

## COMPLIANCE STATEMENT TO SUPPLIERS

Integrity and transparency are fundamental values for each company at CaixaBank Group and for all the professionals that integrate them.

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 [Principles of Corporate Anti-Corruption Policy](#) (accessible through the CaixaBank corporate website - [2023 Principios Anticorrupcion limpios ENG.pdf \(caixabank.com\)](#)), there are several criteria that must be fulfilled, otherwise the employee must refuse the gift. These are:

- If you are involved in a **tender process** in any of the CaixaBank Group companies, you may not offer gifts if the **employee receiving the gift participates** in the process or **can influence** it.
- The gift must be **voluntary, it cannot have been previously requested** by our employee. Moreover, the acceptance cannot create an expectation of reciprocity.
- **The gift may not be in cash** or equivalent (e.g. gift cards), **regardless of the amount**.
- **The value of the gift may not exceed 150€**. This limit applies to the aggregate value of all gifts that you can offer 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 [Principles of 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**. So, therefore, 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 you 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.

## [Do you know that you have the CaixaBank Group communication channels at your disposal?](#)

CaixaBank Group offers you as a supplier a **Consulting Channel**, through which you can send specific doubts arising from the application or interpretation of the *Supplier Code of Conduct*. For this you have the following email address: [canalconsultas.grupocaixabank@caixabank.com](mailto:canalconsultas.grupocaixabank@caixabank.com).

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

On the contrary, this is not the appropriate channel to carry out operational procedures for the registration and approval process of the supplier or to send doubts or communicate incidents, in which cases you should contact the email address [registro.proveedores@caixabank.com](mailto:registro.proveedores@caixabank.com).

CaixaBank Group **also makes its Whistleblowing Channel available to you as a supplier and to any person who works for or under your supervision, as part of its internal information System.**

This Channel facilitates the agile and confidential communication of facts that may be contrary to the provisions of the *Supplier Code of Conduct*, including those assumptions constituting fraud and even criminal. The System, adapted to the requirements of Law 2/23, it allows both nominative communications, that is, with identification of the informant, and anonymous communications.

This Channel is accessible 24 hours a day, 365 days a year from any device and in several languages through the following forms of access:

- Corporative platform: [https://silkpro.service-now.com/canal\\_denuncias](https://silkpro.service-now.com/canal_denuncias).
- E-mail: [canaldenuncias.grupocaixabank@caixabank.com](mailto:canaldenuncias.grupocaixabank@caixabank.com).
- Postal mail: Av. Diagonal, 621-629, Z.I. - 08028, Barcelona (for the attention of Compliance Department de Compliance – Direction of Regulatory Risks and Group).

Disclosures can also be presented through a face-to-face meeting, for which the request must be directed through one of the communication channels mentioned above.

It is your responsibility as a supplier to take the appropriate actions to inform any person who works for or under your supervision of the existence of CaixaBank Group Whistleblowing Channel.

You have more information at <https://www.caixabank.com/en/sustainability/culture-responsibility/whistleblowing-channel.html>.

## [Conflicts of interest](#)

Remember that you must avoid incurring in situations of real or potential conflict of interest, of your employees and those of the CaixaBank Group, and must maintain mechanisms that, in the event of a potential conflict of interest, guarantee your independence. Any person from your organization affected by the conflict of interest (family and/or personal ties) must refrain from intervening or participating in the negotiation in question.

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.