

# Policy on communication and contact with Shareholders, Institutional Investors and Proxy Advisors

Corporate Policy

Public information

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## Policy on communication and contact with Shareholders, Institutional Investors and Proxy Advisors

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# 1. Introduction

Recommendation 4 of the Good Governance Code for listed companies published by the National Securities Market Commission (Comisión Nacional del Mercado de Valores, CNMV) proposes that the company define and promote a policy on communication and contacts with shareholders, institutional investors and proxy advisors that is fully respectful of the rules against market abuse and provides similar treatment to shareholders in the same position, and that the company publish this policy on its website, including information on how it has been put into practice and identifying the interlocutors or persons responsible for carrying it out.

The Board of Directors of Unicaja, in accordance with article 14 of its Bylaws, shall perform its duties with unity of purpose and independence of criteria, treating all shareholders equally, guided by the interests of the Company, and arranging for respect for the rules, compliance with contracts, uses and good practices.

For its part, Article 9 of the Regulations of the Board of Directors of the Company, "Relations with Shareholders", attributes to the Board of Directors the power to enhance the Company's communication with its shareholders, and to adopt such measures as may be appropriate to enable the General Meeting of Shareholders to effectively exercise its functions in accordance with the Law and the Bylaws; among such measures, in accordance with the provisions of the aforementioned article, is to define a policy on communication and contacts with shareholders, institutional investors and proxy advisors, making it public on its corporate website.

# 2. Purpose

This policy aims to deepen communication with shareholders and institutional investors, both domestic and international, within the framework of their involvement with the Company, to generate trust and preserve, at all times, the legitimate interest of institutional investors, shareholders and proxy advisors by paying attention to their points of view and maintaining transparent information with shareholders and markets in general. Unicaja recognizes as a strategic objective the permanent attention to the transparency of the information provided to shareholders and investors and to the markets in general.

# 3. Policy Governance

The approval and amendment of this Policy corresponds to the Board of Directors, prior report from the Appointments Committee.

This Policy shall be reviewed every two years, unless a specific review is required due to legal, organization or functional changes.

It is the responsibility of the Directorate of Governing Bodies Legal Advisory, in coordination with the Investor Relations Directorate, to review this Policy and propose its update for submission to the Management Committee (*Comité de Dirección*) for consideration, so that it may be submitted to the

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Governing Bodies.

## 4. Scope of application

This Policy applies to Unicaja and includes all the information it issues to the market, including communications addressed to shareholders, institutional investors and proxy advisors, and any other information it makes public in its relations with other stakeholders, such as intermediary financial institutions, depositories and managers of the Group's shares or debt instruments, financial and non-financial analysts, regulatory and supervisory bodies, rating agencies, information agencies, the media and society in general, depositories and managers of the Group's shares or debt instruments, financial and non-financial analysts, regulatory and supervisory bodies, rating agencies, information agencies, the media and society in general, respecting in all cases the principles of equal treatment, non-discrimination and those underlying this Policy.

## 5. General Principles of the Policy

The present policy is based on the following principles:

- a) Protection of the legitimate interests of shareholders, institutional investors and other stakeholders, maintaining at their disposal updated information of the Company, adjusted to the applicable regulations.
- b) Transparency, veracity and symmetry in the disclosure of information, and equitable treatment to all shareholders in the same position.
- c) Strict compliance with that set forth in the applicable regulations on treatment of inside information, and the regulations on market abuse.
- d) Promoting the rights and effective and sustainable involvement of shareholders, facilitating clear and direct communication channels for this purpose.

## 6. Roles and responsibilities

The Board of Directors is responsible for enhancing the Company's communication with its shareholders and for adopting such measures as may be appropriate to enable the General Meeting of Shareholders to effectively exercise its functions in accordance with the Law and the Bylaws. In particular, the Board of Directors shall adopt the following measures: (a) To make available to the shareholders, prior to the Meeting, all legally required information and all information which, even if not legally required, may reasonably be of interest; (b) To respond, with the utmost diligence, to requests for information or clarification, as well as to questions posed by the shareholders on the occasion of the Meeting; (c) To define a policy on communication and contacts with shareholders, institutional investors and proxy advisors, making it public on its website; (d) To maintain the Company's website available to shareholders, in accordance with current legislation and duly updated.

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The figure of the Lead Director is empowered to liaise with investors, shareholders and proxy advisors to ascertain their views in order to form an opinion on their concerns, particularly in relation to the Company's corporate governance.

The Appointments Committee is responsible for overseeing the general policy relating to the communication and relation strategy with shareholders and investors, proxy advisors and other stakeholders, including monitoring how the Company communicates and relates to small and medium-sized shareholders.

The functions of the General Secretariat of Governing Bodies include, among others, assisting the Governing Bodies in their activities and providing them with adequate legal support.

The Investor Relations Directorate is responsible for the overall management of relations with shareholders, institutional investors, analysts, proxy advisors and rating and ESG agencies.

The Directorate of Governing Bodies Legal Advisory will ensure the Governing Bodies the update of the corporate governance information on the corporate website, ensuring that its content complies with the applicable regulations, and will advise the rest of the Organization on any information to be published on the corporate website. It also manages the Office for Shareholders and Relations with Bondholders

The Communication and Image Directorate is responsible for directing and coordinating the Institution's external communication, guaranteeing the appropriate corporate image through the preparation of messages and their dissemination in the media, digital environment and social networks, maintaining the relationship with them and promoting the reputational image, and coordinating relations with stakeholders.

## 7. Channels for shareholder and investor communication and participation

Unicaja has at the disposal of shareholders, investors and other stakeholders the following information, communication, contact and participation channels:

1. Corporate website
2. Publications on the CNMV's website
3. General Meeting of Shareholders
4. Office for Shareholders and Relations with Bondholders
5. Directorate of Investor Relations
6. Result webcasts

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7. Proxy advisors

8. Investor days

9. Other channels for communication with shareholders and investors (Press Room and Social Media Networks)

## 7.1. Corporate website

Unicaja has a corporate website, [www.unicajabanco.com](http://www.unicajabanco.com), to enable shareholders to exercise their rights, such as the right to information or attendance, delegation and voting at the General Meeting of Shareholders, and to disseminate relevant information required by the legislation on the securities market, in particular, and any other legally required information. This page reflects all information of interest and public information about the Bank, made available to shareholders, institutional investors and other stakeholders. The Company, in compliance with Recommendation 4 of the Good Governance Code of Listed Companies, publishes this Policy on communication and contact with shareholders, institutional investors and proxy advisors on its website, including information on how it is put into practice and identifies the interlocutors or persons responsible for carrying it out.

## 7.2. Publications on the website of the National Securities Market Commission (CNMV)

In accordance with the securities market regulation, Unicaja shall disclose to the market in general, on the CNMV website, the inside information and other relevant information, the regular financial information, the prospectuses and all that information that has to be disclosed in accordance with the securities market regulations.

## 7.3. General Meeting of Shareholders

At least once a year, the Institution will call the shareholders to participate in the General Meeting, enabling different means to allow their participation in the said event and its monitoring.

Upon the call, the Institution will put at the disposal of its shareholders and the market, in general, the information needed for them to decide on the different questions submitted to their consideration. This information will be published sufficiently in advance and in detail. It shall also facilitate the means for shareholders to exercise their rights to information, attendance, proxy, voting and, where appropriate, request to supplement the agenda and submission of alternative proposed resolutions.

Additionally, the Institution will enable on its website the possibility of remote voting, the remote voting proxy and the electronic forum of Shareholders, where they will be able to access in order to receive any kind of communications prior to the Meeting. The Institution may enable the live webcast of the General Meeting through the corporate website.

The Investor Relations Directorate shall maintain fluent communication with shareholders, institutional investors and proxy advisors, regularly providing transparent information and, especially, on the occasion on the call to the General Meeting, facilitating an open environment that fosters the

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participation of shareholders in the General Meeting and to exercise therein the rights they are entitled to.

## 7.4. Office for Shareholders and Relations with Bondholders

Unicaja puts at the disposal of registered shareholders and bondholders an open, transparent and permanent communication service to channel and respond in a customized way, and prevailing the corporate interest and respect to the Law and corporate governance rules, to the requests for information.

This office is integrated in the Governing Bodies Legal Advisory Directorate, which reports to the General Directorate of General Secretariat of Governing Bodies, and can be reached by phone (+34 952 13 81 65) or on the following e-mail addresses:

- E-mail for Shareholders: [buzondeaccionistas@unicaja.es](mailto:buzondeaccionistas@unicaja.es)

- E-mail for Bondholders: [buzondebonistas@unicaja.es](mailto:buzondebonistas@unicaja.es)

## 7.5. Investor Relations Directorate

The Investor Relations Directorate, in its function to ensure consistent, homogeneous, adequate and permanent information to the market, organizes periodically informative meetings with shareholders and potential investors in order to create a space for dialogue in which to address expressions of interest in the Institution, and to respond to any clarifications or questions that may be asked. This will in no case imply a situation of privilege or advantage with respect to other shareholders, since the obligations regarding inside information and relevant information will be respected at all times.

To communicate with analysts, investors and proxy advisors, the Investor Relations Directorate shall have a phone line (+34 91 330 58 65) and an e-mail address: [ir@unicaja.es](mailto:ir@unicaja.es)

### 7.5.1. Proxy Advisors

Proxy advisors are institutions which provide services to investors, mainly institutional, giving advice on the exercise of voting rights arising from holding shares of listed companies.

The Institution shall maintain regular contact with the proxy advisors with higher presence in the market, so that their recommendations are grounded on the particular knowledge of the Company, seeking a higher involvement of shareholders in the activity and long-term evolution of the Company, promoting that they are more active and get involved in its strategy and longer-term decisions.

### 7.5.2. Investor days and other events

The Company, through the Investor Relations Directorate, may promote meetings with analysts, shareholders and investors, aimed at explaining the Bank's business and strategic plans, or any other events that may be of interest, using the means deemed the most appropriate at any time. The celebration of these events will be previously announced on the CNMV website and on the Company website.

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### 7.5.3. Quarterly reports on results

Through the Senior Management, the Company will present the quarterly earnings reports, which will be announced sufficiently in advance, through the publication of the corresponding announcement on the CNMV website, as Other Relevant Information, indicating the date and time scheduled for such presentation and the technical means necessary for any interested person to follow the presentation in real time (webcast or conference call), as well as on the corporate website. The economic-financial information addressed in each presentation will be made available to the market through its dissemination on the CNMV website, as Inside Information, and on the corporate website, and the corresponding press release will also be published and disseminated through various actions via social media.

### 7.5.4. Issuance of securities (Prospectuses or Debt Programs)

When appropriate, on the occasion of the issuance of securities, the Institution will disseminate Prospectuses, Registration Document and any other documentation required, through publication on the CNMV and on the corporate website.

### 7.5.5. Communication with institutional investors and analysts

Unicaja will maintain a fluid relationship with institutional investors and analysts through the Investor Relations Directorate.

In addition, the Institution may send informative communications to analysts and institutional investors on the occasion of the publication of Inside Information or Other Relevant Information, quarterly results or other communications that are of interest to this group.

### 7.5.6. Other channels for communication with shareholders and investors

Information regarding Unicaja's activity, strategy and evolution may also be addressed to shareholders and investors and other stakeholders indirectly through information disseminated to the media or on social networks.

- **Media:** The Institution will maintain a fluid, continuous and transparent dialogue with the media, especially with those specialized in economic-business matters and with the relevant local and regional headers in the areas of greatest presence and activity, which show a special interest in updated information on the Entity. Unicaja will promote the dissemination of information on its activity by sending press releases or holding press conferences, or other types of meetings with journalists, and this, in any case, in compliance with the market abuse control regulations.
- **Social networks:** Unicaja's official channels on social media will provide platforms for communication and direct dissemination of its values, brand image and actions. They will also provide an additional channel for customer and stakeholder service. The Institution's official profiles on X (formerly Twitter), Facebook, Instagram, LinkedIn and YouTube will facilitate, in

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addition to the dissemination of information of interest on the activities carried out, fluid dialogue with the community present in the social environment. Although the Institution does not use social networks to communicate inside information simultaneously, as a complementary or additional channel to the CNMV website and the corporate website, if at any time it decides to use them for this purpose, it will do so in compliance with the criteria and requirements established by the CNMV.

The Institution shall ensure a permanent dialogue with stakeholders and establish relevant channels for this purpose, in order to keep them adequately informed of the most relevant aspects.

## 8. Reports

In compliance with Recommendation 4 of the Good Governance Code for listed companies, Unicaja will analyze, on an annual basis, the application of the Policy on communication and contact with shareholders, institutional investors and proxy advisors through the Report on the Policy Application. Its preparation is the responsibility of the Governing Bodies Legal Advisory Directorate, the Investor Relations Directorate and the Communication and Image Directorate. Its purpose is to assess the extent to which the activities carried out comply with the provisions of the Policy, through the different channels of communication and participation established. The Company will disclose the corresponding information through the Annual Corporate Governance Report or, alternatively, by publishing the report approved by the Board of Directors prior favourable report from the Appointments Committee.

The General Directorate of Finance shall periodically report to the Board of Directors on the main relationships that the Company maintains with shareholders, Institutional Investors, proxy advisors and other stakeholders in application of the provisions of this policy.

## 9. Entry into force and publication

This Policy, which will come into force on the day of its approval by the Board of Directors, will be published on the corporate website.

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