

Committed to Sustainability

STRATEGY, ACTION, AND RESULTS

2025



Grupo  CaixaBank

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SUSTAINABILITY HIGHLIGHTS



1

HIGHLIGHTS

ENVIRONMENTAL



Engagement Actions

Individual meetings with Customers to support their climate transition, representing 38% of corporate financing exposure

[ESRS E1-4](#)

SOCIAL



BPI and the "la Caixa" Foundation Joint Action

143 235 beneficiaries of the social commitment of BPI and the "la Caixa" Foundation

[Joint Action with the "la Caixa" Foundation](#)

RECOGNITION



ESG Fitch Rating

Rating '2' out of a total of 64 points (scale 1–5*, score 0–100)

[Reliable Processes and External Evaluations](#)



Euromoney Award

BPI voted 'Best ESG Bank in Portugal'

[Key Events](#)

CROSS-CUTTING



Sustainable Financing Mobilisation

1 840 M.€ in sustainable financing for companies and retail

[Sustainable Financing Mobilisation](#)



ESG Investment Products

7 283 M.€ in ESG investment products (insurance and funds) held at BPI

[Sustainable Intermediation](#)



Green Lectures **

2 420 attendees

[Training for Sustainability](#)

* Where 1 is the best rating and 5 is the worst

** Specific ESG skills training for the sales team

SUSTAINABLE VALUE



2

SUSTAINABLE VALUE CREATION

The **sustainable value creation** is part of Banco BPI's mission and identity, and guides the way in which the Bank defines its strategy, conducts its business and engages with its different stakeholders. In fulfilling this mission, BPI is progressively integrating environmental, social, and governance factors into its operations, recognising its role in financing and supporting a sustainable economic transition.

In defining its strategy, BPI addresses these factors from a **double materiality perspective**. On the one side, it considers their relevance in identifying opportunities and managing risks that affect its financial profitability and operational continuity. Furthermore, it is committed to reducing the negative impacts and maximising the positive impacts of its activities on society and the environment.

In 2025, building on the experience gained and seizing the opportunity to ensure alignment with the new 2025–27 Strategic Plan, the Bank decided to update its double materiality assessment.

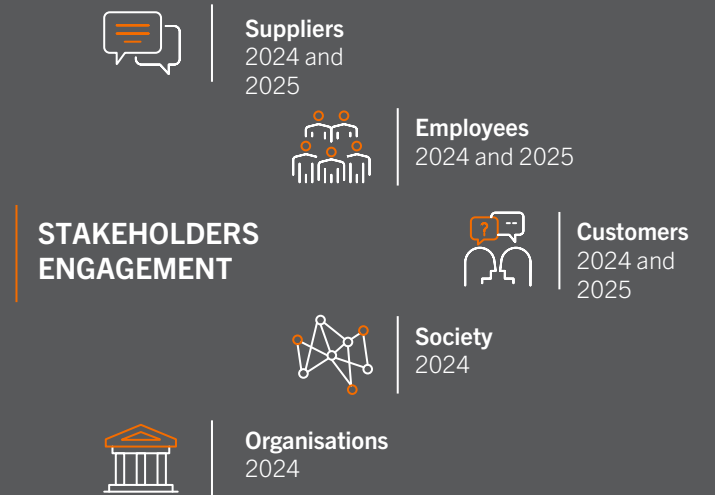
Double Materiality Assessment Process



* IRO – Impacts, Risks, and Opportunities

Stakeholders consultation contributes across the board and is essential in the double materiality assessment.

The 2024 hearing was supplemented in 2025, with Employees, Customers, and Suppliers being consulted through *online* surveys, *focus groups*, and interviews.



MATERIAL TOPICS AND SUB-TOPICS

The double materiality assessment process resulted in **six material topics**, four of which correspond directly to the European Sustainability Reporting Standards (ESRS) and two Entity Specific (ES) topics:

- Climate Change (E);
- Employees (S);
- Consumers and End Users (S);
- Business Conduct (G);
- Cybersecurity and Information Security (ES);
- Sustainable Finance (ES).

2.1 IMPACT, RISK, AND OPPORTUNITIES (IRO) MANAGEMENT

As evidenced by the Double Materiality exercise, the society and the environment have a significant impact on the Bank, and BPI may also cause, directly or indirectly, through financing to customers or its operational activity, including suppliers, impacts on the environment and society.

The importance of ESG factors to the Bank requires comprehensive management of IROs, which is reflected in:



**Principles
Policies
and Statements**



**Integration into
strategy and
business
model**



**Robust
processes and
external
evaluations**



**Memberships and
alliances**



**The Bank's approach
to the SDGs**

2.1.1 PRINCIPLES, POLICIES AND STATEMENTS

In recent years, BPI has established a set of guiding principles and statements that reflect its commitment to sustainability and set out the guidelines for decision-making and the management of BPI's key IROs.

In addition, the Bank has a set of policies for managing IROs directly related to Customers, Employees, and Suppliers, such as:

CROSS-CUTTING

ACTION PRINCIPLES IN SUSTAINABILITY MATTERS

Further details in ESRS E1-2

ENVIRONMENT

CLIMATE CHANGE STATEMENT

Further details in ESRS E1-2

NATURE STATEMENT

HUMAN RIGHTS

HUMAN RIGHTS' PRINCIPLES

Further details in ESRS S1-1

ETHICS AND CONDUCT

CODE OF ETHICS

Further details in ESRS G1-1

ANTI-CORRUPTION POLICY

Further details in ESRS G1-1

In addition, the Bank has a set of policies for managing IROs directly related to Customers, Employees, and Suppliers, such as:

EMPLOYEES

- Recruitment and Selection Policy
- Talent Management Policy
- Training Policy
- General Remuneration Policy
- Preventing and Combating Harassment Policy

SUPPLIERS

- Supplier Code of Conduct
- Purchasing Principles

CUSTOMERS

- Communication Policy
- Commercial Communication Policy
- Product Governance Policy
- Complaints and Claims Handling Policy
- Credit Risk Management Policy
- ESG Risk Management Policy

2.1.2 INTEGRATION INTO STRATEGY AND BUSINESS MODEL

The main impacts on the environment and society are caused indirectly, through its customers' activities.

As such, BPI is committed to supporting its customers, both companies and individuals, in the sustainable transition and decarbonisation, and has, to that end, identified company sectors with the highest exposure to climate and transition risks. To facilitate this transition, the Bank:

- invests in training its commercial network and specialised teams to respond to Customer needs;
- promotes the ESG products' dynamisation;
- encourages Customer engagement.

On the other side, there is also concern about limiting the association with negative impacts of company customers, as well as managing the risks associated with them.



Climate change

- **Integrarion into strategy:**
Driving Decarbonisation of the Business Fabric- SBP 25-27.
- **Approach:**
[E1-Climate Change](#)



Customers

- **Integrarion into strategy:**
Getting closer to Customers - PE 25-27.
- **Approach:**
[S4-Consumers and End Users](#)



Sustainable finance

- **Integrarion into strategy:**
Sustainable financing leveraged on growth vectors - SBP 25-27.
- **Approach:**
[ES2-Sustainable Finance](#)



Employees

- **Integrarion into strategy :**
Getting closer to Employees - PE 25-27.
- **Approach:**
[S1-Employees](#)



Business conduct

- **Integrarion into strategy:**
Inherent to the Bank's way of acting and positioning itself as set out in the Code of Ethics.
- **Approach:**
[G1-Business Conduct](#)



Cybersecurity and information security

- **Integrarion into strategy:**
Cybersecurity Master Plan
- **Approach:**
[ES1-Cybersecurity](#)

2.1.3 ROBUST PROCESSES AND EXTERNAL EVALUATIONS

To ensure integrated management of IROs, BPI establishes comprehensive processes and subjects them to external assessments. Of particular note are the **Human Rights Due Diligence process** and the **Environmental Management System**.

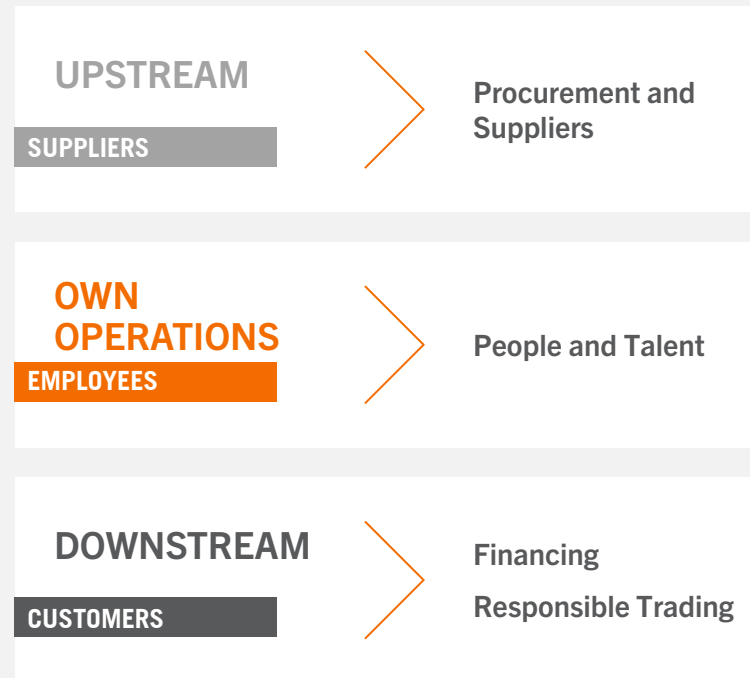
HUMAN RIGHTS DUE DILIGENCE (HRDD)

BPI is committed to Human Rights, as set forth in "[Human Rights' Principles](#)". In this context, it ensures this in its own operations as well as in customers and suppliers *onboarding*

In 2023, BPI conducted a **HRDD**, which was evaluated by an external advisor. The process is designed to ensure that your activities and relationships with stakeholders are consistent with your commitments.

The exercise focused on the main activities carried out throughout the value chain, namely Suppliers, Employees and Customers:

A revision of this exercise is being conducted in 2026.



ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)

Since 2020, the Bank has had an EMS certified to ISO 14001, which covers three areas:

- operation;
- risk management;
- business in the environmental/climate sustainability field.

In 2025, BPI renewed its ISO 14001 certification, maintained voluntary certifications that promote sustainable construction, and began implementing ISO 50001.









EXTERNAL EVALUATIONS

ESG Rating | Sustainable Fitch

- An independent and internationally recognised assessment of the Bank's ESG performance and the maturity of its sustainability strategy.
- BPI was assigned a rating of "2," corresponding to a score of 64, placing the bank in the top quartile (top 25%) of the financial institutions evaluated.








2.1.4 MEMBERSHIPS AND ALLIANCES

Banco BPI seeks to expand its operations through several mergers, alliances, and partnerships.

 <p>UN Global Compact</p> <ul style="list-style-type: none"> A United Nations initiative that promotes the adoption of Ten Principles on Human Rights, Labour, Environment and Anti-Corruption, promoting alignment with the SDGs. Activities for 2025: Participation in learning groups and publishing of the Communication on Progress (COP). 	 <p>Principles for Responsible Banking</p> <ul style="list-style-type: none"> Commitment to the SDGs and the Paris Agreement, integrating sustainability into banking activities. Promotes access to international benchmarks and improvement in ESG impact assessment. Activities for 2025: Participation in working groups on the Circular Economy, Human Rights, and Social Inclusion, and reporting in accordance with the <i>framework</i>. 	 <p>Business Council for Sustainable Development (BCSD)</p> <ul style="list-style-type: none"> Business Council for Sustainable Development, focused on ESG practices. <i>Networking</i> and access to expert knowledge. Activities for 2025: Participation in groups focused on sustainable finance, biodiversity, and the circular economy. 	 <p>GRACE – Responsible Companies</p> <ul style="list-style-type: none"> Business association that promotes Social Responsibility and Corporate Sustainability. Sharing best practices and participation in thematic clusters. Activities for 2025: Contribution to Sustainable Finance and Climate Action Initiatives.
 <p>Family-Responsible Companies</p> <ul style="list-style-type: none"> The Másfamilia Foundation initiative seeks to ensure policies that promote well-being, flexibility, and inclusion, increasing motivation and engagement. Activities for 2025: Internal actions to reinforce diversity and equality. 	 <p>Women's Empowerment Principles</p> <ul style="list-style-type: none"> Initiative by UN Women and UN Global Compact to promote gender equality. Guidance for inclusive policies and valuing diversity. Activities for 2025: Internal actions to strengthen equity and female empowerment. 	 <p>Portuguese Charter for Diversity</p> <ul style="list-style-type: none"> Voluntary commitment to internal diversity and inclusion policies. Valuing difference as a factor for innovation and competitiveness. Activities for 2025: Implementation of practices to reinforce equal opportunities. 	 <p>Act4Nature</p> <ul style="list-style-type: none"> Initiative promoted by BCSD Portugal for the protection and promotion of biodiversity, establishing a commitment to mitigating environmental impacts. Activities for 2025: Implementation of actions to integrate nature into the Bank's strategy.

2.1.5 THE BANK'S APPROACH TO THE SDGs

BPI has identified 7 priority Sustainable Development Goals (SDGs) to guide its sustainability efforts, along with the corresponding KPIs for monitoring progress. BPI and the “la Caixa” Foundation supported the [SDG Observatory in Portuguese Companies and the ODSlocal Platform](#).

SDGs	KPI	2024	2025
 1. No Poverty UN Goal: 1.4	# of beneficiaries within the scope of joint action with the “la Caixa” Foundation in initiatives that contribute to poverty alleviation	89 785	121 325
	# accounts in Minimum Banking Services	21 244	22 225
	# commission-free accounts for PSSI	970	1 002
 5. Gender Equality UN Goal: 5.5	# partnerships	1	1
	% women on BD	47%	47%
	% women in management positions	45%	45%
 8. Decent Work and Economic Growth UN Goal: 8.5	M.€ training credits	3.2 M.€	2.7 M.€
	€ minimum retribution for Banco BPI employees, including meal allowance	> 1 400 €	> 1 400 €
	# of beneficiaries within the scope of joint action with the “la Caixa” Foundation in initiatives that contribute to supporting social inclusion	1 746	1 852
	# of beneficiaries within the scope of joint action with the “la Caixa” Foundation in initiatives that contribute to social inclusion	89 785	121 325
	# of beneficiaries supported	+17 000	22 127
 10. Reduced Inequalities UN Goal: 10.2; 10.3; 10.4	# of volunteering hours	+9 300	16 227
	# of volunteers	+2 100	3 194
	% of accessible commercial spaces	75%	75%
	# companies subject to sustainability risk analysis	2 383	2 787
	M.€ in financing for companies for sustainable transition	1 323 M.€	1 157 M.€
 13. Climate Action UN Goal: 13.2; 13.3	M.€ in financing to individuals for sustainable transition	365 M.€	490 M.€
	% operational carbon footprint offsetting (Scopes 1, 2, and cat.3.6)	100%	100%
	% of employees trained in ethics and conduct/PML	98%	100%
 16. Peace, Justice, and Strong Institutions UN Goal: 16.4; 16.5; 16.6; 16.7	# of awareness-raising initiatives on Compliance issues	17	15
	# partnerships in the sustainable finance ecosystem	4	4
 17. Partnerships for the Goals UN Goal: 17.6	# working groups on sustainability	3	4

OUR STRATEGY

3



STRATEGIC PRIORITIES 2025-27

BPI has approved its **Strategic Plan for the 2025–27 period**, which reflects its commitment to maintaining a focus on Customers, Employees and Society, to being bold in transforming the Bank, and to remaining steadfast on the path to growth.

With this Strategic Plan, BPI aims to continue anticipating the future by combining technological advancements with human interaction, creating an increasingly better and more distinctive Customer experience.

The three pillars of the new Strategic Plan are:

GET CLOSER

TRANSFORM

GROW



GET CLOSER

... TO CUSTOMERS

Always focusing on the Customer

... TO EMPLOYEES

Strengthen the attraction and development of talent

... TO THE SOCIETY

Intervene with the capacity and experience of the "la Caixa" Foundation



TRANSFORM

Establish the **technological foundations of the future**

- Data Architecture
- API-fication

Evolve processes to **towards "Operations 0"**

R(évolution) in IT, operations, and processes on the way to **"cognitive bank"**



GROW

Be even **stronger** in

- Mortgage Loans
- Private Banking
- Large Corporates

Grow in the **SMEs** and **Retail's** Businesses

Finance the transition to **sustainability**

3.1 SUSTAINABLE BANKING PLAN 2025-27

The 2025–27 Sustainable Banking Plan (SBP) implements the 2025–27 Strategic Plan regarding sustainability, emerging in a challenging context marked by the simultaneous acceleration of climate-related events and apparent political backsliding on the issue, particularly with the easing of legal requirements in Europe.

The Plan is structured around two ambitions and four lines of work, based on cross-cutting instruments to support its implementation:

The SBP contributes to the following pillars of the 2025-27 Strategic Plan:



GET CLOSER



GROW



Sustainable financing
leveraged by
vectors fo growth

Grant **4.4 Bn.€** in
sustainable financing
(cumulative, period 25-27)



To boost the
decarbonisation
of the **business fabric**

Engage with **90%** of corporate customers that are
materially relevant to BPI (sectors under the Net Zero
commitments)

Meet **annual** Net Zero targets aligned with
decarbonisation trajectories by 2030



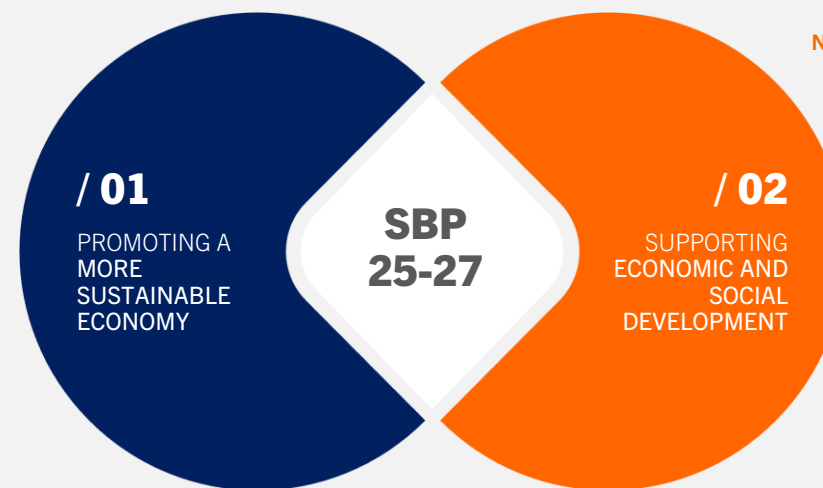
Strengthening **social and**
financial inclusion

No. of beneficiaries under BPI's social
commitment
| "la Caixa" Foundation



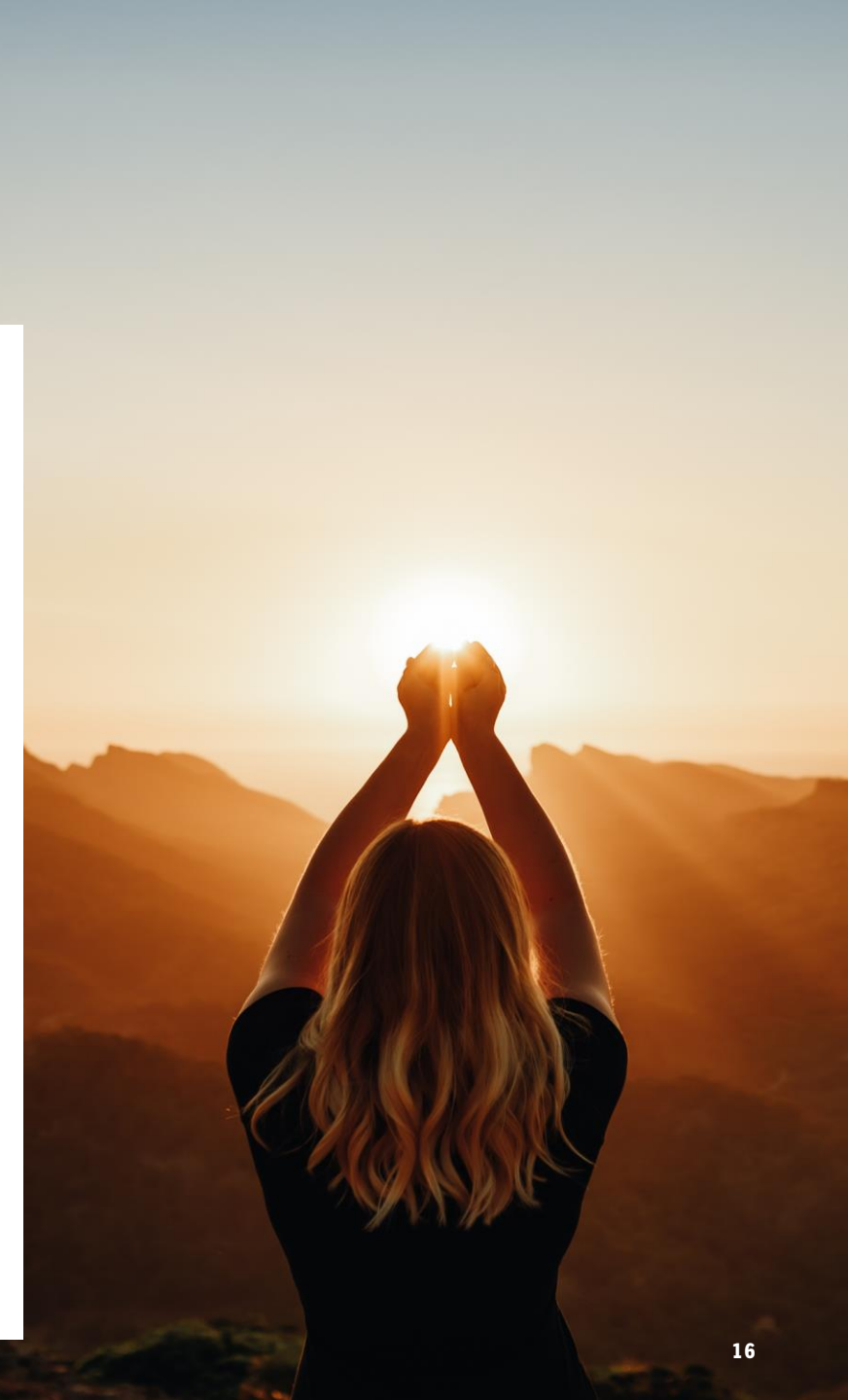
Supporting
employability and
entrepreneurship

Support for employability and
job creation within the banking sector,
and as part of our social commitment



3.1.1 PROGRESS

AMBITION	FOCUS AREA	METRICS AND TARGETS	2025 RESULTS
1 / PROMOTING A MORE SUSTAINABLE ECONOMY	Sustainable Financing	Grant 4.4 Bn. € in sustainable financing (cumulative, 25-27 period) Target	1.84 Bn. €
	Decarbonisation of the business sector	Achieve 90% of engagement with companies in sectors under Net Zero Target commitments	100%
		Meet annual Net Zero targets aligned with decarbonisation trajectories by 2030	4/5
2 / SUPPORTING ECONOMIC AND SOCIAL DEVELOPMENT	Social and Financial Inclusion	Number of beneficiaries of inclusive solutions promoted by BPI and the BPI/"la Caixa" Foundation social commitment	74 568
	Employability and Entrepreneurship	(a) Number of people whom BPI has supported in improving their employability and (b) Direct jobs created in the context of banking activity and social commitment	(a) 3 321 (b) 3 793



OUR PERFORMANCE



4

4.1 Sustainable Financing Mobilisation

As part of the [Sustainable Banking Plan 2025-27 \(PBS\)](#), BPI has set as a strategic objective the **mobilisation of a cumulative volume of 4.4 billion euros in sustainable financing by 2027**, covering environmental, transition and social measures.

In 2025, the Bank mobilised **1.84 billion euros** in sustainable financing, an amount corresponding to **42%** of the target set in the SBP for the 2025–27 period. This performance reflects the Bank's progress in achieving its strategic sustainability goals and demonstrates customers' embrace of financing solutions aligned with ESG practices.

	2025	Target 2025	GOAL 2025–2027
Raising of Sustainable Financing (M.€)	1 840	1 340	4 420
% Compliance		137%	42%

The [Sustainable Financing Guide](#) sets forth the criteria for determining the eligibility of sustainable transactions, ensuring the proper accounting of BPI's sustainable financing targets.

Sustainable financing mobilisation

531M.€

Individuals

29% | of the Sustainable Financing Mobilisation

Key driver

- Mortgage Loans with Certificates A+, A, and B

1 308M.€

Companies

71% | of the Sustainable Financing Mobilisation

Key driver

- Energy efficiency projects
- Industrial Decarbonisation Projects
- Renewable Energy Integration Projects

By 2025, the number of Companies with this type of financing had increased by 41%

EMPLOYEE TRAINING

- Ambassador Programme
- CaixaBank Sector-Specific Training
- Green Lectures

Further information at [Skills for Sustainability](#)

CUSTOMER ENGAGEMENT

- BPI Meetings
- Engagement Actions
- BPI Water Forum

ESG RISK POLICY

The [ESG Risk Management Policy](#) aims to establish principles and mechanisms that ensure the governance, management, and control of negative impacts associated with customers.

The Policy identifies the sectors and activities that may have negative impacts on the environment and society and sets forth restrictions on engagement with such customers and activities; it applies to companies in the context of establishing business relationships, granting new loans, renewing or renegotiating credit and guarantees, as well as any other form of financing.

2 787

companies analysed under the ESG Risk Policy, representing:

36%

of the transactions in the loan book; and

41%

of the total exposure contracted by the Companies segment.

4.1.1 SOCIAL

In 2025, BPI will continue to finance projects with a **positive social impact**, particularly in the field of social housing and projects aimed at providing public services or services at subsidised prices, such as hospitals and university halls of residence.

The Bank began monitoring financing comparable to family microcredit (financing for families in economic vulnerability circumstances) and financing for private social solidarity institutions (PSSI), thereby expanding the scope of sustainable financing in the social dimension.

Financing with a positive social contribution

Hiring in 2025 (M.€)

Corporate and Institutional	81.3
Financing for Companies with a positive social contribution	50.1
Funding for PSSI	31.2
Individuals	41.9
Financing with a positive social contribution - Health and Training	3.7
Microfinance for Families	38.2

172 M.€ | Loans linked to the simultaneous fulfilment of environmental and social KPIs hired in 2025

4.1.2 ENVIRONMENTAL

As part of the environmental component of its sustainable business strategy, BPI focuses primarily on financing energy efficiency and renewable energy, both in the residential and commercial building sectors and in renewable energy generation projects.

The Bank also supports sustainable mobility solutions and transition initiatives, notably through the provision of sustainability-linked loans tied to key performance indicators (KPIs) aimed at reducing greenhouse gas emissions.

1 647 M.€

Sustainable Business
Environmental Stream

1 157 M.€

Company Customers

490 M.€

Individual Customers

Individuals

113 M.€ | A+ energy certificate

236 M.€ | A energy certificate

114 M.€ | B energy certificate

27 M.€ | Car financing

0.5 M.€ | Renewable energies

Companies

409 M.€ | Energy Efficiency in Real Estate

356 M.€ | Industrial Decarbonisation

246 M.€ | Renewable Projects

128 M.€ | Green Mobility

19 M.€ | Other environmental financing

4.2 ENVIRONMENTAL INFORMATION



BPI Bank is committed to a carbon neutrality till 2050, by reducing emissions associated with its financed loan portfolio and its own operations.

4.2.1 DECARBONISATION OF THE FINANCED PORTFOLIO

BPI is committed to contributing to rapid but consistent decarbonisation, supporting its customers in their journey towards a greener economy.

In this context, BPI has begun measuring emissions from its financed portfolio and has set interim decarbonisation targets for 2030 in the most carbon-intensive sectors, in line with its ambition to achieve carbon neutrality by 2050. In 2025, annual *net-zero* targets and customer *engagement* goals for the *net-zero* scope were also established for 5 of the 8 sectors with 2030 targets - oil and gas, electricity, automotive, iron and steel, and coal - with all of them, except for the automotive sector, remaining within the projected margins.

Sector	Emissions Scope	Units	BASELINE		PERFORMANCE			TARGETS (IN VAR. % COMPARED TO BASE YEAR)	EXPOSURE TO PERIMETER DECARBONISATION (M. €)
			Year	Value	2025	Δ 24–25	Δ baseline-25	2030	2025
Oil & Gas	1+2+3	mt CO ₂ e	2021	0.96	1.1	17%	11%	-23%	488
Electricity	1	kg CO ₂ e/MWh	2021	175	123.1	27%	-30%	-30%	631
Automobile	3, cat.11: tank-to-wheel	gCO ₂ e/vkm	2022	169.2	177.8	11%	5%	-33%	343
Iron and Steel	1+2	kg CO ₂ e/ steel	2022	1 141	990.8	-8%	-13%	-10% to -20%	18
Coal	n/a	M€	2022	0.4	239.5	2%	n/a	-100%	239
Aviation	1; tank-to-wake	gCO ₂ e/RPK	2022	85.81	81.2	-1%	-5%	-30%	33
Commercial Real Estate	1+2	kgCO ₂ e/m ²	2022	51.5	38.7	-22%	-25%	-41%	230
Residential Real Estate	1+2	kgCO ₂ e/m ²	2022	10.1	12.9	1%	28%	-19%	14 070

The key driver for decarbonisation lies in engaging with customers by offering solutions that support and can accelerate their decarbonisation plans. In addition, the plan includes the possibility of rebalancing the portfolio toward customers with lower emissions and, ultimately, reducing the risk associated with certain counterparties that are not committed to the transition to a low-carbon economy.

The sectors for which commitments have been made are consistent with the materiality analysis of transition risk, considering both portfolio exposure and the level of impact of transition risk. At the end of 2025, corporate exposure in sectors subject to decarbonisation targets stood at approximately:

representing
4 473 M.€ > **38%**
 from the business financing exposure

4.2.2 Decarbonisation of Own Operations

Integrated into the Sustainable Banking Plan, the new Environmental Management Plan (EMP) 25-27 reinforces BPI's commitment to decarbonisation and reducing the environmental impact of its activities, maintaining the main lines of the previous cycle (22-24) and introducing a more robust and results-oriented approach.

	2024	2025	Δ (%) 24-25
Scope 1	3 105	2 815	-9%
Scope 2 (market-based)	0	0	--%
Scope 2 (location-based)	2 196	1 518	-31%
Scope 3*	13 290	14 004	5%
CO₂ location-based global emissions	18 591	18 337	-1%

*The figure shown includes Cat. 15 emissions

2030 GOALS

BPI has set GHG reduction targets for its operational activities for 2025–2027 and 2030 as part of its 2025–2027 strategic plan.

In Scope 1, the target does not represent an emissions reduction goal; rather, it aims to limit future increases in emissions associated with changes in the BPI fleet, reflecting its electrification as well as the replacement of technical equipment to improve energy efficiency. In Scope 2, the objectives reflect the expected electricity savings associated with efficiency measures, as well as the continued use of 100% renewable electricity.

Action plan	Objectives	Real	Targets (baseline 2024)			
		2025	2025	2026	2027	2030
Carbon footprint reduction strategy	Scope 1 Emissions Evolution	-9%	--%	--%	--%	--%
	Emissions Scope 2 Evolution (location-method)	-31%	-1%	-2%	-5%	-7%

Note: The trends in Scope 2 emissions (market-based method) and, consequently, the trends in Scope 1 & 2 emissions (market-based method) are not shown because they are zero. This is because the Bank purchases Guarantees of Origin (GoO) from Endesa and Galp, ensuring that the electricity it consumes at all its facilities comes 100% from renewable sources.

4.2.3 ENVIRONMENTAL MANAGEMENT PLAN

Carbon footprint reduction strategy

- Carbon Footprint Calculation
- Reduction of CO₂ emissions
- CO₂ emissions offsetting₂

Promoting resource efficiency

- Energy: 100% renewable electricity
- Paper: 87% of recycled waste
- Water: -10% total water consumption (yoy 2024)

Commitment to the Circular Economy

- BPI bank cards 100% recycled and recyclable
- ENTRAJUDA Partnership (4,931 pieces of repurposed equipment)

Reducing the environmental impact of the supply chain

- Implementation of a carbon footprint survey targeting strategic suppliers (resulting in a 24% response rate of complete and reliable responses)

Promoting sustainable mobility

- 112 bicycle parking spaces in the central buildings
- +14% hybrid vehicles (yoy 2024)

Implementation of new certifications and renewal of existing ones

- ISO 14001: 100% of BPI's central buildings are certified
- ISO 50001: Currently being implemented

4.3 SOCIAL INFORMATION

4.3.1 EMPLOYEES

Throughout the Bank's history, it has built a strong relationship with society, its customers, and its Employees, based on its values: **Quality, Trust, and Social Responsibility.**



43%

57%



4 476

Employees

98% | Permanent contract

10% | Employees <30
(+4.3 p.p. vs. 2024)

47% | Women on the Board
of Directors

45% | Women in
leadership roles

3.3% | Employees
with disabilities

TALENT DEVELOPMENT AND ATTRACTION

1.8M.€ | Training expenses

84% | Employees covered
by performance evaluation

481 | New entries
(64% hiring <30)

274th | Total training hours

62.6^h | Average number of training
hours per employee

Initiative Examples:

- Monthly Welcome Programme for New Employees
- Annual Meeting
- BPI 5+ Meeting
- Grow with BPI
- Academies and Internships
- CaixaBank exchanges

INTERNAL COMMUNICATION AND CULTURE

- Strengthening of Customer-centric culture;
- Family-responsible company (FRC);
- Special mention should be made of two internal communication campaigns: the launch of the "Tudo Conta" brand and the relaunch of the AGE brand.

SAFETY, HEALTH, AND WELL-BEING

- Measures to prevent and mitigate risks to Employee Health and Safety.
- **Viver+ Programme:** aims to promote the health and well-being of employees by encouraging them to maintain an active lifestyle outside of work and raising their awareness of the importance of physical and mental self-care.
- Measures to help Employees achieve a balance between their personal, family, and professional lives.
- **Non-discrimination, diversity and inclusion:** BPI has developed a Diversity and Inclusion Programme that focuses on three pillars: i) gender diversity; ii) age diversity; and iii) disability diversity.

- 4%

Workplace
accidents
(vs 2024)

0.5

Accident
frequency
index

2.4%

Absenteeism
rate due
to illness
and accidents

COMPENSATION AND BENEFITS

- "Ser BPI Compensa" Programme;
- Internal *awareness* campaign;
- Benefits in the following areas: family; work; health and well-being; and finances.

4.3.2 CUSTOMERS

Reinforcing its commitment to Quality as a pillar of BPI’s culture, customer proximity and focus are a strategic priority for BPI, as reflected in the **2025–2027 Strategic Plan**.

In this context, the Bank strives to ensure Customer satisfaction and continuously improve the Customer experience by offering a variety of communication channels and resorting to feedback tools that enable it to monitor and gain a deeper understanding of customer needs.

Based on the several inputs received from Customers - including complaints, customer and employee surveys, and compliments - we continue to identify areas where the Customer experience can be improved; BPI has managed to implement more than 50% of the initiatives identified by 2025.

In terms of market performance, among the results achieved by BPI in 2025, a key highlight is the consolidation of BPI’s leadership in the Mystery Customer study, which assesses the service provided to potential Customers at the Counter.

In this semi-annual study, conducted by an independent external firm in the 1st and 2nd halves of 2025, BPI achieved the following results compared to its main competitors:



At the same time, BPI remains committed to transparent and clear communication, providing accurate and accessible information about its financial products and services. This communication is not only a key factor in Customer satisfaction, as it enables informed and conscious decisions, but also addresses the risks and material impacts identified by BPI as part of its materiality analysis. This risk/impact, related to the themes of Value Proposition, Responsible Marketing, and Customer Satisfaction, pertains to risks arising from practices, or the perception of such practices, such as *greenwashing*.

RESPONSIBLE AND TRANSPARENT COMMUNICATION

- BPI Talk: Greenwashing
- Training in Greenwashing and Socialwashing
- Revision of the Sustainable Finance Guide

PRODUCT GOVERNANCE

- Product Validation Committee
- Transparency Committee

BUSINESS WITH IMPACT - ASSESSING CHANGE

Individuals

- Credit viewed as a facilitating tool to meet specific needs;
- **54%** of households say they would not have been able to achieve their goal without credit;
- **95%** indicate that the need has been fully or partially met;
- **Main needs:** home improvements (32%), vehicle purchase/repair (31%), debt consolidation (19%).

Companies and STs

- Credit acts as a financial lever for existing companies; focus on production and management needs;
- **97%** report that their needs have been met;
- **Use of credit:** financial management, business/activity expansion;
- **Key needs:** equipment (42%), cash flow (26%), materials/stock (16%);
- **Impact on employment:** 1,821 to 2,061 new jobs created.

BPI also offers accounts with special terms designed for **non-profit social institutions and accounts offering basic banking services.**

1 002 | PSSI Bank Accounts

22 225 | Minimum Banking Service Accounts

4.3.3 SOCIETY

BPI VOLUNTEERING PROGRAMME

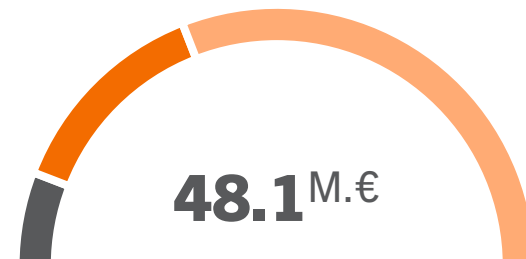
- **“BPI Volunteering Month”:** Throughout the month of May, employees, both current and retired, were encouraged to get involved, preferably during work hours, in initiatives that have a positive social impact, promote animal welfare, or help protect the planet.
- During the year 2025, **231** initiatives were organised, involving **3 194** volunteers, over **16 thousand** volunteer hours and benefiting more than **22 thousand** people.

JOINT ACTION WITH THE “LA CAIXA” FOUNDATION



It has always been part of BPI's identity to contribute to the progress and well-being of the community in which it operates, by supporting social and cultural projects promoted by institutions of recognised merit.

/ 2025 Investment by “la Caixa” Foundation



BPI's investment in 2025 amounted to 660 thousand euros.

SOCIAL PROGRAMMES (EXAMPLES)

BPI “la Caixa” Foundation Awards

Support for projects run by private nonprofit organisations that promote improved quality of life and equal opportunities for socially vulnerable individuals.

Proinfância Programme

Support for children and young people aged 0 to 18 and their families who are in vulnerable circumstances.

Humaniza Programme

Comprehensive support for people with advanced illnesses and their families, provided by professional teams who supplement medical care with psychosocial and spiritual support.

Incorpora Programme

Supporting vulnerable individuals in accessing the labor market, thereby contributing to a more socially responsible society.

Promove Programme

Non-repayable support for innovative initiatives in strategic areas for the development of Portugal's inland regions.

“Sempre Acompanhados” Programme

Support for seniors to maximise their personal development and contribute to active and healthy ageing.

Decentralised Social Initiative

Support for projects run by private or public nonprofit institutions that are BPI Customers, through the Bank's Commercial Networks – Private Individuals, Companies and Institutions.

FROM THE START

€42 million amount of support

1 288 projects supported

273 th. beneficiaries

2 796 children

1 798 households

33 proinfância networks

21 territories

86 124 People served by the Psychosocial and Spiritual Support Teams (PSST) and Home-Based Palliative Care Teams

3 987

participating/contracting companies

11 407 job postings

53 social institutions

29.7 M.€ (6.3 M.€ from FCT) in funding

88 pilot projects

44 engaging R&D projects

67 ideas supported

331 th. beneficiaries

1 436 projects

8.7 M.€ investment

IN 2025

5 M.€ amount of support

120 projects supported

41 th. beneficiaries

1 451 children

977 families

18 Proinfância Networks

12 territories

14 993 People served by the Psychosocial and Spiritual Support Teams (EAPS) and Home-Based Palliative Care Teams

936 participating

companies/contractors

1 852 job postings

53 social institutions

7.7 M.€ (1.3 M.€ from FCT) in funding

19 pilot projects

14 engaging R&D projects

20 ideas supported

633 seniors assisted

2 cities

78 th. beneficiaries

339 projects

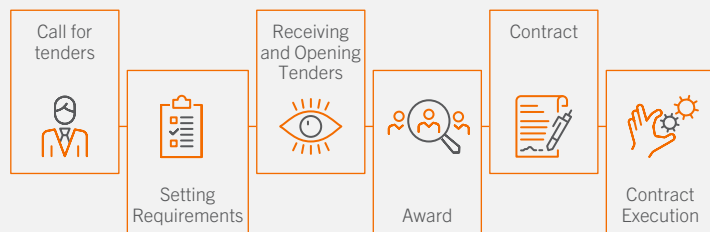
2.0 M.€ investment



4.4 GOVERNANCE INFORMATION

SUPPLIER RELATIONSHIP MANAGEMENT

BPI's fundamental principle is to contract suppliers who incorporate high ethical, social, environmental and governance standards, establishing commercial relationships based on transparency, integrity, respect for human and labour rights, promoting the adoption of corporate purchasing principles and the Supplier Code of Conduct, thus ensuring that the entire supply chain acts in accordance with the Bank's values.



401

Active suppliers

81%

Local suppliers - Portugal

75%

Expenditure with domestic suppliers

INTEGRATION OF ESG CRITERIA INTO HIRING PROCESSES

In 2025, BPI revised its internal guidelines for the Procurement and Contracting of Goods and Services, strengthening the integration of ESG criteria into approval processes. ESG criteria will be added to the economic and technical criteria that will continue to be considered in the selection of the best supplier. BPI plans to implement this new policy by 2026, incorporating ESG criteria.

- These criteria are now considered in:
- Supplier Approval;
- Analysis and consideration of competing proposals;
- Decision-making matrix;
- Continuous assessment of supplier performance.

The adoption of ESG criteria will enable the Bank to assess suppliers' positioning on issues such as the environment, human rights, ethics and governance.

CORRUPTION AND BRIBERY PREVENTION AND DETECTION

BPI has a set of policies for managing issues such as corruption and bribery, specifically:

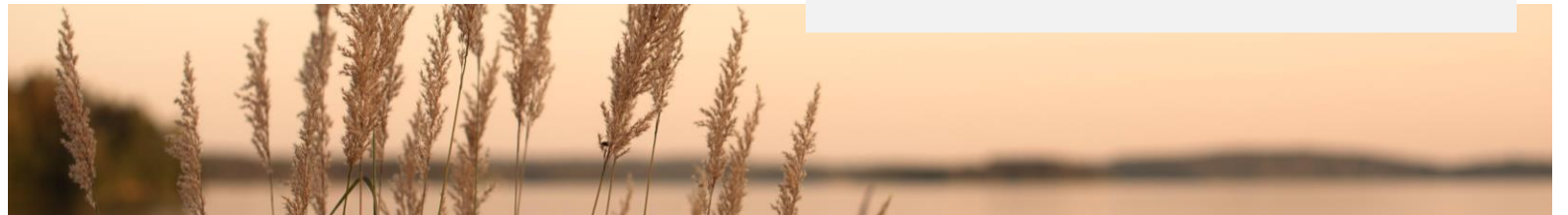
- ✓ Code of Ethics
- ✓ Anti-Corruption Policy
- ✓ Whistleblowing Policy
- ✓ Conflict of Interest Management Policy

In 2025, the Bank issued its annual assessment report on the Corruption Prevention Plan, in accordance with applicable law.

During the same period, Banco BPI had no confirmed cases or convictions related to corruption or bribery.

100%

Duties required to undergo training in Ethics and Corruption Prevention



4.5 CYBERSECURITY

The Bank continues to provide ample material and human resources necessary to effectively address Cybersecurity challenges.

Independent third parties conduct ongoing tests and simulations with the aim of proactively identify potential opportunities for improvement.

The security posture is assessed on a recurring basis by a leading company (Bitsight), based on its internal methodology, with the objective of being at the top of the peer group.

Investment made (M. €)

Allocated employees

Simulations carried out with attacks on the system

Phishing simulations

Phishing simulation success rate (%)

BITSIGHT BPI Rating [300-820]

2024

2.95

19

4

9

4.5

800

2025

3.37

21

13*

8

5.9

810

*The security programme has evolved into a more comprehensive all-hazards model, based on a risk management framework, which includes ongoing testing and well-established detection and response processes.



BPI

Grupo  CaixaBank

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