms of flow, i.e. taking only into account the amounts of transactions granted or purchased during the year. These tables include percentage data on the GAR's total assets for the year's transactions. In terms of flow, there are no transactions eligible or aligned with the climate change adaptation target, so only the table with the total information referring to the climate change mitigation target is included.

Indicators for total turnover, climate change mitigation and climate change adaptation targets.

| Indicators for total turnover, climate change mitigation and adaptation to climate change targets. | Proportion of total assets covered | Total climate change mitigation and adaptation to climate change                             |            |          |                                     |              |
|--|------------------------------------|--|------------|----------|-------------------------------------|--------------|
|  |                                    | Proportion of total assets covered that finance eligible sectors according to the taxonomy   |            |          |                                     |              |
|  |                                    | Proportion of total assets covered that finance sectors conforming to the taxonomy (aligned) |            |          | Declaration on the use of the funds | Transitional |
| <b>Assets (including the numerator and the denominator of the GAR)</b>                             |                                    |  |            |          |                                     |              |
| <b>Loans and advances, debt securities and capital instruments not held for trading</b>            | <b>74.5</b>                        | <b>54.5</b>  | <b>4.3</b> | <b>0</b> | <b>4.1</b>                          | <b>0.2</b>   |
| <b>Financial societies</b>   | <b>7.2</b>                         | <b>0.6</b>   | <b>0.2</b> | <b>0</b> | <b>0</b>                            | <b>0.2</b>   |
| 1. Credit institutions   | 6.1                                | 0.6  | 0.2        | 0        | 0                                   | 0.2          |
| 1.1. Loans and advances  | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 1.2. Debt securities, including the declaration on the use of the funds                            | 6.1                                | 0.6  | 0.2        | 0        | 0                                   | 0.2          |
| 1.3. Capital instruments   | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2. Other financial societies   | 1.1                                | 0  | 0          | 0        | 0                                   | 0            |
| 2.1. Of which: investment services companies   | 1.1                                | 0  | 0          | 0        | 0                                   | 0            |
| 2.1.1. Loans and advances  | 0.9                                | 0  | 0          | 0        | 0                                   | 0            |
| 2.1.2. Debt securities, including the declaration on the use of the funds                          | 0.2                                | 0  | 0          | 0        | 0                                   | 0            |
| 2.1.3. Capital instruments   | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.2. Of which: management companies  | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.2.1. Loans and advances  | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.2.2. Debt securities, including the declaration on the use of the funds                          | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.2.3. Capital instruments   | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.3. Of which: insurance companies   | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.3.1. Loans and advances  | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.3.2. Debt securities, including the declaration on the use of the funds                          | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.3.3. Capital instruments   | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| <b>Non-financial societies</b>   | <b>1.7</b>                         | <b>0</b>   | <b>0</b>   | <b>0</b> | <b>0</b>                            | <b>0</b>     |
| 1.1. Loans and advances  | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 1.2. Debt securities, including the declaration on the use of the funds                            | 1                                  | 0  | 0          | 0        | 0                                   | 0            |
| 1.3. Capital instruments   | 0.7                                | 0  | 0          | 0        | 0                                   | 0            |
| <b>Households</b>  | <b>61</b>                          | <b>53.9</b>  | <b>4.1</b> | <b>0</b> | <b>4.1</b>                          | <b>0</b>     |
| 1. Of which: loans guaranteed by residential properties  | 49.5                               | 49.5   | 4.1        | 0        | 4.1                                 | 0            |
| 2. Of which: building renewal loans  | 2.7                                | 2.7  | 0          | 0        | 0                                   | 0            |
| 3. Of which: car loans   | 1.8                                | 1.8  | 0          | 0        | 0                                   | 0            |
| <b>Financing of local authorities</b>  | <b>4.7</b>                         | <b>0</b>   | <b>0</b>   | <b>0</b> | <b>0</b>                            | <b>0</b>     |
| Financing of residential properties  | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| Other financing of local authorities   | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| <b>Collateral obtained through the seizure: residential and commercial properties</b>              | <b>4.7</b>                         | <b>0</b>   | <b>0</b>   | <b>0</b> | <b>0</b>                            | <b>0</b>     |
| <b>Total assets</b>  | <b>220,097,421</b>                 | <b>120,027,085</b>   |            |          |                                     |              |

Indicators for total investments in fixed assets, climate change mitigation and adaptation.

| Indicator for investments in fixed assets (CapEx)<br>(% compared to total assets included in the denominator) | Proportion of total assets covered | Total climate change mitigation and adaptation to climate change                             |            |          |                                     |              |
|---|------------------------------------|--|------------|----------|-------------------------------------|--------------|
|   |                                    | Proportion of total assets covered that finance eligible sectors according to the taxonomy   |            |          |                                     |              |
|   |                                    | Proportion of total assets covered that finance sectors conforming to the taxonomy (aligned) |            |          | Declaration on the use of the funds | Transitional |
| <b>Assets (including the numerator and the denominator of the GAR)</b>  |                                    |  |            |          |                                     |              |
| <b>Loans and advances, debt securities and capital instruments not held for trading</b>                       | <b>74.5</b>                        | <b>55.2</b>  | <b>4.5</b> | <b>0</b> | <b>4.1</b>                          | <b>0.4</b>   |
| <b>Financial societies</b>  | <b>7.2</b>                         | <b>0.8</b>   | <b>0.4</b> | <b>0</b> | <b>0</b>                            | <b>0.4</b>   |
| 1. Credit institutions  | 6.1                                | 0.8  | 0.4        | 0        | 0                                   | 0.4          |
| 1.1. Loans and advances   | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 1.2. Debt securities, including the declaration on the use of the funds                                       | 6.1                                | 0.8  | 0.4        | 0        | 0                                   | 0.4          |
| 1.3. Capital instruments  | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2. Other financial societies  | 1.1                                | 0  | 0          | 0        | 0                                   | 0            |
| 2.1. Of which: investment services companies  | 1.1                                | 0  | 0          | 0        | 0                                   | 0            |
| 2.1.1. Loans and advances   | 0.9                                | 0  | 0          | 0        | 0                                   | 0            |
| 2.1.2. Debt securities, including the declaration on the use of the funds                                     | 0.2                                | 0  | 0          | 0        | 0                                   | 0            |
| 2.1.3. Capital instruments  | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.2. Of which: management companies   | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.2.1. Loans and advances   | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.2.2. Debt securities, including the declaration on the use of the funds                                     | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.2.3. Capital instruments  | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.3. Of which: insurance companies  | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.3.1. Loans and advances   | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.3.2. Debt securities, including the declaration on the use of the funds                                     | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 2.3.3. Capital instruments  | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| <b>Non-financial societies</b>  | <b>1.7</b>                         | <b>0.5</b>   | <b>0</b>   | <b>0</b> | <b>0</b>                            | <b>0</b>     |
| 1.1. Loans and advances   | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| 1.2. Debt securities, including the declaration on the use of the funds                                       | 1                                  | 0.3  | 0          | 0        | 0                                   | 0            |
| 1.3. Capital instruments  | 0.7                                | 0.2  | 0          | 0        | 0                                   | 0            |
| <b>Households</b>   | <b>61</b>                          | <b>53.9</b>  | <b>4.1</b> | <b>0</b> | <b>4.1</b>                          | <b>0</b>     |
| 1. Of which: loans guaranteed by residential properties   | 49.5                               | 49.5   | 4.1        | 0        | 4.1                                 | 0            |
| 2. Of which: building renewal loans   | 2.7                                | 2.7  | 0          | 0        | 0                                   | 0            |
| 3. Of which: car loans  | 1.8                                | 1.8  | 0          | 0        | 0                                   | 0            |
| <b>Financing of local authorities</b>   | <b>4.7</b>                         | <b>0</b>   | <b>0</b>   | <b>0</b> | <b>0</b>                            | <b>0</b>     |
| Financing of residential properties   | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| Other financing of local authorities  | 0                                  | 0  | 0          | 0        | 0                                   | 0            |
| <b>Collateral obtained through the seizure: residential and commercial properties</b>                         | <b>4.7</b>                         | <b>0</b>   | <b>0</b>   | <b>0</b> | <b>0</b>                            | <b>0</b>     |
| <b>Total assets</b>   | <b>220,097,421</b>                 | <b>121,398,152</b>   |            |          |                                     |              |



The Green Taxonomy Regulation was expanded and nuclear energy and fossil gas were added as transition activities, as defined in Delegated Regulation (EU) 2022/1214. To determine the companies that finance these activities, the NACE indicated in the regulation for the nuclear energy and fossil gas activities have been compared. For companies that fulfil these NACE through their business, only four companies and a financed sum of 7.1 million euros (less than 1.5% of the financing to non-financial companies) could have revenues or investment linked to fossil gas or nuclear energy. Based on the information available from our data provider, there is no evidence that they are linked to the technologies indicated in the regulation. As an estimate, given that this data has not been published by the companies, the percentage of energy produced by fossil fuels and nuclear energy of the energy companies in portfolio can be consulted in the "Financial investments" subsection in this chapter.

Regarding the statement of financial guarantees, Caja Ingenieros features an amount of 37.9 million euros in guarantees, of which only one transaction in companies exceeds the criteria to be included in the statement by meeting the thresholds for publishing non-financial information, whereas this transaction has no eligibility or alignment data, so the percentage is 0%.