

COMPLIANCE STATEMENT TO SUPPLIERS

Integrity and transparency are fundamental values for each company at CaixaBank Group and for all the professionals who provide services to the Group. Evidence of this commitment can be found in the Codes of Ethics and the set of approved CaixaBank's conduct policies.

Especially at this time of year, we believe it is important to inform you of the CaixaBank Group's criteria for gifts and invitations, considering the provisions of the Supplier Code of Conduct [Supplier Code of Conduct ENG.PDF \(CaixaBank.com\)](#) which applies to you as a supplier:

“The suppliers will not accept nor offer gifts, benefits, favours or provisions free of charge that are intended to improperly influence their business, professional or administrative relationships.”

What are the guidelines for accepting gifts for CaixaBank Group employees?

As established in the Corporate Anti-Corruption Policy (accessible through the CaixaBank corporate website - [Main ethics and integrity policies | CaixaBank](#)), any gift, regardless of the amount, should be understood as a courtesy gift.

There are several criteria that must be fulfilled, otherwise the gift must be refused by the employee. These are:

- You may not offer gifts if you are involved in a **tender process** in any of the CaixaBank Group companies, provided that the employee receiving the gift participates in the process or can influence it.
- The decision to offer the gift **must be voluntary, it cannot have been previously requested by the employee**. Moreover, the acceptance cannot create an expectation of reciprocity.
- **The gift may not be in cash** or equivalent, **regardless of the amount** (e.g. gift cards).
- Subject to the above criteria, **the value of the gift may not exceed €150**. This limit applies to the aggregate value of all gifts offered within a 12-month period.
- It must be sent to the employee's workplace, **never to the employee's home address**.

What should you consider when inviting CaixaBank Group employees?

In certain circumstances, with the aim of strengthening the professional relationship, invitations may be granted. In accordance with the Corporate Anti-Corruption Policy, we should mention the following:

Gastronomic invitations: you may make gastronomic invitations as long as they are **reasonable within the business context being developed**.

Invitations whose purpose is to improperly influence the relationship between the parties are excluded.

Invitations to events or acts: any invitation to an act or event made by a supplier to a CaixaBank Group employee is understood to be made to CaixaBank/ Group Companies. It means that **travel, accommodation and representation expenses shall always be covered by CaixaBank / Group companies and paid directly to the service provider**.

These expenses shall comply with the following criteria:

- They shall be reasonable and not excessive or extravagant.
- They shall be related to CaixaBank or Group company business.
- Their nature shall always be considered institutional.

Reporting and Whistleblowing Channel

CaixaBank Group offers you a Reporting and Whistleblowing Channel, which is essential for preventing and correcting regulatory breaches. There are two types of communications you can make through the Channel:

- **Consultations**: Understood as **requests for clarification of specific doubts arising from the application or interpretation of the Supplier Code of Conduct.**

Therefore, you can submit a consultation for any doubt that may arise regarding the guidelines set out in this statement.

- **Disclosures**: Understood as communications of **any fact that may be contrary to the provisions of the Supplier Code of Conduct, including those cases constituting fraud or even criminal offences.**

You can access the CaixaBank Group's Reporting and Whistleblowing Channel through:

1. Internet (https://silkpro.service-now.com/canal_consultas_denuncias)
2. CaixaBank's Supplier Portal (<https://proveedor.caixabank.com/proveedores/home-en/>)

Access is available 24 hours a day, 365 days a year, from any type of device and from any location.

The Channel has established a series of safeguards described in the Channel's FAQs. These include confidentiality throughout the process of managing consultations and disclosures; and anonymity, establishing the appropriate IT resources to guarantee the automatic deletion of access to the Channel and to the company code (code required in anonymous disclosures to verify that the complainant is a supplier with access to the Channel).

We would like to thank you for your cooperation. CaixaBank Group considers its suppliers as indispensable to meet its growth objectives and improve the quality of service, seeking to build relationships with them based on trust and in keeping with its values.

*Regulatory Compliance
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