

Risk management

The Board of Directors, Senior Management of CaixaBank Payments & Consumer and the CaixaBank Group as a whole are firmly committed to risk management.

The CaixaBank Group aims to maintain a low average risk profile, comfortable capital adequacy and comfortable liquidity metrics, in line with its business model and the risk appetite defined by its Governance Bodies.

As part of the internal control framework and in accordance with the provisions of the Corporate Global Risk Management Policy, CaixaBank Payments & Consumer has a risk management framework that allows it to make informed decisions on risk assumption in a manner consistent with the target risk profile and the level of appetite established by the Group. This framework is composed of the following elements:

>> CORE ELEMENTS OF THE RISK MANAGEMENT FRAMEWORK



Comentado [SD1]: Governance and organisation
Strategic risk management processes
Risk culture



- **Governance and organisation:** developed through internal policies, regulations and procedures that ensure appropriate control by the governance bodies and management committees, as well as by specialisation of the human team.



- **Strategic risk management processes** to identify, measure, monitor, control and *report* on risks:

Identifying and assessing risks *Risk Assessment*: annual self-assessment exercise of the Entity's risk profile. Its objective is to assess the inherent risk situation and its trend, its management and control and the outcome of its governance for each of the risks in the Catalogue. It is one of the main sources of identification of: emerging risks, risks whose materiality or importance is increasing in such a way that they could lead to their explicit inclusion in the risk catalogue, and strategic events affecting one or more risks which, due to their potential medium or long-term impact, should be specifically monitored.

Risk taxonomy and definition. Risk Catalogue: list and description of material risks identified by the *Risk Assessment* process, reviewed annually. It facilitates the monitoring and reporting of the Group's internal and external risks.



- **Risk culture.** The risk culture is structured through training, communication and the evaluation and rewarding of employee performance, etc.

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For more information on **risk management** and its **governance and control system**, please refer to the section on [Board Committee \(Risk\)](#) and [Economic and Financial Information \(Other Financial Information\)](#).