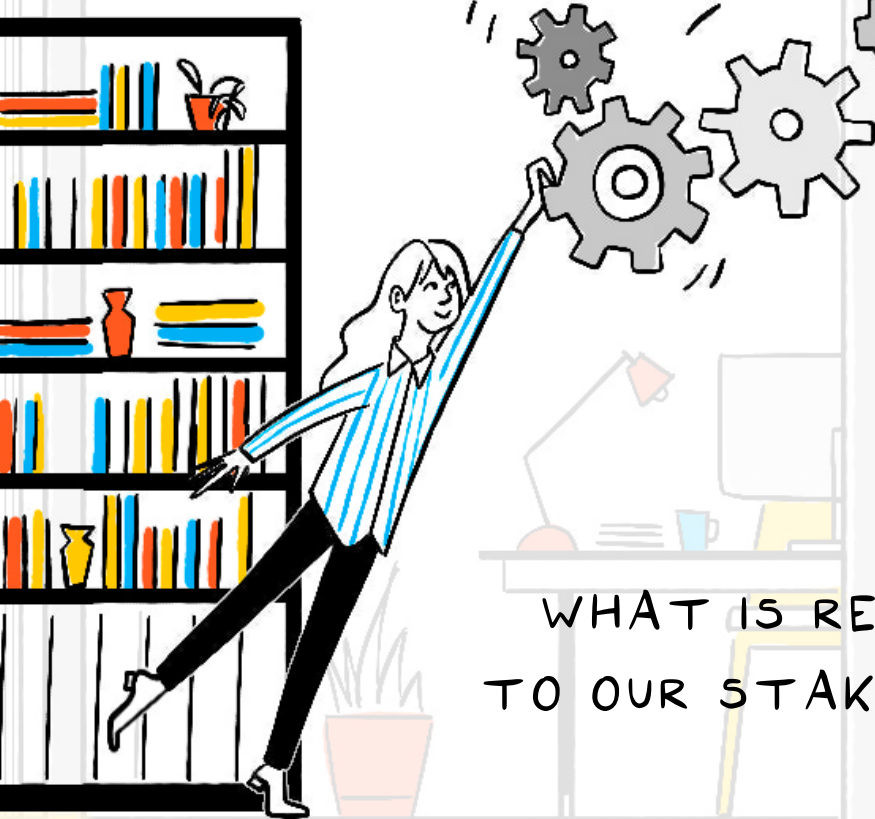




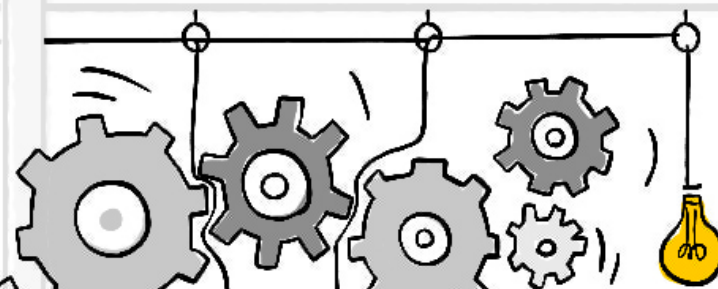
VidaCaixa

SUSTAINABILITY REPORT 2023

2023 AT
A GLANCE



WHAT IS RELEVANT
TO OUR STAKEHOLDERS?



OUR IDENTITY



PEOPLE, FIRST



INCLUSIVE SOLUTIONS



TODAY'S DEVELOPMENT,
TOMORROW'S TALENT



MANAGING CLIMATE RISKS
AND OPPORTUNITIES:
A 360° VIEW



ACTIVE
OWNERSHIP



WELL-BEING, WORK-LIFE BALANCE
AND COLLECTIVE ACTION



CULTURE OF SAVINGS
AND PROTECTION



PROMOTING
THE SECOND PILLAR



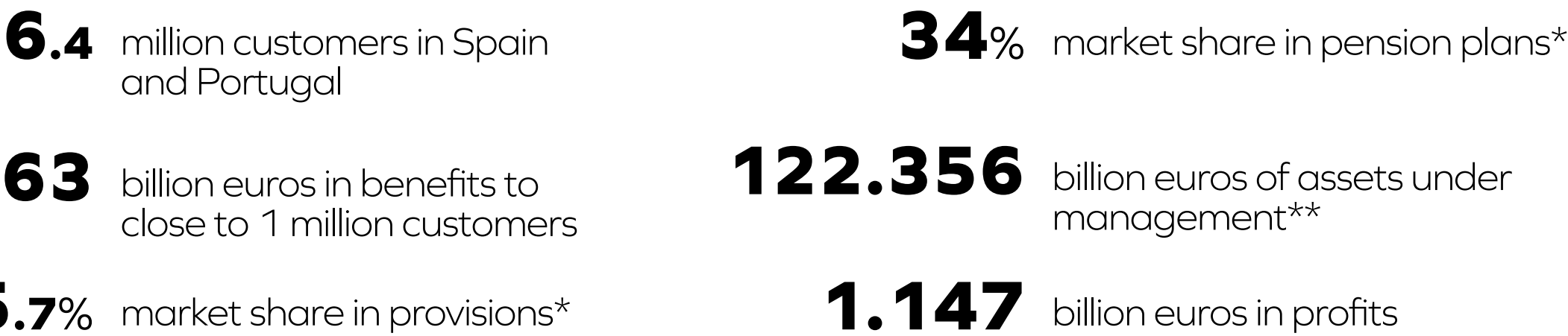
OPERATIONAL AND
FINANCED CARBON
FOOTPRINT

RESPONSIBLE
INVESTMENT



2023 AT A GLANCE

WE ARE THE INSURANCE COMPANY THAT PAYS THE MOST PENSIONS
AFTER THE SOCIAL SECURITY SYSTEM



WE REMAIN FIRMLY COMMITTED TO SUSTAINABILITY

WE PROMOTE A RESPONSIBLE CULTURE



WE PROMOTE A SUSTAINABLE TRANSITION



Highest rating in the most representative module of the United Nations Principles for Responsible Investment (PRI)

WE LEAD THE POSITIVE SOCIAL IMPACT OF OUR INSURANCE ACTIVITY

- ★ First insurer to extend cover to people living with HIV
- ★ Launch of MyBox VidaCare
- ★ CaixaBank’s Employees’ Plan awarded the best occupational pension fund in Spain
- ★ Chosen as the manager of the Simplified Occupational Pension Plan for the Construction Industry and as one of the managers of the new Public Promotion Occupational Funds.

* Market share in Spain.
** Includes Spain (115.441 billion euros) and Portugal (6.915 billion euros).
*** Products contained in Articles 8 and 9 of the Sustainable Finance Disclosure Regulations (SFDR). Includes EPSV and unit linked pension plans.

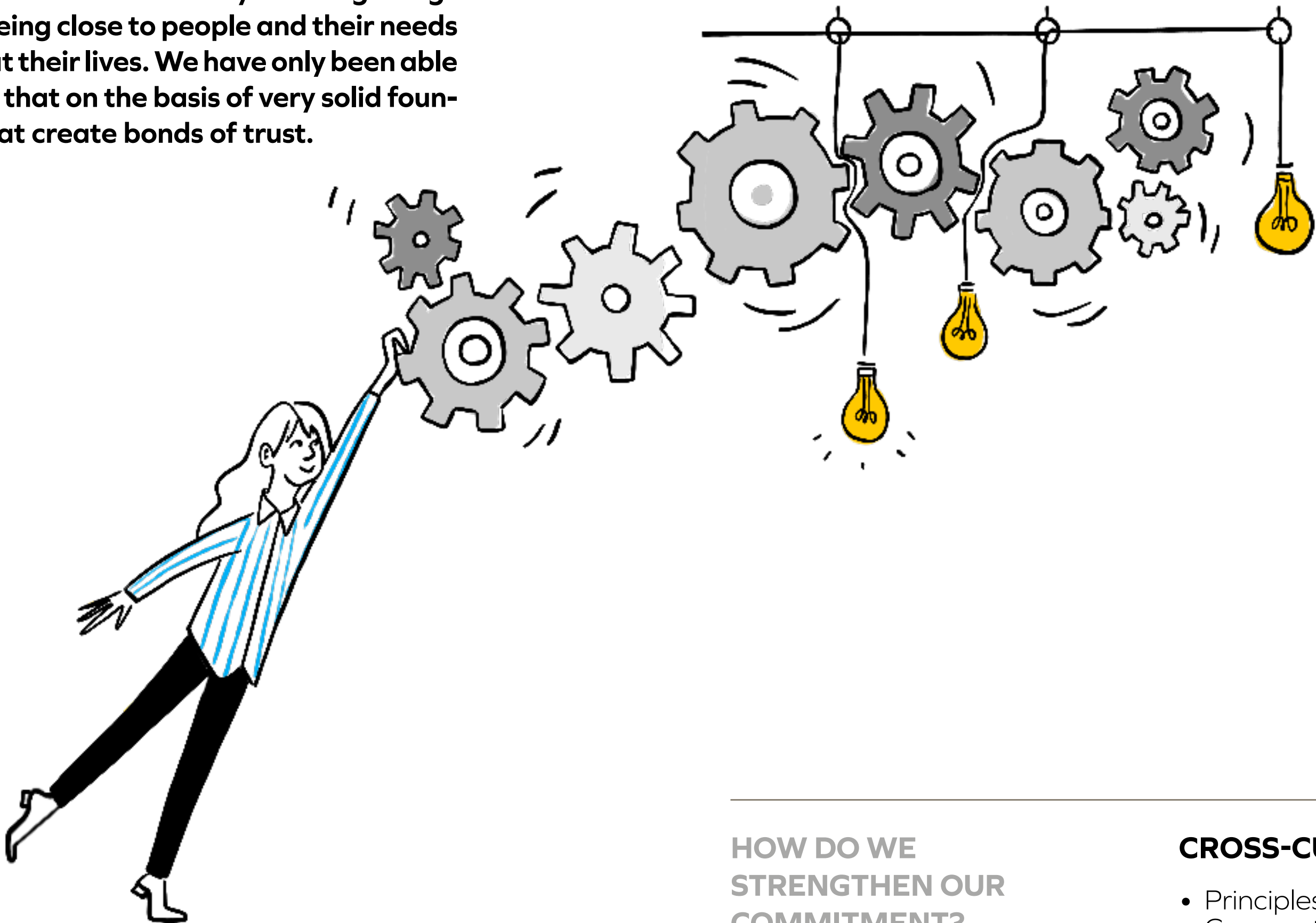


Our Managing Director, Javier Valle, welcomes you to this Report. Click this link to watch the presentation video.

FOR MORE INFORMATION
Financial position and solvency report
Presentation of 2023 results

OUR IDENTITY

Having over 100 years’ experience in the insurance sector reflects our way of doing things well and being close to people and their needs throughout their lives. We have only been able to achieve that on the basis of very solid foundations that create bonds of trust.







FOR MORE INFORMATION

VidaCaixa
VidaCaixa – Sustainability
Principles of Action for Sustainability
CaixaBank’s Consolidated Management Report

WHAT DEFINES US? OUR PURPOSE	'WE INNOVATE TO PROTECT THE WELL-BEING OF PEOPLE'	
WHAT IS OUR ADDED VALUE? VALUES AND CULTURE	VALUES	CULTURE
	Quality	People, first
	Trust	Agility, our attitude
	Social commitment	Collaboration, our strength

HOW DO WE ALIGN OURSELVES WITH THE 2030 AGENDA? MASTER PLAN 2022-2024

STRATEGIC PILLARS

		We promote a responsible culture
		We promote a sustainable transition
		We lead the positive social impact of our insurance activity

HOW DO WE STRENGTHEN OUR COMMITMENT? ALLIANCES, AGREEMENTS AND PARTNERSHIPS

CROSS-CUTTING

- Principles of the Global Compact
- Principles for Responsible Investment (PRI)
- Principles for Sustainable Insurance (PSI)
- AENOR Sustainable Finance Certification

ENVIRONMENT AND CLIMATE

- Net Zero Asset Owner Alliance (NZAOA)
- Climate Action 100+
- Task Force on Climate-related Financial Disclosures (TCFD)
- Spring PRI

SOCIAL

- Advance PRI
- Family Responsible Company (EFR)
- Edad&Vida
- GAVI Alliance

WHAT IS RELEVANT TO OUR STAKEHOLDERS?

Our day-to-day business concerns all issues related to the impact our activities have on the environment (impact materiality) and, in turn, the economic impact of the risks and opportunities that may be generated for our activity (financial materiality).



To prioritise the management of the impacts, risks and opportunities that are relevant to VidaCaixa, we review our materiality analysis annually. To take this a step further this year, we have worked on incorporating the dual materiality approach based on the main methodological recommendations.

This exercise involves various internal and external stakeholders and is submitted to the Management Committee for approval.

1. IDENTIFICATION OF IMPACTS

Identification of impacts, risks and opportunities (IRO) from a dual perspective:

- **Impact materiality.** Analysis of the external context (reference documentation and interviews with internal and external stakeholders).
- **Financial materiality.** Analysis of the internal context (analysis of risks and other corporate information and key internal interviews).

External stakeholders: Sectoral and business organisations, financial analysts, the media and NGOs.

Internal stakeholders: Key areas of the company including Sustainability Management, Risk Management, Regulatory Compliance Management, Accounting Management, legal representation of employees and shareholders.

4. RESULTS

Consolidation of results into a dual materiality matrix. In the event of new material impacts, risks or opportunities being identified,

2. IMPACT ASSESSMENT

Assessment of the IROs based on the variables to obtain the list of material issues:

- Probability of occurrence and severity for **external impacts**.
- Impact and risk scale for **internal impacts**.

Grouping of **IROs** into issues

- 82 impacts, risks and opportunities
- 16 material issues

3. PRIORITISATION OF ISSUES

Prioritisation surveys on the material issues with VidaCaixa’s main internal and external stakeholders.

- **Internal stakeholders** (Impact perspective): Employees, customers and suppliers.
- **External stakeholders** (Financial perspective): Board of Directors, Management Committee and Shareholders.

fied, whether emerging or increasing in importance, they are reviewed and incorporated into the company’s risk management processes and strategic review and decision-making processes.

TOP 3 MATERIAL ISSUES IN ORDER OF RELEVANCE

CYBERSECURITY AND DATA PROTECTION

- Negative impact on employees, customers and suppliers: cybersecurity and data protection breaches
- Operational and reputational risk from cyberattacks and protection breaches
- Risks related to artificial intelligence bias and misinformation

TALENT MANAGEMENT AND CAREER DEVELOPMENT

- Positive impact on employees: skills development and professional growth
- Risk of inability to attract and retain talent

WORKING CONDITIONS, EMPLOYEE SATISFACTION AND WELL-BEING

- Positive impact on employees: social benefits that improve safety and well-being, work-life balance and positive atmosphere in the workplace
- Positive impact on employees and society: stability and high-quality employment
- Negative impact on employees: potential occupational accidents
- Risk of complaints and legal action by employees due to non-compliance with contractual working conditions
- Opportunity for innovation driven by a positive atmosphere in the workplace

WHAT IS RELEVANT TO OUR STAKEHOLDERS?

RESULTS FROM THE 2023 DUAL MATERIALITY EXERCISE

The results are presented in a matrix that makes it possible to combine the perspectives of the business and its stakeholder and to present the results in three impact levels, based on the maximum and minimum scores obtained.

MAIN RESULTS AND CHANGES

- Compared to the previous year, we saw an increase in the importance of social and governance aspects, with **cybersecurity** issues and those related to **employee management** being of particular importance.
- In terms of the trend for **the next five years**, the importance of Cybersecurity and Talent Management is expected to continue, and **Social Impact Solutions** will be included as a critical aspect.
- No risks or opportunities were identified that were not considered and that need to be added to the annual review of the risk catalogue and the emerging risks analysis.

Scope

Environmental

Social

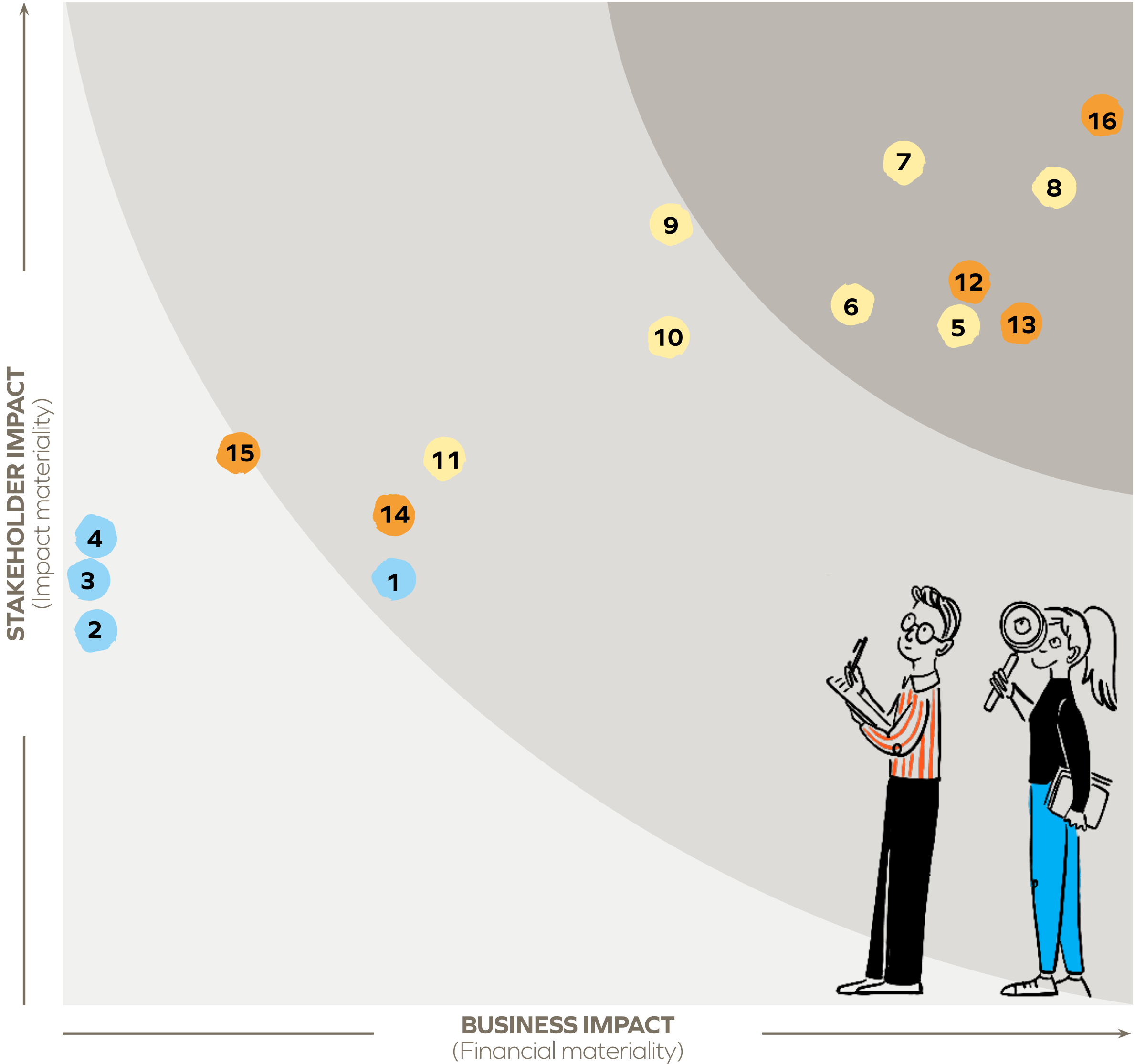
Governance

Impact

≥87% Critical

73-86% High

<73% Medium



MATERIAL ISSUE	IMPACT
16. Cybersecurity and data protection	97%
8. Talent management and career development	95%
7. Working conditions, employee satisfaction and well-being	92%
13. Management of financial and non-financial risks and opportunities	91%
12. Ethics, good governance and responsible culture	91%
5. Clear, simple and transparent communication	90%
6. Accessibility and inclusion	88%
9. Diversity and equality	87%
10. Solutions with a social impact	84%
11. Social action and alliances	78%
14. ESG integration in investment management	75%
1. Managing climate change risks	74%
15. Promoting sustainability in the value chain	73%
3. Investment products with environmental objectives	70%
4. Environmental management and operational carbon footprint	69%
2. Decarbonisation of investments	68%

PEOPLE, FIRST

People are the main asset and the key to the company’s success. They define our day-to-day operations and our business. Our mission is to create excellent conditions based on career opportunities, inclusion, work-life balance, workplace well-being and personal and professional development.

In a year in which the number of employees exceeded 800, continuing to foster an engaged, collaborative and streamlined corporate culture – as well as a close and motivating leadership – has been key to achieving this **organic growth in which people remain at the forefront**. Among the main actions we have promoted or improved during the year, the following stand out:



* Everyone who works for VidaCaixa is governed by the Sectoral Collective Bargaining Agreement, regarding which there is an agreement on the status of

ATTRACTING AND RETAINING TALENT

People are our main intangible asset; therefore, we constantly measure not only our ability to attract but also to retain a talented team that shares the purpose, values and culture of our organisation. From these results, we continuously review internal procedures to further improve the data*. In 2023, for example, we managed to reduce our churn rate from 4.28% to 2.99%.

improvements in the company.
** We have a Whistleblowing Channel through which possible irregularities that may involve breaches of the

DIVERSITY AND EQUAL OPPORTUNITIES

In line with our Code of Ethics**, in 2023 we worked on reviewing our Equality Plan, addressing equal opportunities and non-discrimination on the grounds of sex in recruitment, selection, promotion, training, compensation and communication. As part of this process, we also worked on updating and improving our protocol to prevent and eliminate sexual and workplace harassment.

For the third consecutive year, we have continued our mentoring initiatives. In 2023, this involved ‘**Reverse Mentoring**’, in which five female executives were mentored by four female collaborators.

Finally, during the year, we worked on adherence to the Code of Principles on Generational Diversity.

Code of Ethics can be reported. During 2023, no reports were made regarding corruption, bribery, discrimination, harassment or money laundering.

OUR TEAM IN 2023

- 815 people
- 53% women
- 64 new employees
- 90.4% talent retention rate
- 11.2 working years



DIVERSITY AND EQUAL OPPORTUNITIES

- 43% women in executive positions
- 56% women on the Management Committee
- 1.9% salary gap

FOR MORE INFORMATION

Code of Ethics
Human rights principles

WELL-BEING, WORK-LIFE BALANCE AND COLLECTIVE ACTION

In line with our Sustainability Master Plan and its commitment to a people-centred culture, we continue to develop policies and initiatives that promote health, encourage work-life balance and build family plans.

COMPREHENSIVE WELL-BEING

We are concerned about the well-being of all VidaCaixa’s employees, which is why we promote various initiatives such as fruit in the office, participation in solidarity races with our team of runners or the subscription to the “Gympass” sports and well-being platform, which we launched in 2023.



WORK-LIFE BALANCE

We have been certified as a Family Responsible Company (*Empresa Familiarmente Responsable*: EFR) since 2009, which year after year leads us to improve the initiatives we promote in relation to flexible working and work-life balance.

Some of these measures include flexible working, shorter working days, remote working and digital disconnection. We also promote work-life balance with specific measures for people with family needs.

RETORN VIDACAIXA’S SOLIDARITY ENGINE

Since 2006 we have supported the Retorn initiative, driven by a team of volunteer employees who **promote and manage solidarity actions related to society and social responsibility**. As a result of their dedication, enthusiasm and personal concern, these volunteers are responsible for seeking new actions each year that fulfil Retorn’s *raison d’être*: to care for the planet, people and society by giving back everything they give us.

Initiatives were organised in Barcelona and Madrid during 2023, such as the Sant Jordi solidarity roses, supporting the social projects of the Hospital Order of San Juan de Dios; the solidarity breakfast in favour of the Spanish Association Against Cancer; and the solidarity cinema to benefit children in vulnerable situations.

We also encourage participation and collaboration in other initiatives promoted by CaixaBank’s Social Action, such as the Social Volunteering Month throughout the country and the Christmas initiative “The tree of dreams”, to ensure that children at risk of social exclusion receive the gift they most want at Christmas.

MORE THAN 35 MEASURES AS A FAMILY RESPONSIBLE COMPANY

- Flexible working hours
- A shorter working day on Fridays, the day before public holidays and during the summer
- Support plans for people with family needs
- Remote working
- Occupational Pension Plan contributions
- Health and well-being programmes



FOR MORE INFORMATION

Family Responsible Company
CaixaBank Volunteering

TODAY'S DEVELOPMENT, TOMORROW'S TALENT

VidaCaixa is committed to the professional development of its staff in order to strengthen talent and respond to the challenges of the market and the sector, both present and future.

Talent management and development is an essential consideration in VidaCaixa's daily operations. To improve team training and prepare the team for the future challenges of the sector and the market, we channel training activities through Individual Development Plans. These plans – designed on the basis of development conversations – have specific objectives to be worked on throughout the year, **based on a 70/20/10 learning model**: training, own experiences and shared experiences.

SKILLS REVIEW: DEVELOPMENT CONVERSATIONS

To ensure that Individual Development Plans include key knowledge and skills, we have honed this model with the corporate "Development by Skills" programme. Based on an annual quality conversation between the manager and the person in the team, this tool aims to continue to drive talent development in VidaCaixa.

NOTEWORTHY TRAINING PROGRAMMES DURING THE YEAR

Our comprehensive training project includes compulsory training linked to bonuses, encourages self-learning and promotes the creation of specific "Knowledge Schools".

Some of the compulsory training courses in 2023 were related to issues that are a priority for the organisation: ethics and integrity, vulnerable groups and climate change, decarbonisation and reporting, for example.

With regard to the "Knowledge Schools" or specific training programmes, the following stand out:

ACTIVE LISTENING, CONTINUOUS IMPROVEMENT

To gauge the opinion of the workforce on the measures taken to improve the organisational environment, employee experience and commitment, we conducted the 2023 Radar survey during the year. This was sent to a sample of 40% of the workforce and saw a participation rate of 86%.

- **IFRS 17**: this School aims to further the understanding of the current implications of this regulation for the management of an insurance company. A total of seven groups underwent this training during the year; almost 200 professionals.
- **Expert-level postgraduate course on savings and welfare (DEAP)**: this postgraduate course, which is offered on a voluntary basis, responds to VidaCaixa's desire to maintain its position as a leader in complementary social welfare and its vocation to be a benchmark in retirement management and a leader in knowledge. Throughout the year, a total of 15 people obtained this qualification.



COMMITTED TO TRAINING

60,764 hours of training

2,600 hours of ESG training

99% of people trained in ESG

€ 837,587 invested in training

RADAR 2023 RESULTS

86% participation over the sample

76% favourable

29 points Employee Net Promoter Score (eNPS)

Positive trend in organisational environment results in recent years, with the eNPS improving by 7 points since 2021.

MANAGING CLIMATE RISKS AND OPPORTUNITIES: A 360 VIEW

The significance of climate change-related impacts requires a clear commitment from us to advocate for the transition to a low-carbon economy.

Since 2020, we have supported the principles of the Task Force on Climate-related Financial Disclosures (TCFD), which enable us to assess, manage and disclose climate change-related risks based on four pillars:



In terms of defined targets, as part of our adherence to NZAOA, we have published **intermediate targets** to 2030 for corporate investments in our insurance activity. During 2023, this reduction was 22%.

GOVERNANCE

Managing climate risks and opportunities is integrated into the organisation’s governance model and the company’s global risk management, which involves various governance bodies with specific functions in this area.

RISK MANAGEMENT

Governed by the Global Risk Management Policy, VidaCaixa has a risk management framework that aligns with that of the CaixaBank Group. The climate risk management process is incorporated, across the board, into the general risk management processes.

STRATEGY

Our commitment and strategy are clear. In 2022 we were the first insurance company in the country to join the Net Zero Asset Owner Alliance (NZAOA), promoted by PRI and UNEP FI. This commitment – applicable to the insurance business – is shown in actions to promote climate investment and the exercise of active ownership, which are detailed in the following sections.

METRICS AND OBJECTIVES

To ensure the evolution of our objectives and commitments, we monitor the climate focus of our portfolios by explicitly tracking their exposure to intensive sectors. We also regularly monitor VidaCaixa’s carbon footprint, both operational and funded.

INTERMEDIATE PORTFOLIO TARGETS TO 2030



Reduction of emissions intensity in scopes 1 and 2 on corporate investments by at least 50% by 2030 (baseline year 2019).



Climate dialogues with at least 20 carbon-intensive companies, or those responsible for 65% of the emissions in our portfolio.



Promote investments in climate-positive solutions such as green bonds.

FOR MORE INFORMATION

- Statement on climate change
- Statement on nature
- Members’ Intermediate Targets

OPERATIONAL AND FINANCED CARBON FOOTPRINT

The operational carbon footprint refers to the emissions associated with our day-to-day operations. The financed carbon footprint refers to the emissions generated by our investment portfolio or, in other words, those associated with the companies in which we invest.

Reducing the direct impacts of our operations is a priority for us, which is why we have an Environmental Management Plan 2022-2024, aligned with that of the CaixaBank Group. This Plan is based on eight lines of action, one of which is related to the carbon footprint mitigation strategy.

This strategy has specific reduction targets so that, year after year, we promote technological improvements and best practices, which, thanks to the calculation and monitoring of the carbon footprint, allow us to see how our entire operational footprint evolves annually. However, although we are working to reduce our emissions, there is still some way to go. For those emissions that we have been unable to avoid, we offset them with projects that are mainly carried out in Spain. In 2023, we offset 100% of the emissions in scopes 1 and 3.6, making us **operationally carbon footprint neutral**.

We also constantly monitor the climate focus of our portfolios using a specific scorecard. Thanks to this calculation, based on the GHG Protocol methodology and corresponding to scope 3.15, we can specifically track our exposure to carbon-intensive sectors, understand the carbon footprints of our investments and their evolution, and see how we are achieving our specific reduction commitments.



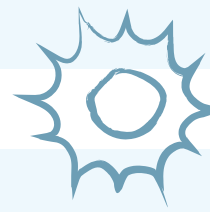
OPERATIONAL CARBON FOOTPRINT



SCOPE 1

5 tCO₂eq same as in 2022
Includes petrol and diesel use from renting vehicles
Scope 2

SCOPE 2



0 tCO₂eq same as in 2022
100% energy from renewable sources (market based).
For location based, it would be 81.71 tCO₂eq



SCOPE 3*

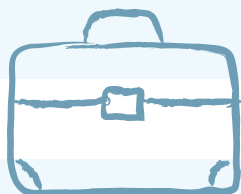
5,166 tCO₂eq +33% vs 2022
3.1. Purchase of goods and services (OPEX)

670 tCO₂eq -80% vs 2022
3.2. Capital goods (CAPEX)

15 tCO₂eq same as in 2022
3.3. Fuel and energy-related activities

458 tCO₂eq +49% vs 2022
3.6. Corporate travel

FINANCED CARBON FOOTPRINT



SCOPE 3

59 tCO₂eq / €m invested
scopes 1+2**
-22% vs 2022

455 tCO₂eq / €m invested
scopes 1+2+3***
+0,9% vs 2022

* The significant changes compared to the previous year in scope 3 are due, on the one hand, to the changes in purchases from suppliers (scopes 3.1 and 3.2) and, on the other, to the extension of the calculation perimeter. In this sense, it has been possible to include the data on emissions associated with staff car journeys in scope 3.6, thereby requiring this to be recalculated with respect to 2022.

** NZAOA perimeter: corporate assets of the insurance portfolio.

*** Due Diligence Statement in relation to Principal Adverse Impacts: assets subject to SFDR in the managed portfolio and in the insurance portfolio.

FOR MORE INFORMATION

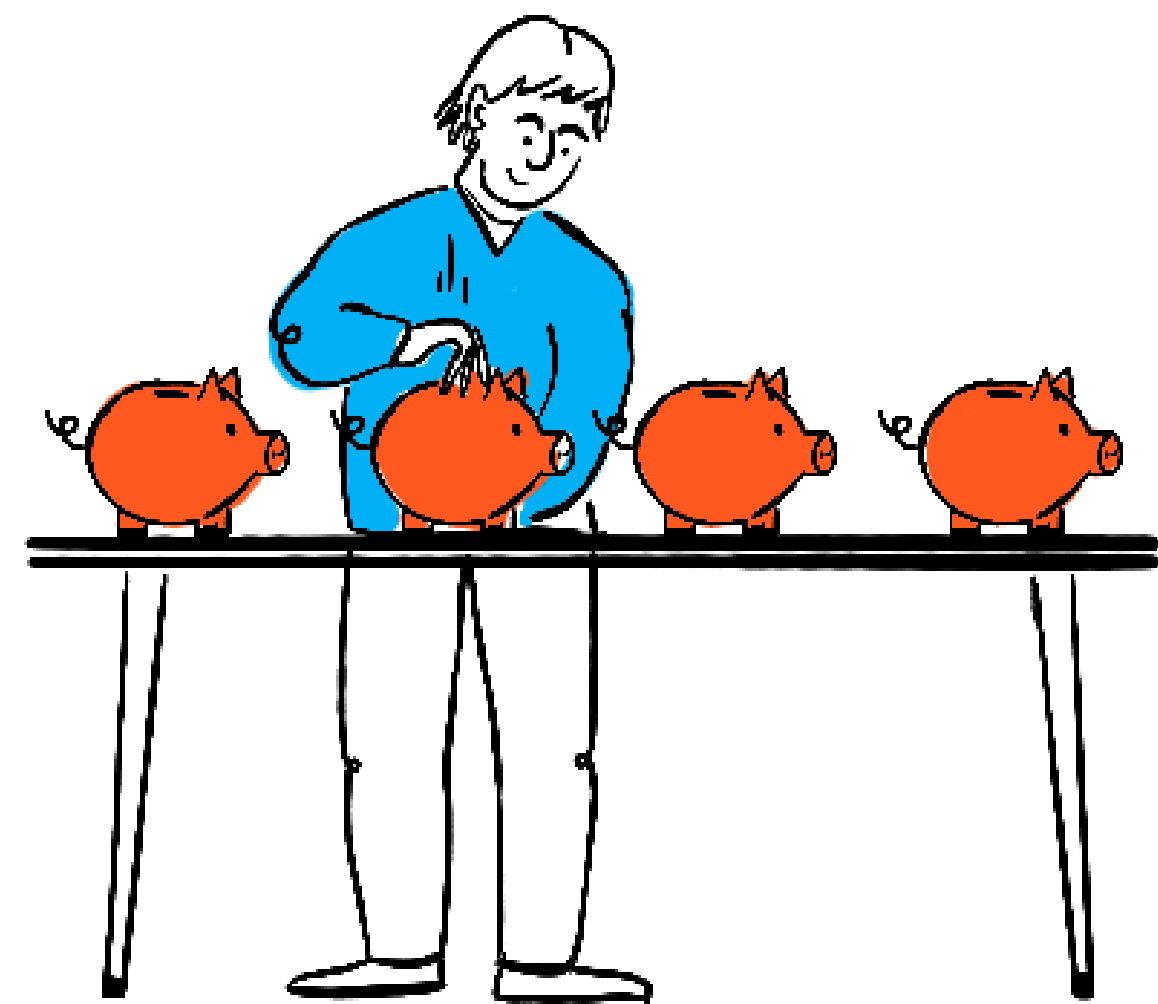
Due Diligence Statement in relation to Principal Adverse Impacts

RESPONSIBLE INVESTMENT

As a financial institution, we are aware of the key role we play in society as a driver of change. We are therefore explicitly committed to Responsible Investment.

We are leaders in investment management. To this end, we have a Responsible Investment model aligned with the best international sustainability management strategies and practices, based on four pillars:

- 1. Analysis and ESG integration criteria in investments
- 2. Impact investing
- 3. Active ownership: dialogue and voting
- 4. Disclosure of the responsible investment



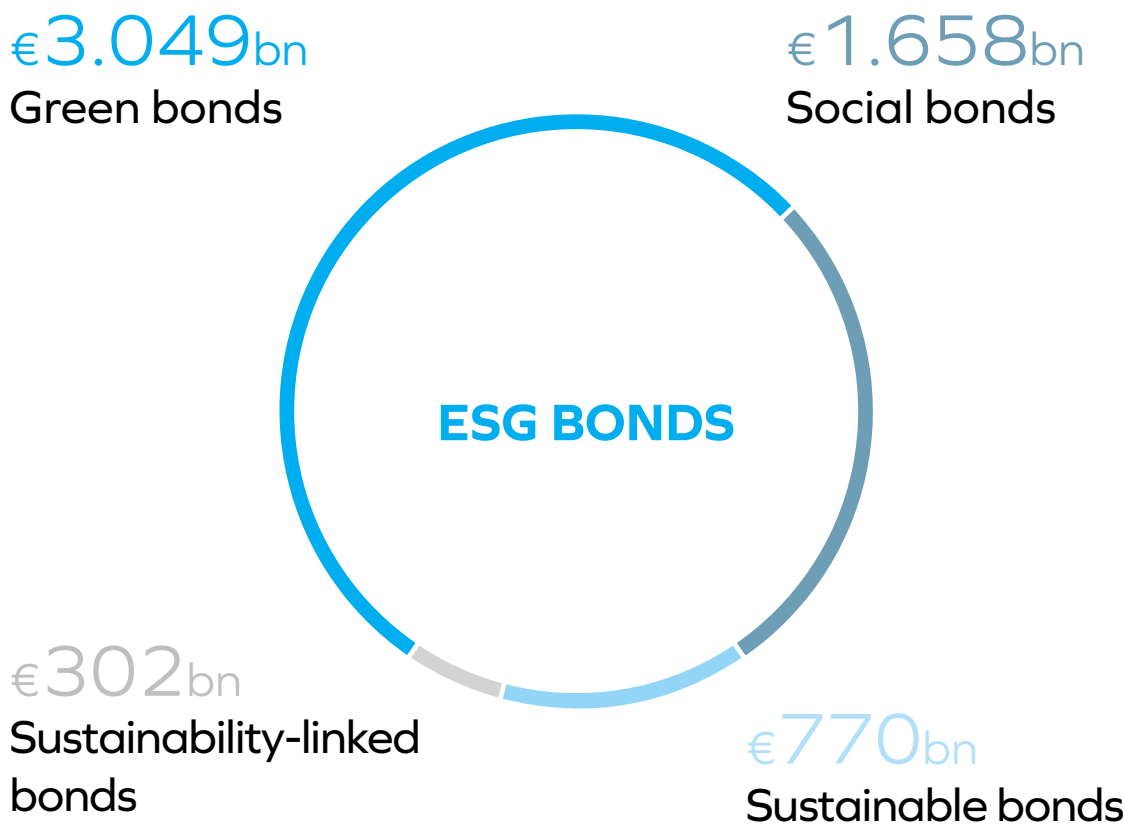
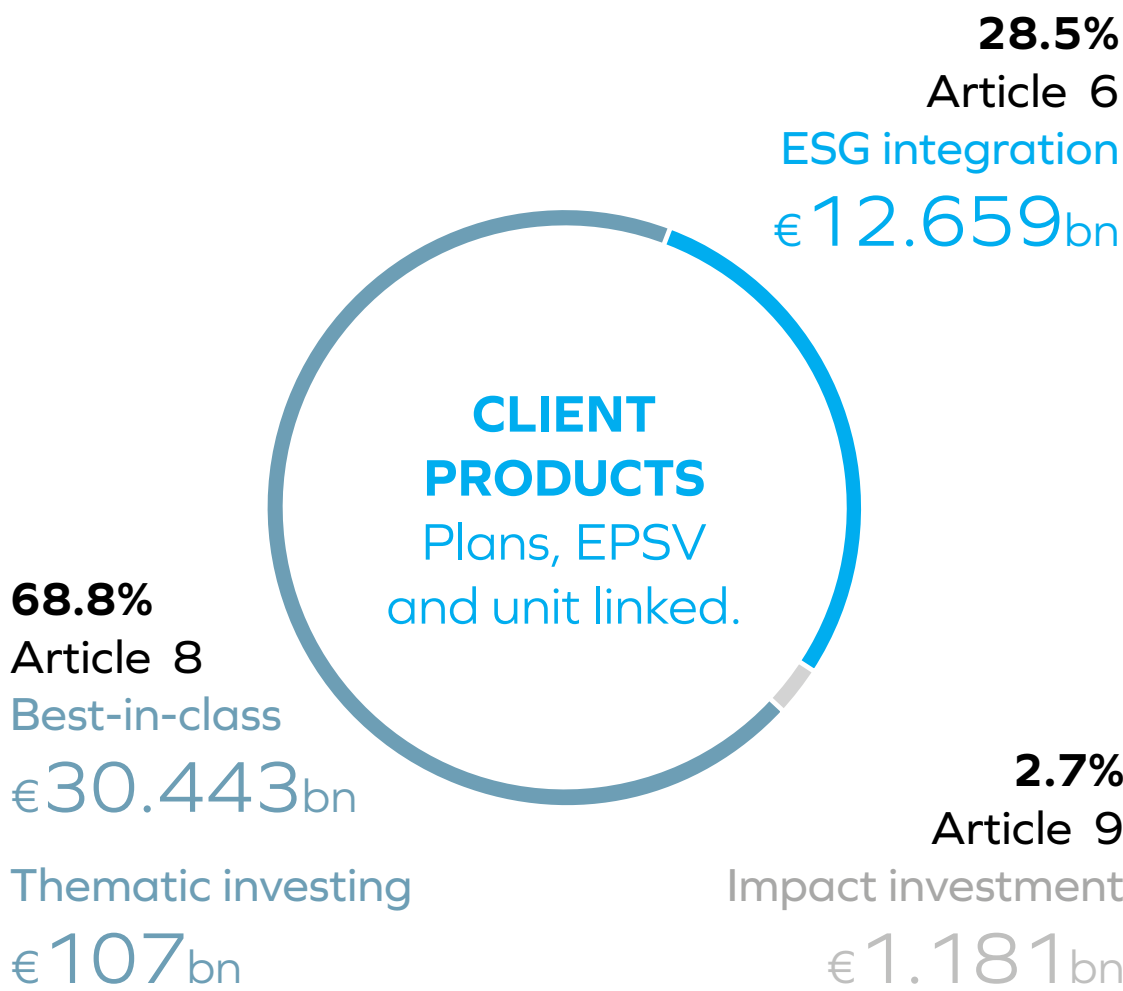
CLASSIFICATION OF CLIENT PRODUCTS

This model has led to **100% of the assets in our investment portfolio** being based on ESG criteria following our Sustainability Risk Integration Policy. On the other hand, our products integrate sustainability criteria, following the Regulation on the Disclosure of Information related to Sustainability in the Financial Services Sector (SFDR). During 2023, we increased our offering of products that promote environmental and social issues (Article 8) and those with specific sustainability objectives (Article 9) to 71.5%.

With this progress, 90% of our individual pension plan offerings fall into the most demanding categories.

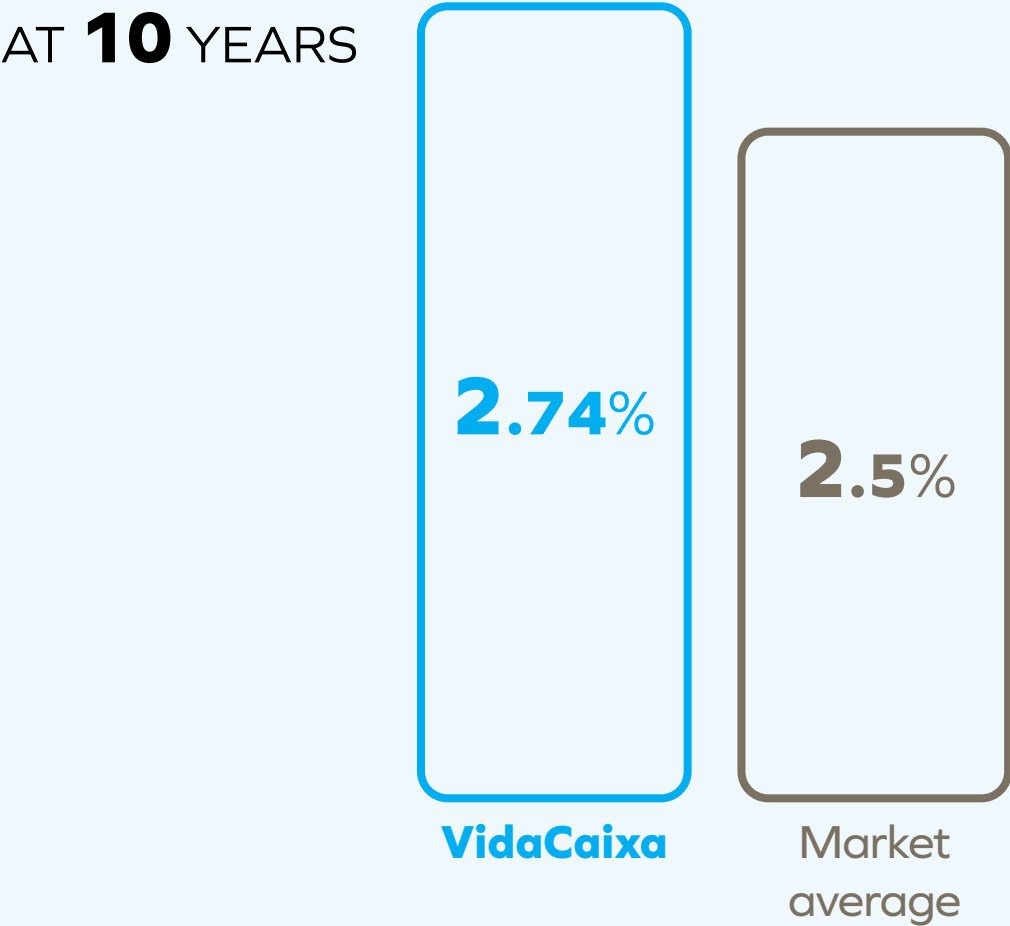
INVESTMENT IN ESG BONDS

Another way of contributing to responsible investment is through green, social, sustainable and sustainability-linked bonds. In 2023, our exposure to ESG bonds increased 3.7%, totalling €5.779bn.



YIELDS ON PENSION PLANS

Yields are compatible with responsible investment, generating returns above the market average



FOR MORE INFORMATION

Policy on the Integration of Sustainability Risks
Classification of SFDR products

ACTIVE OWNERSHIP

We establish constructive dialogues and exercise voting rights in the companies in which we invest, as one more channel to achieve the transition to a more sustainable economy that generates long-term yields.



In line with best practices, we have implemented various active dialogue and voting channels with the companies in which we invest:

DIRECT DIALOGUES WITH COMPANIES OR THROUGH A THIRD PARTY

These are dialogue actions we conduct directly with portfolio companies. In 2023, the main ESG issues discussed were decarbonisation and gender equality.

DIALOGUES WITH THIRD-PARTY FUND MANAGERS

Prior to investing in a fund – and annually thereafter – we carry out **due diligence processes** through which we assess, among other things, ESG policies, exclusions applied and ESG tools. Each year we also select specific fund managers in which we hold in-depth dialogues on their positions in the funds in which VidaCaixa has invested. This allows us to identify possible ESG weaknesses, review their climate commitments and propose corrective measures.

* Includes dialogues with companies led by both VidaCaixa and BPI Vida e Pensões, wholly owned by VidaCaixa.

2023 RESULTS



6
collective
dialogues



22%
of investments in
companies subject to
dialogue processes

124
direct dialogues with
companies on ESG
issues*

16
Meetings where we
voted against board
members due to ESG
controversies or
climate risk

13
dialogues with
external managers

278
ESG due diligence
procedures with
external managers



88
Meetings where we
voted in favour of
shareholder
proposals on
environmental and
social issues



COLLECTIVE DIALOGUES

This type of dialogue is carried out jointly with other investors. We currently conduct them as part of initiatives such as dialogue co-leaders in Climate Action 100+ or through initiatives such as Advance PRI on human rights or Spring on biodiversity.

INVOLVEMENT BY VOTING ON CORPORATE GOVERNANCE DECISIONS

We also exercise active voting rights at the various AGMs of the companies in which we are shareholders (514 votes in 2023). This allows us to support proposals that promote **greater transparency and improved sustainability performance** for example, or to oppose them if we identify weaknesses on ESG issues. We decide on how to vote taking into account the voting recommendations of our proxy advisor, in accordance with our Engagement Policy.

To further improve the implementation of our Engagement Policy, we publish an Engagement Plan each year, setting out specific dialogue objectives for that year.

FOR MORE INFORMATION

Engagement Policy
Engagement Plan 2024

CULTURE OF SAVINGS AND PROTECTION

Extending the savings culture and making it more universal, as well as improving the financial health of our customers throughout their life cycle, is one of the key social functions linked to our activity.

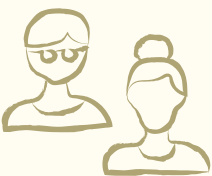
Ever aware of the changing society in which we live and our customers’ changing needs and expectations throughout their lives, we innovate to ensure that we cover these new scenarios with the design and development of our products.



CONSTANTLY EVOLVING PRODUCTS, ADAPTED TO OUR CUSTOMERS

OUR IMPACT

~1 million customers save systematically with contributions of €145/month.



The benefits paid are received by nearly one million customers and families, 80% of whom are over 65 years of age.

* In 2023, all PPI, EPSV, unit linked and PIAS of the Destination Range were reclassified under Article 8, according to the Sustainable Finance Disclosure Regulation (SFDR) for the Financial Services Sector, thereby promoting specific social and environmental characteristics in their investment.

CABK Guaranteed Savings and CABK Project Savings

In a world of higher interest rates, these savings insurance products have been boosted, allowing us to cover the savings needs of those customers who do not want to take risks at maturity.

Destination Range pension plans

Eight years have passed since the launch of this range in 2023 with different savings horizons. These plans, which in 2023 also became Article 8 according to SFDR*, have recorded positive yields since their inception, thereby fulfilling their main purpose of making retirement savings profitable.

MyBox Retirement

This innovative service, which itself integrates three solutions that promote regular and protected savings, is in its first year and has already earned the trust of 70,000 customers.

FINANCIAL CULTURE AT DIFFERENT LIFE STAGES

We extend our role beyond the products we offer, taking on an important informative role through CaixaBank Talks. Notably, in that regard, we take part every year in informative talks for customers, organised by CaixaBank. In 2023, the talks given by VidaCaixa focused on the following challenges:

- **Protecting your life plans:** for customers aged between 35 and 50 who want to protect themselves and maintain their life plans and those of their families.
- **Protecting your present, building your future:** aimed at self-employed people and professionals between 35 and 50, it focuses on how to take into account the need to protect the ability to generate income in the here and now, with retirement in mind.
- **Maximising your savings:** focused on people who are already in retirement, with whom we share our method for saving and managing wealth.

ABOUT CAIXABANK TALKS



256 CaixaBank Talks organised throughout Spain



+2,000 attendees



9/10 average rating by attendees

FOR MORE INFORMATION

CaixaBank Talks
Ruta 67

INCLUSIVE SOLUTIONS

We firmly believe in the social value of insurance and, in order to put people at the forefront, we are working and will continue to work towards making our insurance offering increasingly inclusive.

Another challenge that is intrinsic to our raison d'être is being able to create inclusive products or making the ones we already have in our portfolio more accessible, trying not to leave anyone behind.



MYBOX VIDACARE

Acutely aware of the effect of neurodegenerative diseases, we launched MyBox VidaCare in 2023. This is the first insurance policy that aims to cover the lack of autonomy caused by this type of disease among elderly people, thereby increasing our range of products for this sector. This insurance, in addition to the cover associated with neurodegenerative diseases, includes additional solutions and support services.

BEYOND THE RIGHT TO FORGET CANCER

Our commitment to inclusion has also led us to go beyond the provisions of the Law on the Right to Forget Cancer by providing standard conditions for people who have suffered from breast cancer or certain prostate cancers after one year since starting treatment, without waiting for the five years stipulated by the law. We have also established that long-term blood cancers undergoing treatment should be treated like any other chronic disease.

WE HAVE EXTENDED OUR COVER TO PEOPLE WITH HIV

Thanks to medical advances, the life expectancy of people with HIV is now increasingly closer to that of the general population and health systems are already treating this disease with a chronic approach. Against this backdrop, we have reviewed our underwriting policy to offer comprehensive cover for HIV-positive clients with no pre-existing medical conditions and in treatment, giving access to all cover **without any additional cost or underwriting process**. This action made us the first insurer to extend its cover to include this group.

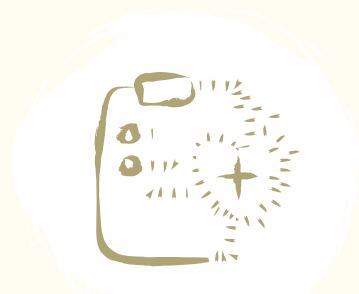
True to our social commitment, we also want to include a social component in our products, so that taking them out has a positive impact on society. To that end, we began to conceptualise **initiatives linked to our savings insurance portfolio** in 2023. These actions, as well as others aimed at furthering inclusion and accessibility, will materialise throughout 2024.

MILESTONES IN INCLUSIVE SOLUTIONS



WE WERE THE FIRST INSURER TO EXTEND COVER TO PEOPLE LIVING WITH HIV.

A pioneering joint project between specialist doctors and reinsurers



WE GO BEYOND THE LAW ON THE RIGHT TO FORGET CANCER

We have created an Experts Committee to keep up to date with medical advances in oncology so as to make our underwriting policy more inclusive

FOR MORE INFORMATION

Press release
MyBox VidaCare Insurance

PROMOTING THE SECOND PILLAR

Sectoral and demographic changes highlight the importance of designing solutions that promote the second pillar of social welfare. As market leaders, VidaCaixa is taking on this challenge.

So that people can complement their Social Security pensions (also known as the first pillar of social welfare) in the future, we have been focusing our efforts for years on offering individual welfare products or third-pillar products, such as pension plans or insurance policies that individuals can take out at any point in their lives.

Now, in order to continue making progress on social welfare, we are taking important steps to promote the second pillar, that is, in the welfare provision directly promoted by companies and aimed at generating savings for the retirement of the people who work for them.

Thanks to our track record and experience in managing pension funds, as well as the excellent results obtained, we have been chosen to manage the Simplified Occupational Pension Plan for the Construction Sector and are one of the five management companies chosen to promote the new Publicly Promoted Occupational Funds.

SIMPLIFIED OCCUPATIONAL PENSION PLAN FOR THE CONSTRUCTION SECTOR

This is the first Sectoral Occupational Pension Plan that has been launched and has been proposed as a **new form of retirement savings** for employees or self-employed workers, which also entails tax advantages for those involved. This plan is expected to benefit close to one million employees and around 400,000 self-employed people.

In June 2023, we were the company chosen to manage this pension fund, which will

become mandatory in 2024 for companies in the construction sector in Spain and will be made up of mandatory contributions from companies and voluntary contributions from self-employed workers.

This project – managed through the VidaCaixa Aporta+ platform – was a challenge for us in terms of developing and organising management models, which required cross-cutting collaboration.

PUBLICLY PROMOTED OCCUPATIONAL PENSION FUNDS (FPEPP)

In 2023, we were also selected as one of the five management companies that will be responsible for promoting publicly promoted occupational pension plans, which will involve the creation of three open pension funds: fixed income, mixed income and variable income.



THE THREE PILLARS OF SOCIAL WELFARE



FIRST PILLAR

Public Pension System



SECOND PILLAR

Company Social Welfare

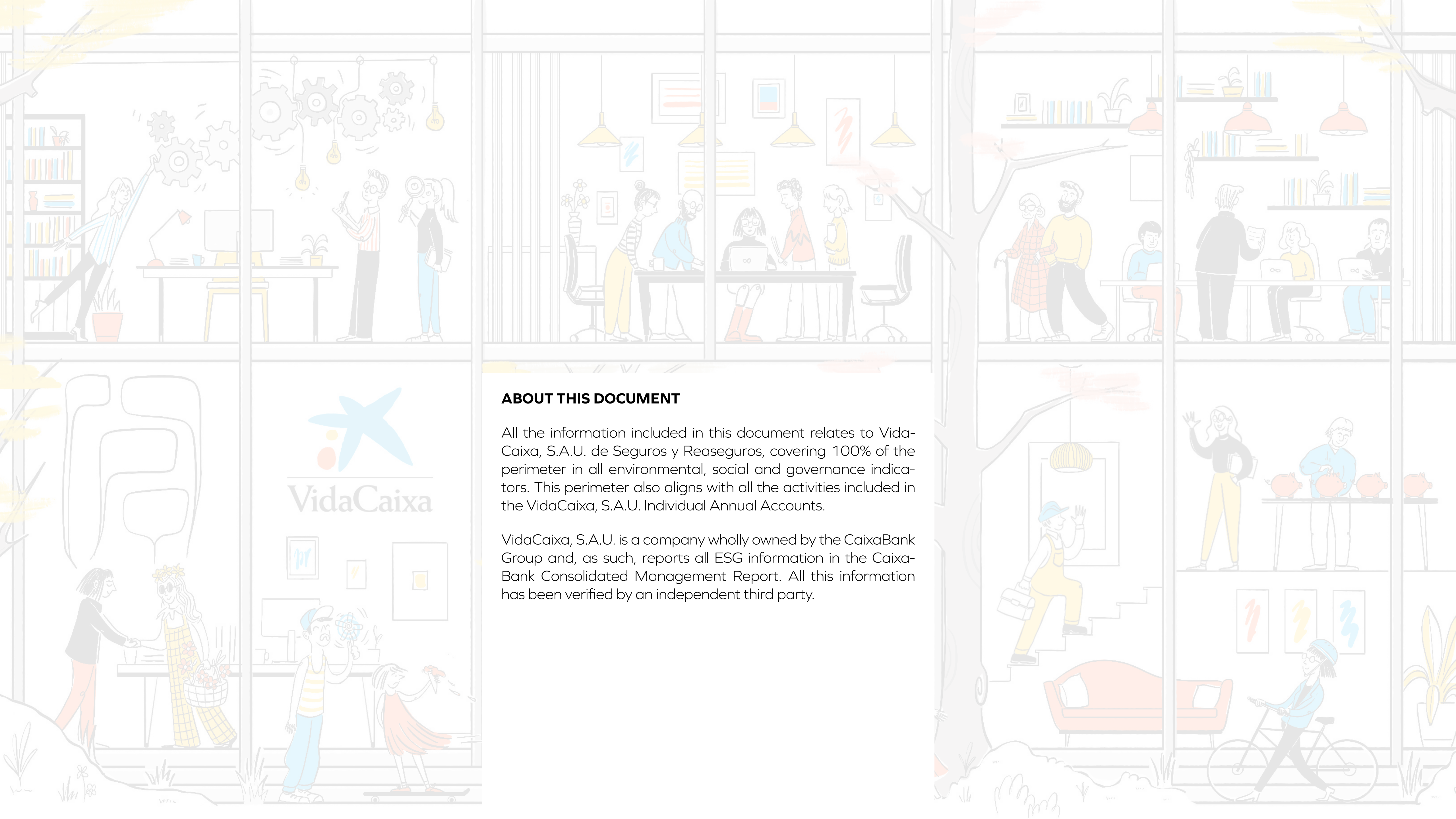


THIRD PILLAR

Individual / Private Welfare

FOR MORE INFORMATION

*Simplified occupational pension plan
VidaCaixa Aporta+*



ABOUT THIS DOCUMENT

All the information included in this document relates to Vida-Caixa, S.A.U. de Seguros y Reaseguros, covering 100% of the perimeter in all environmental, social and governance indicators. This perimeter also aligns with all the activities included in the VidaCaixa, S.A.U. Individual Annual Accounts.

VidaCaixa, S.A.U. is a company wholly owned by the CaixaBank Group and, as such, reports all ESG information in the Caixa-Bank Consolidated Management Report. All this information has been verified by an independent third party.