Responsible Banking Progress Statement for PRB Signatories

Implementation document
Principles for Responsible Banking
• Est. 2019 •

Summary

Unicaja 2024

Principle 1: **Alignment**	Principle 2: **Impact & Target Setting**	Principle 3: **Clients & Customers**
Unicaja's Sustainability Policy is aligned with the Ten Principles of the United Nations Global Compact, the achievement of the Sustainable Development Goals (SDGs) of the 2030 Agenda and the Paris Climate Agreement. Unicaja is a regional Spanish bank with a proven track record of solvency and financial strength, which has taken up the historical baton from a group of credit institutions, some of which are over a century old, and which is characterized by its focus on retail business, under prudent management of its commercial strategy and risk profile. Unicaja's character is to offer a local banking service based in Spain. Unicaja's social commitment is reflected in the exercise of its activity, through the maintenance of its permanent responsibility and attention to the needs expressed by its customers, shareholders and other stakeholders, as well as the economic, environmental and social needs of the territories in which it operates.	In its double materiality analysis, Grupo Unicaja has identified impacts, risks and opportunities of relative importance (i.e. material IROs) in relation to climate change. This double materiality analysis has enabled the Entity to identify the most significant impact it is having on its stakeholders in relation to a specific sustainability issue (in this case, climate change), as well as to identify the main risks and opportunities that the Entity has in relation to this sustainability issue. In this way, the Entity can focus on adopting policies, actions and objectives that enable it to enhance positive impacts, mitigate negative impacts, prevent the materialization of risks and seek to develop opportunities. Indicate any changes that have occurred during the reporting year. During the 2025 financial year, three new decarbonization targets have been set for the entity's loan portfolio, with targets set for three	Unicaja's Sustainability Policy reinforces its commitment to sustainable development, promoting responsible practices in the management of financial products and services. In the area of customers, this policy guarantees transparency in product information, compliance with responsible communication standards and continuous improvement in the accessibility of financial services. It also incorporates responsible banking principles aligned with the Sustainable Development Goals (SDGs) and international sustainability standards. The Entity has developed a comprehensive framework to ensure that consumers and end users can express their concerns and needs directly, efficiently and securely, so that incidents are managed quickly and effectively. Within the framework of the 2025-2027 Strategic Plan, Unicaja has given priority to improving customer experience, ensuring a cross-cutting vision in the various projects that comprise it. In addition, the Entity is focused on compliance

The Unicaja Group's actions in promoting environmental protection, combating climate change and improving energy efficiency are generally inspired by best practices or internationally recognized standards, such as:

- The Universal Declaration of Human Rights.
- The Paris Agreement on Climate Change.
- The United Nations Global Compact.
- The United Nations 2030 Agenda and the SDGs.
- Directive 2022/2464 of 14 December 2022 on corporate sustainability-related information (CSRD).
- The European Sustainability Reporting Standards (ESRS).
- The recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD).
- The European Commission's Action Plan to Finance Sustainable Development of 2018, revised in 2021.
- Energy saving and efficiency strategies issued by the competent authorities.

Strategy 27, for the period between 2025 and 2027, expressly addresses sustainability in a cross-cutting manner, with notable specific initiatives such as the development of the first Climate Transition Plan and a Comprehensive Talent Plan.

sectors considered to be highly polluting: aviation, steel, and the non-residential mortgage portfolio.

The double materiality analysis was carried out for the first time in the 2024 financial year, in compliance with the new ESRS requirements, so there is no basis for comparison with previous financial years in relation to the identified IROs. In 2023 and previous years, in application of the GRI (Global Reporting Initiative) standards, the Entity had only been carrying out impact materiality analyses, and not financial ones.

The integration of this new dual materiality approach into the Entity's strategic management will make it possible to establish a comparative evolution in the coming years and refine the identification and evaluation of impacts, risks and opportunities over time.

Examples of progress indicators

Decarbonization targets for credit investment portfolios in the sectors with the highest greenhouse gas emissions and the greatest contribution to its carbon footprint: Fossil Fuels (Oil & Gas), Energy and the residential mortgage portfolio.

Reduction in emissions intensity of 28% for the residential mortgage portfolio and 62% and 28% for the Energy and Fossil Fuels sectors, re-

with accessibility regulations, ensuring that financial services are more inclusive and accessible to all customers. In this way, the Entity aims to continue advancing its goals and achieving objectives with a view to optimizing the Unicaja customer experience.

In February 2025, Grupo Unicaja approved a Transition Plan for climate change mitigation to comply with CSRD, facilitating the transition of customers towards a more sustainable economy. Within 2025 Prudential Transition Plan is expected.

Unicaja has a Green Asset Ratio (GAR) with an eligibility percentage of 62.5% of its total portfolio, indicating that most of its assets are eligible for sustainable economic activities according to the European Union's Environmental Taxonomy (Regulation 2020/852, Art. 8).

This regulatory indicator measures the percentage of assets that meet demanding technical criteria, including the principle of 'do no significant harm' and minimum social safeguards.

It should be noted that the EU Taxonomy is highly restrictive, so the GAR does not reflect the entity's total green financing. Many activities that contribute to the ecological transition are not yet covered by the Taxonomy, and certain assets—such as exposures to SMEs, gov-

Examples of progress indicators

Environmental Sustainability (SDG 13 – Climate Action, SDG 7 – Affordable and Clean Energy)

- Carbon Footprint Reduction. Unicaja registered its carbon footprint with Spain's Ministry for Ecological Transition and committed to reducing emissions by 30% by 2030. It received the official "CALCULO" seal and achieved zero Scope 2 emissions in 2023 by sourcing electricity from renewable sources.

- Green Bonds Issuance. Under its Green Bonds Framework, Unicaja issued €1 billion in green bonds to finance projects with positive environmental impact, supporting the transition to a low-carbon economy.

Social Commitment (SDG 4 – Quality Education, SDG 10 – Reduced Inequalities, SDG 11 – Sustainable Cities and Communities).

- Financial Inclusion and Education. Unicaja promotes financial education and ensures access to banking services through both physical and digital channels, contributing to non-discrimination and inclusion.

- Social Housing Fund Participation. The bank supports affordable housing initiatives through its involvement in the Social Housing Fund, ad-

spectively, taking 2030 as the time horizon and 2022 as the base year. In all three sectors, the 1.5ºC or 'Net Zero by 2050' scenario has been considered, as this is the most ambitious scenario accepted by the sector, complying with sectoral initiative requirements such as the NZBA (Net Zero Banking Alliance).

Unicaja has set itself the goal of progressively reducing the gender pay gap from 11.98% in 2024 to 5% in 2027, as well as maintaining 45% of women in management positions throughout this period.

In terms of professional development and continuous training, the 2025-2027 Plan envisages the reskilling of approximately 600 employees to strengthen key areas, mainly in the business field.

In addition, it plans to hire more than 350 specialists in strategic sectors such as risk, generative artificial intelligence (GAI), user experience (UX), customer experience (CX) and technology, with the aim of consolidating digital transformation and innovation within the organization.

Unicaja is working through its new CSRD Climate Transition Plan, approved by the Board of Directors in February 2025, to adopt methodologies for setting decarbonization targets aligned with the Paris Agreement, such as SBTi

ernments or outside the EU—are not included in the calculation, even though they may be considered sustainable from a broader perspective. Therefore, the actual green financing effort could be higher than the 62.5% reported.

Examples of progress indicators

The aim is for 75 % of investment funds to comply with ESG standards, developing a range of products in this line that include green mortgages, eco-sustainable agricultural financing, energy renovation loans, the mobility master plan and eco-green motor loans, sustainable investment and pension funds, and electric car insurance.

Unicaja Banco's latest strategic and financial presentation (as of Q4 2024) provides insights into customer engagement in sectors of significant impact, particularly those aligned with sustainability and public interest. Here's a breakdown of relevant data:

Customer Engagement in Impactful Sectors

Public Sector & Mortgages:

Approximately 80% of Unicaja Banco's performing loan portfolio is concentrated in public sector and residential mortgages, reflecting a strong alignment with socially impactful lending.

Customer Funds Breakdown:

dressing housing needs for vulnerable populations. Governance and Responsible Banking (SDG 16 – Peace, Justice and Strong Institutions, SDG 17 – Partnerships for the Goals). • Adherence to UN Principles for Responsible Banking. Unicaja joined the UN Principles for Responsible Banking in 2024, committing to align its strategy with the SDGs and the Paris Agreement, and to integrate sustainability across all business areas. • Sustainable Finance Action Plan. This plan includes 21 measures to integrate ESG criteria into Unicaja's business model, risk management, and product development, supporting SDG-aligned financial services.	(Science Based Targets) or PACTA (Paris Agreement Capital Transition Assessment).	• Public Institutions: 9% • Corporates: 18% • Individuals: 73% This indicates that nearly one-third of customer funds are linked to institutional and corporate sectors, which may include ESG-aligned or high-impact activities. • Insurance & Mutual Funds: Insurance premiums grew by 25%, supported by Uniseguro, suggesting increased customer engagement in financial protection and long-term planning. Off-balance sheet products (mutual funds, pension plans, insurance) represent a growing share of total customer funds, with a target of 30% by 2027 (up from 26% in 2024). • Strategic Focus Areas: Agro Business, ESG, Pharma, and Hospitality are identified as verticals for specialized growth. Unicaja aims to become a reference entity in these sectors, particularly in its natural territories (e.g., Andalusia).
Links & references Consolidated Non-Financial Information Statement and Sustainability Information, 2024. https://www.unicajabanco.com/es/rsc/informes	**Links & references** Consolidated Non-Financial Information Statement and Sustainability Information, 2024. https://www.unicajabanco.com/es/rsc/informes	**Links & references** Consolidated Non-Financial Statement and Sustainability Information, 2024. https://www.unicajabanco.com/es/rsc/informes

-de-sostenibilidad 1.1.1. Presentation of the Group. p. 353. 1.3.1. Strategy, business model and value chain (ESRS 2 SBM-1). p. 395 2.1. Climate change (ESRS E1). pp. 433, 434.	-de-sostenibilidad 1.4.1. Interaction of IROs with strategy and business model (ESRS 2 SBM-3). p. 410. 2.1.2. Strategy. p. 442, 436, 437. 3.1.4. Parameters and targets. p. 549.	-de-sostenibilidad 1.4.1. Interaction of IROs with strategy and business model (ESRS 2 SBM-3) 2.1.4. Policies and actions. p. 471. 3.3.3. Policies and actions (ESRS S4-1 - S4-). p. 593. 3.3.4. Parameters and targets (ESRS 2 MDR-M, ESRS S4-5). p. 664. 1.4.1. Interaction of IROs with strategy and business model (ESRS 2 SBM-3). p. 411. Unicaja Presentation

Principle 4: Stakeholders

The Entity has mechanisms in place for engaging with all stakeholders and provides them with multiple permanent, two-way channels of communication and dialogue, enabling their participation and ensuring that they have the tools they need to be properly served. The Group promotes transparency in the dissemination of information to stakeholders, adopting transparent, clear and responsible communication practices always.

Unicaja is committed to respecting human rights in its relations with employees, customers, shareholders, investors, suppliers and society, including affected groups, in accordance with the International Charter of Human Rights, the Global Compact, the 2030 Agenda and other principles of the UN, OECD and ILO. In addition, it aims to promote strategic alliances for the achievement of the SDGs and interprets and applies labor standards in accordance with the most advanced international standards approved by the UN, the EU, the OECD and the ILO.

Unicaja works in collaboration with employee representatives, ensuring a participatory approach in the definition, evaluation and optimization of its labor strategies. These actions consolidate the Entity's commitment to the continuous improvement of the working environment, the well-being of its staff and the at-

Principle 5: Governance & Culture

The Board of Directors of Unicaja is responsible for approving the Corporate Sustainability Policy, which includes the strategy and policies on responsible business and sustainability, particularly in environmental and social aspects. The Sustainability Committee supervises Unicaja's sustainability practices to ensure they are in line with the established strategy and policies and periodically evaluates these policies to promote the inclusion of corporate culture and fulfil the mission of promoting social interest.

Unicaja's governing bodies have established and promoted a strategy that places sustainability as one of its fundamental pillars, integrating it into the Entity's Strategic Plan, both for the former period 2022-2024 and for the current period 2025-2027.

Each year, the Sustainability Committee draws up an action plan for the financial year, which it reports to the Board of Directors. Also on an annual basis, the Committee submits a report on its operations to the Board of Directors. The Sustainability Committee meets at least quarterly, although during the 2024 financial year the Sustainability Committee has been meeting on a monthly basis, with a continuous focus on the evolution of the identification (through double materiality analysis) and management of incidents, risks and opportunities, policies to

Principle 6: Transparency & Accountability

The references included in the Responsible Banking Progress Statement form part of the Group's Sustainability Report, which has been subject to limited verification by an independent third party.

KPMG Auditores, S.L., an independent firm that is also responsible for auditing the annual accounts of Unicaja, S.A., has issued a verification report with a limited scope of review on the non-financial information required by Law 11/2018 and the ESRS included in this Sustainability Report.

traction and retention of talent, in line with its sustainability and social responsibility strategy. For Unicaja, training represents a commitment to people, with the main objective of contributing to the personal and professional development of its staff to respond to the needs of customers, regulatory requirements, transformation and the individual expectations of internal talent. Unicaja considers the health and safety of its own staff to be an essential aspect of promoting well-being at work and preventing risks associated with its activity. The Entity has established a health and safety management system based on legal requirements and recognized standards, designed to prevent work-related injuries, health problems and deaths.	be implemented and actions and parameters to be considered, in order to advise the Board of Directors on this matter as the highest administrative body. **Examples of progress indicators** The Unicaja Group has a Training Plan for directors and an Initial Training Programme for Directors, as described in the 'Training Policy of the Board of Directors of Unicaja, S.A.' approved in February 2024. The specific training needs of the members of the Board of Directors are assessed annually and a specific Annual Training Plan is implemented for the Board of Directors and another reinforced plan for the members of the Audit and Regulatory Compliance and Risk Committees, as well as for the other Board committees for which the need is identified. In December 2024, a specific training session was held for both the members of this Committee and the other members of the Board of Directors on the future implementation of the CSRD Directive and the application of the ESRS, with an emphasis on double materiality analysis and the subsequent management of incidents, risks and opportunities of relative importance identified. On 11 February 2025, Unicaja obtained the highest rating (g++) from AENOR for the Good Corporate Governance Index (IBGC) certificate, which covers best governance practices.	

LINKS & REFERENCES	LINKS & REFERENCES	LINKS & REFERENCES
Consolidated Non-Financial Statement and Sustainability Information, 2024. https://www.unicajabanco.com/es/rsc/informes-de-sostenibilidad 1.3.2. Stakeholder interests and opinions (ESRS 2 SBM-2) p. 407	Consolidated Non-Financial Statement and Sustainability Information, 2024. https://www.unicajabanco.com/es/rsc/informes-de-sostenibilidad 1.2.1. Role of the governing and management bodies (ESRS 2 GOV - 1 and GOV-2) p. 363. 1.2.2. Integration of sustainability factors into the incentive system (ESRS 2 GOV - 3) p. 375.	Consolidated Non-Financial Information Statement and Sustainability Information, 2024. https://www.unicajabanco.com/es/rsc/informes-de-sostenibilidad - Scope, approach and verifier of the Non-Financial Statement (p. 350) - Audit Report (Anexo's, p. 703)

Supplements

Principle 1:
Alignment

We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

The challenge posed by sustainability has been taken up by Unicaja as a chance to improve its day-to-day activity. The Institution is working on a renewed products and services offering, as well as on reducing its own carbon footprint and that of its customers, thereby promoting a culture of sustainability.

Ever since it was incorporated in 2011, Unicaja has also implemented lines of action related to sustainability in its social aspect, such as promoting financial education, joining the United Nations Global Compact in 2013, the firm support it has given to the 2030 Agenda since 2017 and by taking part in the Social Housing Fund, not to mention other initiatives.

This commitment has continued, with the Bank adhering to the United Nations Principles for Responsible Banking (PBR) in 2024.

Links & references

Strategic positioning on sustainability matters

Commitment to the environment and sustainability strategy

https://www.unicajabanco.com/content/dam/unicaja/unicaja-corporacion/documentos-corporacion/politica-exclusiones-riesgos-asg.pdf

https://www.unicajabanco.com/en/rsc/sostenibilidad/politica-de-sostenibilidad

EU Disclosure Regulation (Regulation 2019/2088)

Business model

Unicaja's business model is based in Spain and mainly focused on areas of influence and, specifically, the Bank is the leader in six autonomous communities: Andalusia, Asturias, Cantabria, Castile-La Mancha, Castile and León, and Extremadura, although it is also present in other territories such as Madrid, Ceuta, and Melilla.

The main feature of the Unicaja Group's current business model is its predominantly retail banking focus, aimed primarily at individuals and SMEs, in which proximity to customers and the establishment of lasting relationships with them are key elements. The Bank develops various strategies to build customer loyalty, offering all kinds of transactional services, payments, non-banking products and financing, particularly mortgages and first home loans.

The capillarity of Unicaja's commercial network allows it to develop this business model, in which proximity to customers is a fundamental aspect. In addition, the Unicaja Group carries out corporate banking activities aimed at companies, which also combine the provision of transactional and payment services with medium and long-term financing. Within this corporate banking section, its links with the territory allow it, as a leading institution, to access local and regional public administrations, to which it provides, among other things, cash collection services, enabling it to expand its sources of income. The rest of the companies are served through Corporate Banking. References to the sustainable business model in particular can be found in the 'Climate Risk Management' section of the audited annual accounts.

The Bank's main activity is retail banking. At the same time, it carries out practically all of its activity in Spain, and the Directors consider that the type of clientèle is similar throughout its territorial scope of action. Therefore, in accordance with the provisions of the regulations, it is considered that the information corresponding to the segmentation of the Bank's operations into different business lines and geographic segments is not relevant.

In order to establish the basic environmental principles of the Entity, in April 2024 the Board of Directors of Unicaja approved the update of the "Sustainability Policy", which integrated the previous "Corporate Social Responsibility Policy", as well as the update of the "Environmental, Energy and Climate Change Policy" applicable to the Unicaja Group, which is aligned with the Ten Principles of the United Nations Global Compact and with the achievement of the Sustainable Development Goals (SDGs) of the 2030 Agenda. More specifically, this policy aims to establish the basic principles for action in environmental, energy efficiency and climate change management matters, in order to reduce the Group's impact and contribute to the protection and conservation of the environment, the preservation of biodiversity and the fight against climate change, among other environmental purposes recognized in the European Union's Environmental Taxonomy, as originally established by Regulation (EU) 2020/852. This was subsequently extended by both Delegated Regulation (EU) 2023/2485, establishing additional technical screening criteria for determining whether an economic activity makes a substantial contribution to climate change mitigation or adaptation, and by Regulation (EU) 2023/2486, which complements Regulation (EU) 2020/852 by establishing the technical screening criteria for determining under which conditions an economic activity shall be considered to make a substantial contribution to the sustainable use and protection of water and marine resources, to the transition to a circular economy, to the prevention and control of pollution, or to the protection and restoration of biodiversity and ecosystems. Both Regulations were published in November 2023 with entry into force January 1, 2024

Unicaja is a financial institution operating exclusively in Spain. Its business is entirely domestically focused, with 100% of its operations and customer base located within the country. The bank provides a wide range of financial services, primarily in the retail and corporate banking segments.

Unicaja's funding structure is composed of 22% off-balance sheet resources and 78% on-balance sheet resources. The on-balance sheet resources are distributed as follows:

- 6.7% from public sector entities (government and public administration),
- 67% from the private sector, including individuals and businesses,
- 4% from issuance of mortgage-backed securities and other financial instruments,
- 3% from temporary asset transfers (such as repos and similar operations).

This composition reflects a stable and diversified funding base, with a strong emphasis on private sector engagement and a conservative approach to financial instruments and short-term operations.

Unicaja

Links & references

https://www.unicajabanco.com/en/inversores-y-accionistas/informacion-economico-financiera/cuentas-anuales-auditadas P. 10.

Principle 2:
Impact & Target Setting

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

Unicaja ran a double materiality assessment in line with the CSRD. The materiality assessment process begins with the development of an overview of the Bank's business activities and relations, the context in which they take place, and an understanding of these key stakeholders affected, in order to identify the Bank's impacts (impact materiality) and the risks and opportunities (financial materiality) of the Bank.

Once this phase has been completed, the Bank proceeded to the identification of plausible IROs related to environmental, social, and governance issues in its own operations and upstream and downstream in its value chain. The result of this analysis is a list of impacts, risks, and opportunities for further evaluation and analysis in the next step.

Reports on Sustainability Pag. 404-412

Climate Change

Targets and Target Implementation

Unicaja has established voluntary reduction targets in the medium and long term to reduce greenhouse gas emissions. Based on the analysis of emissions from the different portfolios and sectors, in April 2023 the Board of Directors of the Bank approved the establishment of intermediate decarbonization targets for those sectors that are more intensive in Greenhouse Gas emissions and have a greater contribution to its carbon footprint: Fossil fuels (oil & gas), energy and residential mortgage portfolio These targets imply a reduction in emissions intensity of 28% for the residential mortgage portfolio and 62% and 28% for the Energy and Fossil Fuels sectors, respectively.

In order to establish these objectives, the application of carbon footprint calculation methodologies has been combined with the use of reference climate scenarios for the decarbonization of the different sectors, considering the expected evolution of the portfolios and the Bank's business strategy, as well as the intermediate decarbonization objectives set by the different counterparties. The targets were established exclusively for the loan portfolio, taking 2022 as the base year. In the three sectors, the 1.5ºC or Net Zero by 2050 scenario has been considered, this being the most ambitious scenario accepted by the sector, complying with the requirements of sectoral initiatives such as the NZBA (Net Zero Banking Alliance). Once the objectives were established, Unicaja monitored the commitments made every six months.

Action Plans

With respect to the planned actions to achieve the decarbonization objectives, with the Bank's decarbonization objective defined and the Bank's decarbonization pathway as an aspirational goal, the Bank's decarbonization effort for its portfolios will focus on focusing on bringing their intensities closer to the levels of the decarbonization pathway.

To this end, the Unicaja Group's next step focuses on improving the quality of the companies in its portfolio. The Unicaja Group has three main methods to reduce its carbon footprint:

– Exposure to better customers: Focusing efforts on exposures to counterparties with an emissions intensity level aligned with the Bank's objectives or with ambitious climate transition plans.
– Commitment to current customers: The Bank must promote the reduction of the emission intensity levels of its counterparties through various actions (agreements, price differentiation, etc.).
– Sustainable finance: Investment and financing of projects that have a positive impact on the environment and the fight against climate change.

Compliance with the decarbonization objectives set by the Unicaja Group is monitored through the ESG Risk Scorecard, which is presented on a quarterly basis to both the Steering Committee and the Sustainability Committee of Unicaja.

In addition, the Unicaja Group's decarbonization objectives and decarbonization pathways have been incorporated into Unicaja's 2025-2027 Strategic Plan.

Transition Plans

An essential part of Unicaja's strategic commitment to the environment is the reduction of its carbon footprint. In order to meet this strategic objective, it is necessary to integrate methodologies into climate risk management that allow for scientific alignment with the Paris Agreement, which establishes that the increase in the planet's global temperature must be kept below 1.5ºC by 2050. To this end, Unicaja is working on adopting methodologies for setting decarbonization targets aligned with the Paris Agreement, such as SBTi (Science Based Targets) or PACTA (Paris Agreement Capital Transition Assessment).

In line with this, the Board of Directors of the Bank has approved in February 2025, after approval and elevation by both the Steering Committee and the Sustainability Committee, a Transition Plan for climate change mitigation.

The main objective of the so-called "CSRD Transition Plan" of the Unicaja Group is to ensure compliance with the European Sustainability Reporting Standards, specifically paragraph 16 of the ESRS E1, "Climate Change". This plan includes an assessment of the impacts, risks and opportunities associated with climate change, describing how it strategically integrates these aspects into its decision-making and risk management processes. This will allow the Unicaja Group to not only mitigate risks and negative impacts, but also to identify new positive impacts and business opportunities in the context of the transition to a low-carbon economy.

https://www.unicajabanco.com/content/dam/unicaja/unicaja-corporacion/documentos-corporacion/rsc/Informe_RSC_2024-en.pdf Pag 465-466 https://www.unicajabanco.com/content/dam/unicaja/unicaja-corporacion/documentos-corporacion/rsc/Informe_RSC_2024-en.pdf Pag 427-434

Principle 3:
Clients & Customers

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

Client and Customer engagement

The Unicaja Group has a Corporate Sustainability Policy, approved by its Board of Directors and updated in 2024, which specifies the Group's positioning with respect to sustainable finance, particularly from the perspective of strategy and general objectives, business and corporate management, and the design and marketing of financial products and services in accordance with ESG criteria, which meet the needs of customers and investors.

Among the principles of action set forth in this Policy is the incorporation of socially and environmentally sustainable financial products and services into its offering. At present, as demonstrated by the calculation and disclosure of the indicators included in this section of the EINF, this process has already begun and will be fully and completely implemented as the regulatory framework itself takes shape in the coming years.

Unicaja's 2025-2027 Strategic Plan itself, like the 2022-2024 Strategic Plan before it, establishes a commitment to sustainability across all business lines as an opportunity for development and improvement in its daily management. To this end, it is working on a renewed offering of products and services, reducing its carbon footprint, and, at the same time, promoting a culture of sustainability and identifying and managing climate risk, all of which is reflected in this Statement, among other corporate documents.

Furthermore, the Group's environmental sensitivity, both for itself and in its relationship with all stakeholders, is also reflected in the Environmental, Energy and Climate Change Policy, also approved by the Board of Directors, which will be reviewed in 2024.

In line with the expected regulatory developments and the foreseeable evolution of the market, the Unicaja Group will therefore continue to strengthen its position in sustainability matters through its integration in governance, strategy and risk management and the offer of sustainable financial products.

Thus, the Group will implement the relevant actions to achieve this objective and will assess all possible lines of action to achieve this, including the development of specific products with considerations aligned with the Environmental Taxonomy, the development of activities to increase the involvement (engagement) of customers (particularly companies) and other stakeholders, and the financing of environmentally sustainable activities.

The ESG Management Department designs the necessary actions to respond to stakeholders' expectations on sustainability, identifying and promoting the materialization of new business opportunities arising both from accompanying customers with the necessary investments for the transition to a more sustainable model, and from the development of ecosystems and a catalogue of sustainable products. By example, Unicaja has a positive impact by providing new services and expanding its business with new products or more sustainable services, such as financing investment in farms to improve energy efficiency and modernize irrigation systems that help reduce environmental impact, the effects of climate change or the depopulation of rural areas.

Unicaja Group – ESG Financial Product Highlights (2024)

For a better understanding and analysis of the current ESG products marketed by the Group, either directly or indirectly, we can distinguish between ESG financial products in the areas of financing and savings, as well as other products that arise from agreements and conventions signed with different providers:

Environmentally sustainable mortgages Subsidised Oxygen Mortgages. This is a mortgage product marketed through the commercial network. The product offers financing for energy-efficient homes (energy rating types A and B), with a reduced rate compared to the standard mortgage product, with a minimum term of 10 years and a maximum of 30 years.

Environmentally Sustainable Mortgages

Bonified Oxygen Mortgages. This is a mortgage product marketed through the commercial network. It offers financing for homes with high energy efficiency (energy rating A or B), with a reduced rate compared to the standard mortgage product, and a term ranging from a minimum of 10 years to a maximum of 30 years.

Socially Sustainable Mortgages

Agreements with Regional Governments – Youth Mortgage. Social loans to support young people's access to housing, through agreements with the Autonomous Communities of Madrid, Castilla y León, Extremadura, and Andalusia. The regional government guarantees the financing amount exceeding 80% of the reference value (the lower of the appraisal value or purchase price).

ICO First Home and Families Line. Mortgage financing to facilitate access to a first home for young people under 35 and families with dependent children. The ICO guarantee covers principal payment defaults during the first 10 years. In addition to the social component, Unicaja adds an ESG bonus based on the letter of the Energy Efficiency Certificate, giving some operations a dual sustainable component: environmental and social.

Youth Mortgage. Mortgage financing for individuals aged 18–35 with a lower interest rate than the standard mortgage, simply for meeting the age requirement. Term: minimum 10 years, maximum 30 years.

Sustainable Mobility

Eco-Mobility Loan for Individuals. Fixed-rate personal loan with a maximum term of 8 years, for the purchase of "eco" vehicles: battery electric vehicles, extended-range electric vehicles, plug-in hybrids with ≥40 km range, fuel cell vehicles, plug-in hybrids with <40 km range, non-plug-in hybrids, and vehicles powered by natural gas or liquefied petroleum gas.

Sustainable Vehicle Financing for SMEs and Freelancers. Financing for electric and hybrid vehicles used in business activities, with a reduced interest rate compared to non-sustainable business purposes. Includes installation of electric charging points if financed jointly with the vehicle.

Vehicles will be considered sustainable if their CO_2 emissions are below 50 g/km (as per technical specifications), or if they are motor vehicles with fewer than four wheels and zero direct CO_2 emissions.

Other Loans with Social Component

Study Loan. Fixed-rate personal loan for individuals aged 18 and over to finance studies under preferential conditions. Term: 3 to 5 years, with up to 1 year grace period included.

University of Granada Tuition Loan. Personal loan for University of Granada students at 0.00% interest to pay tuition for the 2024/2025 academic year. Term: up to 10 months, with monthly repayments.

Financing Line for Those Affected by October 2024 DANA. A €50 million financing line launched by the institution to support Unicaja clients—individuals, freelancers, and businesses—in areas affected by the October 2024 DANA. Two modalities: free-use loan for replacement and repair of goods, and advance payment of insurance compensation from the Insurance Compensation Consortium or insurance companies.

Loans for Clean Energy Promotion

Energy Rehabilitation Loan for Homeowners' Associations. Loan to finance building renovation or rehabilitation works, with a maximum term of 10 years and up to 6 months grace period. Can finance up to 100% of the project cost. Aimed at improving energy efficiency or implementing shared renewable energy sources, reducing non-renewable primary energy consumption.

Efficient Home Loan. Fixed-rate personal loan with a maximum term of 8 years, for home renovations aimed at improving energy efficiency. Includes installation of self-consumption photovoltaic panels, purchase of appliances, façade insulation, etc.

ICO Residential Building Rehabilitation Line. Unicaja joined this ICO line in 2022 to finance residential building rehabilitation works that meet the requirements of the agreement and the Council of Ministers' decision of July 11, 2022. Financing is available for individuals or homeowners' associations whose projects improve energy efficiency and have received aid from the relevant Autonomous Community or the cities of Ceuta and Melilla.

Loans for Promoting Sustainability in Agriculture

Agro Eco-Sustainability Loan. Loan to finance sustainable investment projects in the agricultural and livestock sector, such as water efficiency, renewable energy, waste management, organic farming, or rural development.

Forestation Aid Loan. Loan to finance projects aimed at expanding and improving forest resources, such as planting tree species in low-vegetation areas. Maximum term: 24 months, with early cancellation upon receipt of the granted subsidy.

Drip Irrigation System Installation Loan. Loan to finance irrigation improvement projects. More efficient root-level irrigation reduces water consumption and improves efficiency. Finances go up to 70% of the investment value, with a period of up to 6 years.

Woody Crops Loan. Loan to finance investments in woody crop farms. Supporting woody crops helps maintain forests and promote tree planting.

Loan for Irrigation Communities. Offer for members of Irrigation Communities who have completed modernization investments in their rural properties. Supports measures that promote efficient water use.

Rural Development Program Financing. Financing farmers and ranchers to channel investment aid approved under Rural Development Programs included in the EAFRD funds. Term: up to 6 years (including 1 year grace period) with personal guarantee, or up to 12 years (including 2 years grace period) with mortgage guarantee.

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Business opportunities

In 2022, the Bank developed an internal sustainable business classification system, called the Internal Sustainable Business Taxonomy.

This system is used exclusively for the purpose of identifying and classifying the Bank's sustainable business and complements and respects the basic principles of the European Union's Environmental Taxonomy, in the application of which the Bank is also making substantial progress, as can be seen in this same Statement of Non-Financial Information, as well as in that of 2023.

The system developed in 2022 focused on Environmental Sustainability. In 2024, significant progress was made in the identification of social sustainable business, with internal classification of business activity with a social component and without neglecting environmental issues.

The internal system makes it possible to identify at source, classify, record, operate and, therefore, manage the sustainable business of the Bank's customers, which facilitates their measurement and the setting of business objectives.

Unicaja's classification model is based on a hierarchy of classification:

- Finalist products.
- Purpose of the operations.
- Customer activity.

In terms of products, classification is based on their original purpose (environmental, social, or governance), with the products being included in the catalog of sustainable products if said purpose is aimed at achieving or promoting environmental or social characteristics.

In the product catalog, financing products and savings and investment products are duly differentiated according to their position in the Bank's balance sheet.

With respect to the purposes of the transactions, the Bank uses the analytical purpose field of its information systems to identify the use of funds in asset transactions. Six blocks of strategic environmentally sustainable activity are identified: green buildings, renewable

energy, energy efficiency, clean transport, natural resources, and transition economy, with another six blocks of sustainable activity with a social component: health, education, housing, infrastructure, support for SMEs and microenterprises, and other social purposes. Finally, regarding customer activity, the internal classification model is based on the identification of customers obliged to disclose information based on the European Union Environmental Taxonomy (larger customers) or on estimates or proxies for those not obliged to disclose information. The number of customers that must report sustainability indicators is likely to increase in successive years, particularly in application of the standards associated with the Corporate Sustainability Reporting Directive (Directive 2022/2464) as from fiscal year 2024. The model described above will therefore reflect this increased information as it is made public by the counterparties. However, to make up for our customers' lack of sustainable information as far as possible, we are developing internal systems for the classification of counterparties and marking of ESG transactions.
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Principle 4:
Stakeholders

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

Stakeholder identification and consultation

In order to develop its strategy, Unicaja believes that it is essential to analyze its environment and gather information on the main agents that are affected by its activity. Thus, Unicaja periodically reviews the identification and selection of stakeholders, in addition to establishing and updating the appropriate communication channels with them. To make this two-way dialog effective, the Group uses two types of channels:

► Channels that are developed for the detection of stakeholder needs
► Channels used to communicate the actions carried out in response to these needs.

All these actions are of a continuous nature and comprise the networks of attention to the needs and their expectations.

Identifying stakeholder needs provides opportunities to strengthen current and future ties with society. This identification becomes even more important in the 2024 financial year with the new requirements established by the NEIS for the disclosure of the Sustainability Report, as they include specific requirements that involve the identification of stakeholders. According to NEIS 1, stakeholders are those who can affect the Entity or be affected by it, with two main groups:

a) Affected stakeholders: individuals or groups whose interests are or may be affected, positively or negatively, by the company's activities and its direct and indirect business relationships throughout its value chain.

b) Users of sustainability statements: the main users of financial information in general (existing and potential investors, lenders and other creditors, including asset managers, credit institutions and insurance companies) and other users of sustainability statements, including the company's business partners, trade unions and social partners, civil society and non-governmental organisations, governments, analysts and academics.

ESRS 1 establishes common categories of stakeholders, in addition to the categories listed above, which are: employees and other workers, suppliers, consumers, customers, end users, local communities and vulnerable persons, and authorities (such as regulators, supervisors and central banks). It also states that nature may be considered a non-participating stakeholder.

Unicaja recognizes the following as its main stakeholders:

Customers and users: These are all those, both individuals and legal entities, who make use of the services and products offered by Unicaja in its various lines of business. Unicaja's strategy focuses on customer satisfaction, loyalty, and customer experience. In terms of the business lines with the greatest weight within the Group, customers of asset products (borrowers) and liability products (depositors), as well as customers to whom investment services are provided, are particularly noteworthy.

Shareholders and investors: individuals or entities that have decided to place part of their capital in the Unicaja Group with the aim of obtaining economic benefits, playing a fundamental role in the financial ecosystem. They include shareholders as the main group, but also holders of debt securities issued by Unicaja (such as bonds, securities, promissory notes, etc.). Through the purchase of shares or the acquisition of other financial instruments, they provide the funds necessary for the Unicaja Group to carry out its operations, develop, and compete in the market. Their participation is not only crucial to the Group's financial viability, but also to the dynamism and stability of the economic system as a whole.

Personnel: The workforce is composed of a variety of professionals who perform tasks necessary for the operation, growth, and success of the Unicaja Group. The definition of personnel includes both managers and the rest of the workforce, each of whom makes a significant contribution to the Group's daily operations and strategy.

Suppliers: This refers to organizations or individuals that provide goods, services, or resources necessary for the functioning and operation of the Group. Suppliers significantly contribute to supporting the Group's various activities and operations, ensuring that the Group can offer its products and services efficiently and effectively to its customers. In any case, it should be noted that, being a credit institution (and therefore a financial intermediary), its main function is to channel funds between the economic units that wish to save or invest their funds and those units that wish to borrow funds. Taking this into account, the suppliers that offer critical services for the development of the main activity of a credit institution are not as numerous or relevant as in other types of companies. In the case of Unicaja, the main suppliers include those related to the provision of IT services, financial services, and support services (communications, power, other supplies, etc.).

Regulatory and supervisory bodies: Entities and organizations that ensure the proper functioning of the financial system and markets. This group is especially important in a credit institution such as Unicaja, which is subject to a specific regulatory and supervisory regime due to the importance of this type of institution in the financial system. The European Central Bank (ECB), the Bank of Spain (BdE), the Spanish National Securities and Exchange Commission (CNMV), the European Banking Authority (EBA), the European Securities and Markets Authority (ESMA), the Basel Committee on Banking Supervision (BCBS), and the Financial Stability Board (FSB) are particularly relevant. In any case, according to Unicaja's definition, the concept of "regulatory and supervisory bodies" also includes other national, European, and international authorities, and not only regulatory and supervisory bodies specific to the financial sector.

Society in general: Society represents a broad and diverse network of stakeholders for the Unicaja Group that influence and are influenced by the Group's activities. This includes the local community, media, educational institutions, NGOs, and the general public. Through sustainability, economic development, and innovation initiatives, the Unicaja Group seeks to generate a positive impact on society, contributing to its well-being and progress. Likewise, according to the ESRS, nature is also included as a stakeholder that does not participate but is included within this stakeholder group.

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Principle 5:
Governance & Culture

We will implement our commitment to these Principles through effective governance and a culture of responsible banking.

Governance Structure for Implementation of the Principles.

The General Shareholders' Meeting is Unicaja's highest decision-making body in matters within its remit. The General Shareholders' Meeting decides on matters attributed to it by law, the bylaws or by the General Meeting Regulations and on any other matter submitted to its decision by the Board of Directors or by the shareholders in the cases provided for by law.

The Board of Directors is responsible for the management and representation of the Company under the terms established by law and in the bylaws. The Board of Directors has the broadest powers for the administration and management of the Company and, except in matters legally or statutorily reserved to the competence of the General Shareholders' Meeting, is the highest decision-making body of the Company.

The Board of Directors shall be composed of a minimum of eight members and a maximum of 15 members, and the General Shareholders' Meeting shall determine the specific number of its members.

From among the independent directors, the Board of Directors appointed a Coordinating Director who is especially empowered, among other duties, to request the convening of the Board of Directors or the inclusion of new items on the agenda of an already convened Board meeting, or to chair the Board of Directors in the absence of the Chairperson and Vice-Chairperson.

On February 11, 2025, AENOR gave Unicaja the highest rating (g++) of the **Good Corporate Governance Index (IBGC)** certificate, which contemplates the best governance practices. The Bank has established an incentive system since 2023 in general for all employees, which grants a variable remuneration for those employees who comply with it. This incentive system establishes corporate objectives common to all employees, departmental objectives, and finally individual objectives.

In the case of the Steering Committee, the corporate objectives have a relative weighting of 50% of the total objectives. And within the corporate objectives, three ESG objectives are established, with a combined weighting of 10% of the total corporate objectives, two of which are environmental in nature: sustainable financing and decarbonization of the portfolio.

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Promoting a culture of responsible banking:

Unicaja Group has a Training Plan for Directors and an Initial Training Program for Directors, as described in the "Training Policy of the Board of Directors of Unicaja, S.A.", approved in February 2024.

The initial training and integration program is intended to help new Board Members understand the following, among other things: (i) the applicable regulatory framework, both in the financial sphere and that of sustainability, (ii) the structure, business model, strategy, and risk profile of the Unicaja Group, and (iii) the values and corporate culture of the Unicaja Group.

As far as continuing education is concerned, Unicaja's Board Members must maintain and expand the knowledge and skills necessary to fulfill their responsibilities, in accordance with the Company's continuing education program.

On an annual basis, the specific training needs of the members of the Board of Directors are assessed and a specific Annual Training Plan for the Board of Directors and another reinforced plan for the members of the Audit, Regulatory Compliance, and Risk Committees are provided, as well as for the members of the other Board Committees for which the need is detected.

- The following sessions related to sustainability are included in the specific Annual Training Plan for the Board of Directors:
  - Prospects for banking.
  - Main regulatory developments.
- The following sessions related to sustainability are included in the Annual Reinforced

Training Plan for the Audit Committee:

◦ Main regulatory developments.

◦ ESRS (European sustainability standards under the new CSRD).

– The following sessions related to sustainability are included in the Annual Reinforced Training Plan for the Sustainability Committee:

◦ Taxonomy

◦ Impact and management of ESG risks

in December 2024, a specific training session was held for both the members of this Committee and the rest of the members of the Board of Directors, on the future implementation of the CSRD Directive and the application of the ESRS, with emphasis on the analysis of double materiality and the subsequent management of impacts, risks, and opportunities of materiality identified.

As regards the diversity of the Board of Directors, Art. 16.5 of Unicaja's Bylaws establish the duty that the Board of Directors must ensure that the procedures for the selection of its members guarantee diversity with respect to matters such as age, gender, disability, and professional training and experience. It should also ensure that they do not suffer from implicit biases that could imply any discrimination and that they facilitate the selection of female directors at a number that allows for a balanced presence of men and women.

In-house Staff

Unicaja assumes responsibility for implementing policies that guarantee fair working conditions, equal opportunities, continuous training, professional development based on merit and transparent conditions, as well as adequate work-life balance. These actions not only strengthen the bond between the company and its people but also contribute to the creation of social and economic value, promoting a corporate culture based on sustainability and ethics.

Unicaja's staff is made up of a variety of professionals who perform tasks necessary for the Group's operation, growth and success. The definition of personnel includes both executives under the labor regime and the rest of the staff who have an employment contract with the Bank. Unicaja strives to consolidate a motivated, integrated, and well-trained team of professionals capable of implementing the policies that develop the strategy on which the Bank's operations are based. In this regard, one of the Bank's priority objectives is human capital management, promoting continuous improvement in ethical standards affecting employees in the areas of equal opportunities, professional and personal development, promoting and improving teamwork skills, the work environment, and satisfaction. One of its objectives is to develop their sense of belonging and adherence to the Organization's values.

Remuneration and Inclusion

Unicaja implemented an Equality Plan as an internal development of Law 3/2007 for the Effective Equality of Women and Men, as well as Royal Decrees 901/2020 and 902/2020 of October 13.

Similarly, at the beginning of the year 2025, the negotiating table of the Collective Bargaining Agreement of Savings Banks, Banks and Credit Cooperative Banks has been constituted, and among other negotiations, the incorporation of measures to achieve real and effective equality of LGTBI people is being addressed at this table. These measures are also intended to comply with RD1026/2024 of October 8 recently approved by the Spanish Government.
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Risk and due diligence processes and policies
It should be noted that Unicaja has monitored issues related to the application of due diligence criteria associated with corporate social responsibility for its application to the value chain. In fiscal year 2024, Directive (EU) 2024/1760 of the European Parliament and of the Council of June 13 on Corporate Sustainability Due Diligence (CSDDD) and amending Directive (EU) 2019/1937 and Regulation (EU) 2023/2859 was finally approved and requires national regulatory transposition, still pending at the end of fiscal year 2024. This Directive will require entities to integrate the due diligence process into their risk management systems, on the one hand, and adopt a Transition Plan to mitigate climate change, thus expanding upon the provisions of Directive (EU) 2022/2464. This CSDDD Directive establishes a phased entry into force, with implementation in Unicaja estimated for 2027, within the first group subject to its applicability. In the absence of its effective transposition into Spanish law, Unicaja is assessing its impact.
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Principle 6:
Transparency & Accountability

We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

Disclosure frameworks

Our bank is reporting on CSRD.

Assurance

Limited third-party assurance has been undertaken on the impact analysis and the baseline for our climate targets as well as the governance structures in our bank, in line with the regulatory requirements.

See assurance statement in our CSRD report cuentas-anuales-individuales-2024-en (1).pdf Pag 5-15

Responsible Banking Progress Statement for PRB Signatories

Unicaja