



Responsible commitment to employees

BBVA Mexico Group employees are an important pillar for the institution and its growing needs; this is why the Group continues to promote professional and personal growth, encouraging a healthy work culture and thus "Place the opportunities of this new era within everyone's reach."



BBVA Mexico team

The BBVA Mexico Group has training, diversity, inclusion, gender equity and health and safety programs for all its employees to satisfy their needs, generate an inclusive environment, contribute to their professional growth and consolidate itself as an ideal institution to work for.

Partners

At the end of 2019, BBVA Mexico Group's workforce was made up of 38,228 employees, 53% of whom were women and 47% men. The Institution has a workforce in which 11% of employees are under the age of 25; 75% are between the ages of 25 and 45; while the remaining 14% is over the age of 45.

38,228 employees in the workforce at year-end 2019, 4% higher than the previous year.

GRI 103-1, 103-2, 103-3, 102-7, 102-8, 102-41, 401-1, 401-3 and 405-1



3 GOOD HEALTH AND WELL-BEING

Guarantee a healthy life and promote well-being for everyone, regardless of age.



5 GENDER EQUALITY

Achieve gender equality and empower all women and girls.



8 DECENT WORK AND ECONOMIC GROWTH

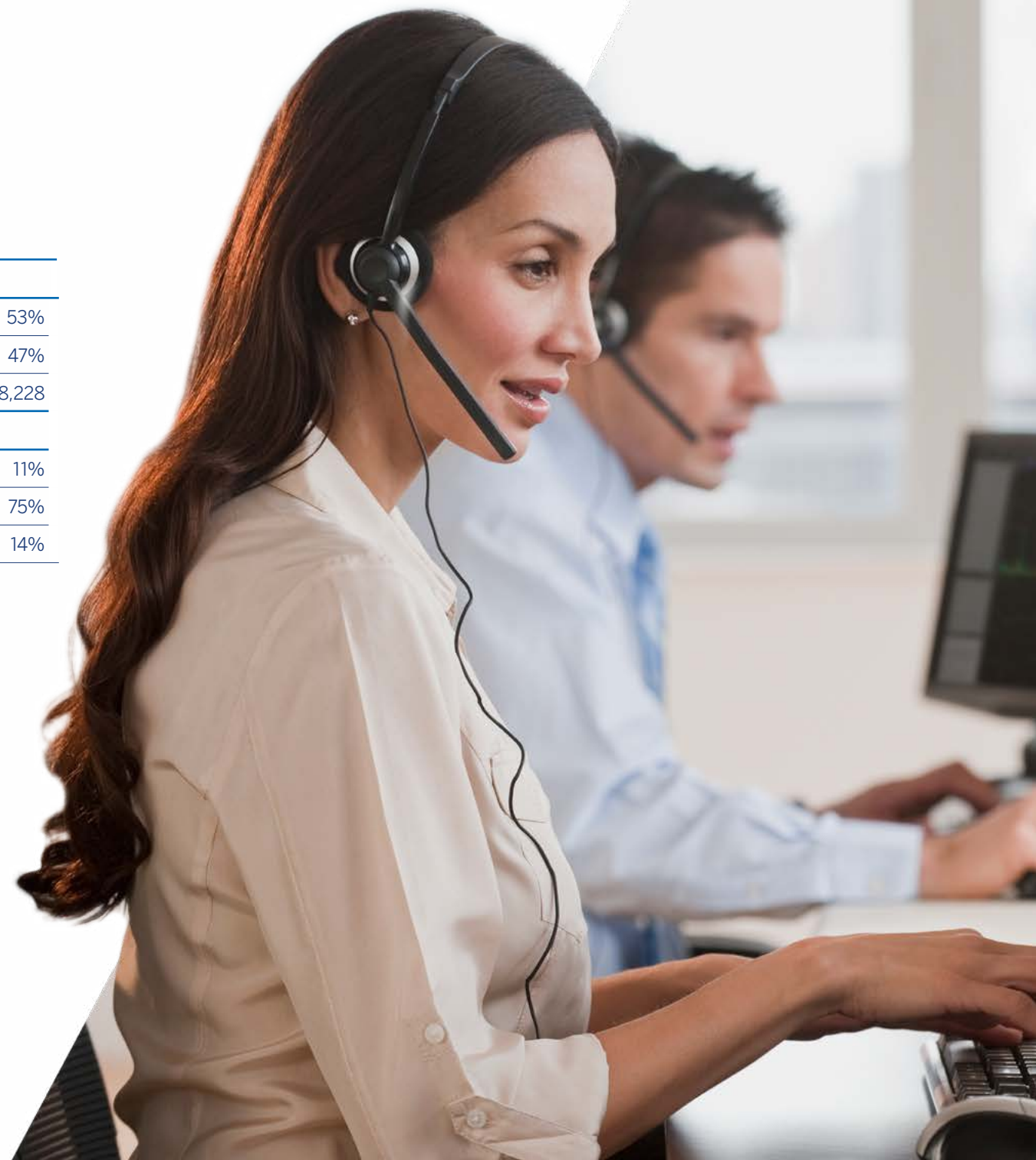
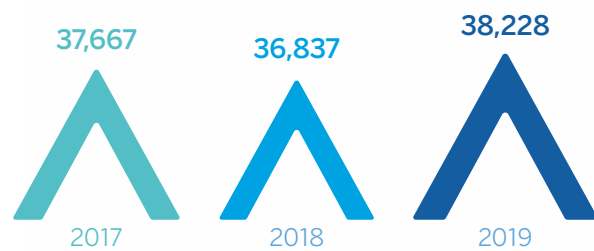
Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Employee profile

Workforce by age and gender	2017		2018		2019	
Female	20,171	54%	19,565	53%	20,405	53%
Male	17,496	46%	17,272	47%	17,823	47%
Total number of collaborators	37,667		36,837		38,228	
Age						
< 25	10%		11%		11%	
25-45	75%		75%		75%	
> 45	15%		14%		14%	

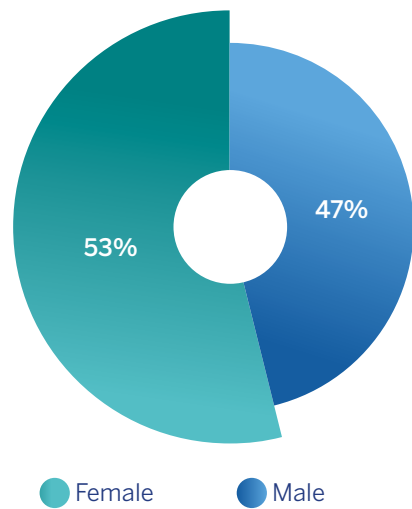
Scope: BBVA Mexico Group.

Total number of employees, 2017-2019

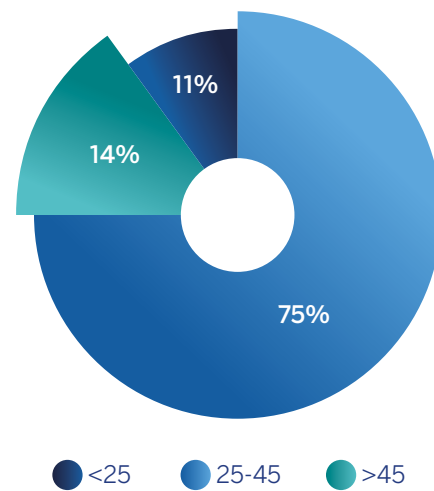


For the second year in a row, gender percentages remained the same. In 2018, the BBVA Mexico Group employed 2,582 more women than men.

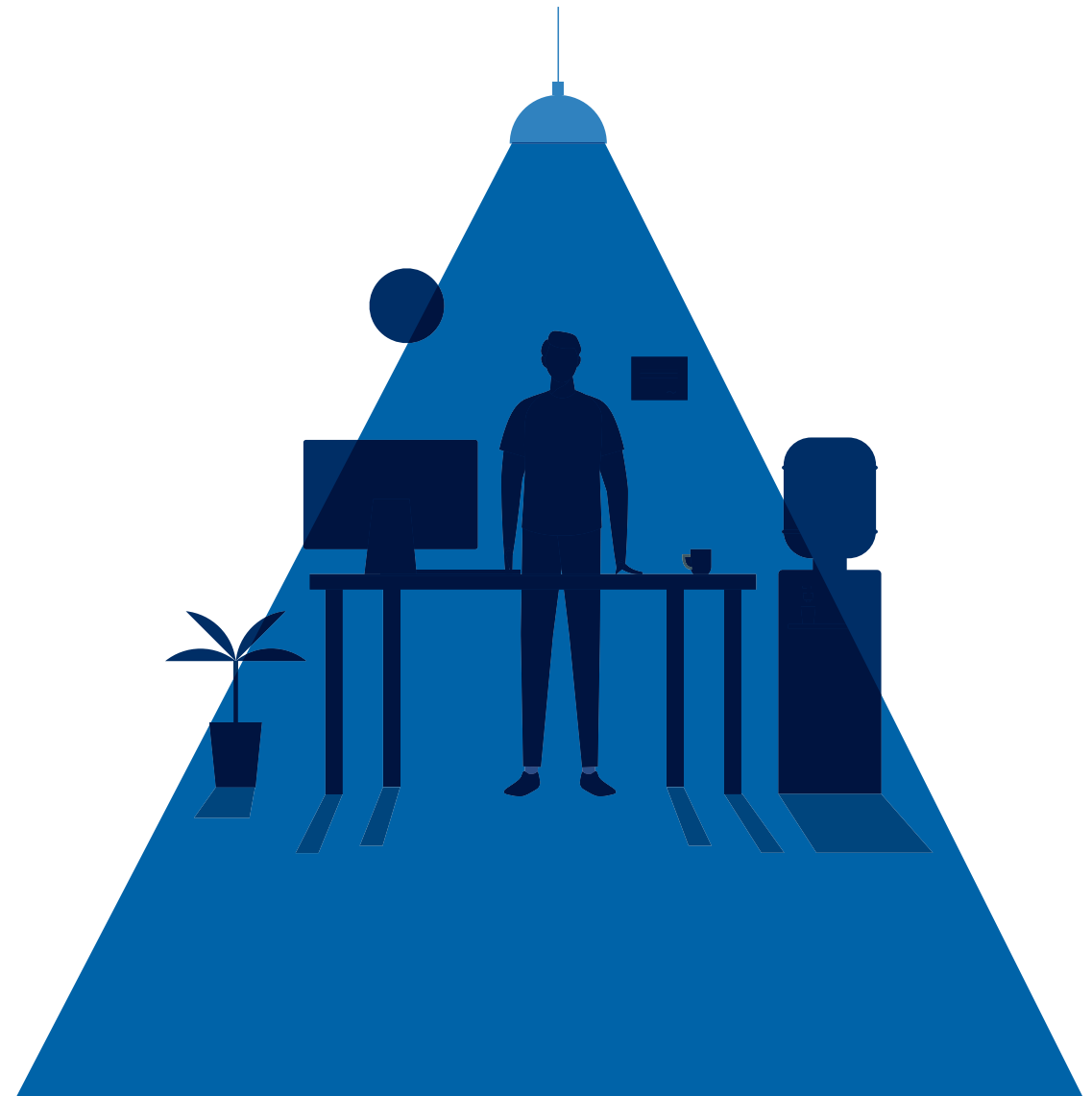
2019 workforce by gender



2019 workforce by age



53% of the BBVA Mexico Group's staff are women.



	2017		2018		2019	
	Male	Female	Male	Female	Male	Female
Workforce by contract and gender*						
Permanent contract	15,662	18,409	15,583	17,882	16,084	18,621
Temporary contract	1,816	1,747	1,689	1,683	1,721	1,767
Workforce by work schedule and gender						
Full time	17,306	19,737	17,253	19,551	17,823	20,403
Part time	172	419	19	14	0	2

*Results do not take into account part-time floor staff, expats and temporary incapacity.
Scope: BBVA Mexico Group.

Employee category by gender	2017		2018		2019	
	Male	Female	Male	Female	Male	Female
Management committee and corporate directors	50	5	45	5	44	6
Senior Management	145	31	131	29	116	28
Middle management	2,838	1,833	3,290	2,205	3,597	2,633
Specialists	3,329	2,997	3,017	2,977	2,993	3,022
Sales force	5,937	5,903	5,743	6,050	5,684	6,150
Entry-level positions	5,197	9,402	5,046	8,299	5,389	8,566

Scope: BBVA Mexico Group.

Partners unionized	2017	2018	2019
Male	4,051	4,533	4,903
Female	7,863	7,704	8,035
Total	11,914	12,237	12,938

Scope: BBVA Mexico Group.

	2017*		2018		2019	
	Male	Female	Male	Female	Male	Female
New hires*						
< 25	1,147	1,456	1,612	1,940	1,131	1,317
25-45	1,887	1,735	2,538	2,517	2,567	2,388
> 45	60	25	56	26	54	37
Total	6,310	8,689	7,494	7,494	7,494	7,494
Contract terminations						
< 25	472	625	563	655	645	714
25-45	2,227	2,213	2,309	2,432	2,657	2,546
> 45	520	326	366	305	374	252
Total	6,383	6,630	6,630	6,630	7,188	7,188

*Data reported in 2017 use a different methodology.
Scope: BBVA Mexico Group.



Turnover by age and gender	2017*	2018	2019**
Male	19%	19%	21%
Female	16%	18%	17%
< 25	31%	33%	34%
25-45	17%	18%	19%
> 45	13%	11%	11%

*Data reported in 2017 use a different methodology.

**A total of 37,858 employees in 2019 in the BBVA Mexico Group workforce were used to obtain the results. The turnover rate was calculated by dividing the number of leavers by the total workforce in each category. Scope: BBVA Mexico Group.

Level of absenteeism	2017	2018	2019
Partners	9,594	8,661	8,364
Days	192,875	177,759	130,797

Scope: BBVA Mexico Group.

Return to work after parental leave	2017	2018	2019
Parental leave	1,023	1,007	795
Number of leaves covered	117	174	115
Number of women reinstated	901	833	680

To date, no employees applying for parental leave have been reported. Scope: BBVA Mexico Group.

Attracting talent

Through the creation of a new area called Employee Value Proposition (EVP), the BBVA Mexico Group seeks to ensure the best experience for all its employees from their recruitment to retirement. The institution's strategy of attracting talent consists of initiatives, connections with universities and programs for young talent.

Initiatives

BIT Day

Conference aimed at engineering and information technology (IT) students. Talks were held on technological topics such as Digital Transformation, Artificial Intelligence and Sales Force, among others.

Women's Day

Forum attended by university students and recent graduates; on the panel, leaders from the BBVA Mexico Group explained what their careers had been like and how they have overcome different challenges. These initiatives motivate students to continue in their education. Also, there were different stands addressing the topics of Financial Literacy, the Agile methodology and the talent and culture program.

Ties with universities

In 2019 several initiatives were run at various universities around the country to put the BBVA Mexico Group forward as an attractive employer for the emerging generations.

As part of these agreements, different initiatives were implemented, such as: University Chairs, Job Shadow (to shadow a Director at BBVA's offices for a full day), the Ambassadors program, BBVA Days and nationwide Recruitment Fairs.

Thanks to these actions, the Institution recruited more than 390 students into one of its Young Talent Programs, reaching more than 20,000 students in total.

390 students recruited into BBVA's Young Talent Programs; more than 20,000 students reached in total.

GRI 103-1, 103-2 and 103-3



Young Talent Programs

Internships Program

The program is aimed mainly at students in their final year of studies. It targets young people interested in enhancing their career prospects and acquiring professional experience by taking part in a specific project for six months. The students work 30 hours a week.

Trainees Program

For new graduates, with participants spending time with various managers and face exacting performance assessments to determine whether they are suitable to remain at the BBVA Mexico Group.

Graduates program

Setting its sights on new master's graduates, As part of this initiative, the institution recruits, trains and aims to retain the finest talent, with a view to nurturing the leaders of the future.

Summer Internship

Master's students are offered the chance to take part in a 10-week project at the BBVA Mexico Group over the summer to put their learning into practice.

Business Banking Trainees Program (PTP)

This program is designed to strengthen the work team, with the BBVA Mexico Group recruiting trainees, providing training to them over a three-month period before assigning them to sales executive positions.

BIT Program

Information technology (IT) program lasting 12 months. New graduates in systems engineering, computing, IT, computer science and software can acquire different a variety of qualifications and certifications, including Cloud, Oracle, Mobile, Agile, Python and HTML5, which will ultimately aid towards their professional growth.

Ingenium Program

Program to seek out specialized analysts for the risks area. The selected professionals undergo a thorough training course in Spain.

Data Program

Aimed at young graduates in actuarial sciences, mathematics, economics and computer engineering who are looking to become data scientists and who know how to program in Python, Scala, Spark and HTML5.

Veranito Program

The BBVA Mexico Group seeks to train and develop the soft skills of BBVA Foundation scholars. The Institution has created a specific program for these students, who will be able to work over the summer with the BBVA Mexico Group and put their knowledge into practice.

Universum

This company is dedicated to being a strategic partner of the most important global brands to help them build a successful employer brand; each year, it runs a survey to determine who are the best employers worldwide. In the 2019 study, the BBVA Mexico Group ranked sixth in the Business Students ranking.

The BBVA Mexico Group ranked 6th in Universum's Business Students ranking.

For further details, visit the Universum website: <https://universumglobal.com/blog/worlds-most-attractive-employers-2019/>.

Named "Top of the industry" as the best employer in the financial sector in Latin America by Universum.

3rd place in terms of Employers for Youth.⁴

⁴ Survey that identifies the best companies for Young Professionals in Mexico, measuring internal, external attributes and the experience of millennials themselves who work at companies.

Training and talent development

The BBVA Mexico Group promotes a culture of continuous learning amongst all its employees, providing innovative, effective and available resources at the time they require them. Each employee has the opportunity to design their training experience, thus developing new capabilities to successfully achieve their professional and personal goals. At BBVA, employees are the protagonists of their own development.

Strategy

The strategy of the training area created in 2019 is structured around eight pillars, with the aim of the employee developing in an integrated way in the different subjects inherent to each pillar.

1 Cultural transformation

Training is a key lever for the transformation of culture, which enhances the values and purpose of the organization; through the co-creation and promotion of a culture of continuous development for BBVA Mexico's employees.

2 Transverse

There is currently huge emphasis on the development of soft skills, as they make it possible to adapt quickly to changing and demanding environments; at BBVA these are developed with specialized programs, to name a few:

- Strategy for the development of leadership skills.
- Consolidation of manager certification.
- Promotion of the internal and external coaching program.
- Consolidate the offer of cultural, leadership and cross-cutting programs.
- Design the training strategy for the development of customer-focused experiences.

3 Role-specific training

Being able to help employees to successfully perform in their role is one of the basic functions of the Training division.

a. Digital transformation

- Design of the comprehensive training strategy in the Agile methodology.
- Development of the local offer and Behavioral Economics itinerary.
- Evolution of the Design Thinking Ambassador program.
- Implementation of the Big Data training plan.
- Consolidation of the Process Academy program.

b. Technical

- Comprehensive implementation of the technical training, monitoring and promotion program plan.
- Consolidation of strategic sales programs (Networks).

c. Mandatory

- Innovation with learning methodologies for regulatory and institutional programs (Global and Local).

4 Onboarding

BBVA seeks to generate a WOW experience amongst new recruits, inviting them to participate in onboarding programs that give them a general context of the institution, its area and position.

- Development of training action focused on induction to General Management.
- Relaunch of the "Host" program to accompany employees in their first days at the Group.
- Development of an induction strategy for internal transfers.

5 B-Token

To make training available to all employees, Btoken has been instrumental in driving the culture of continuous learning. Btoken is a digital currency generated by online training and knowledge sharing sessions to access face-to-face training.

- Availability of resources on BBVA Campus with Btokens.
- Black Friday week and Btoken Week for mass communication and strengthening its functioning and offering.

6 Languages and University

The professionalization of employees is an element on which great focus was placed during 2019, providing high-impact alternatives to the Group's employees:

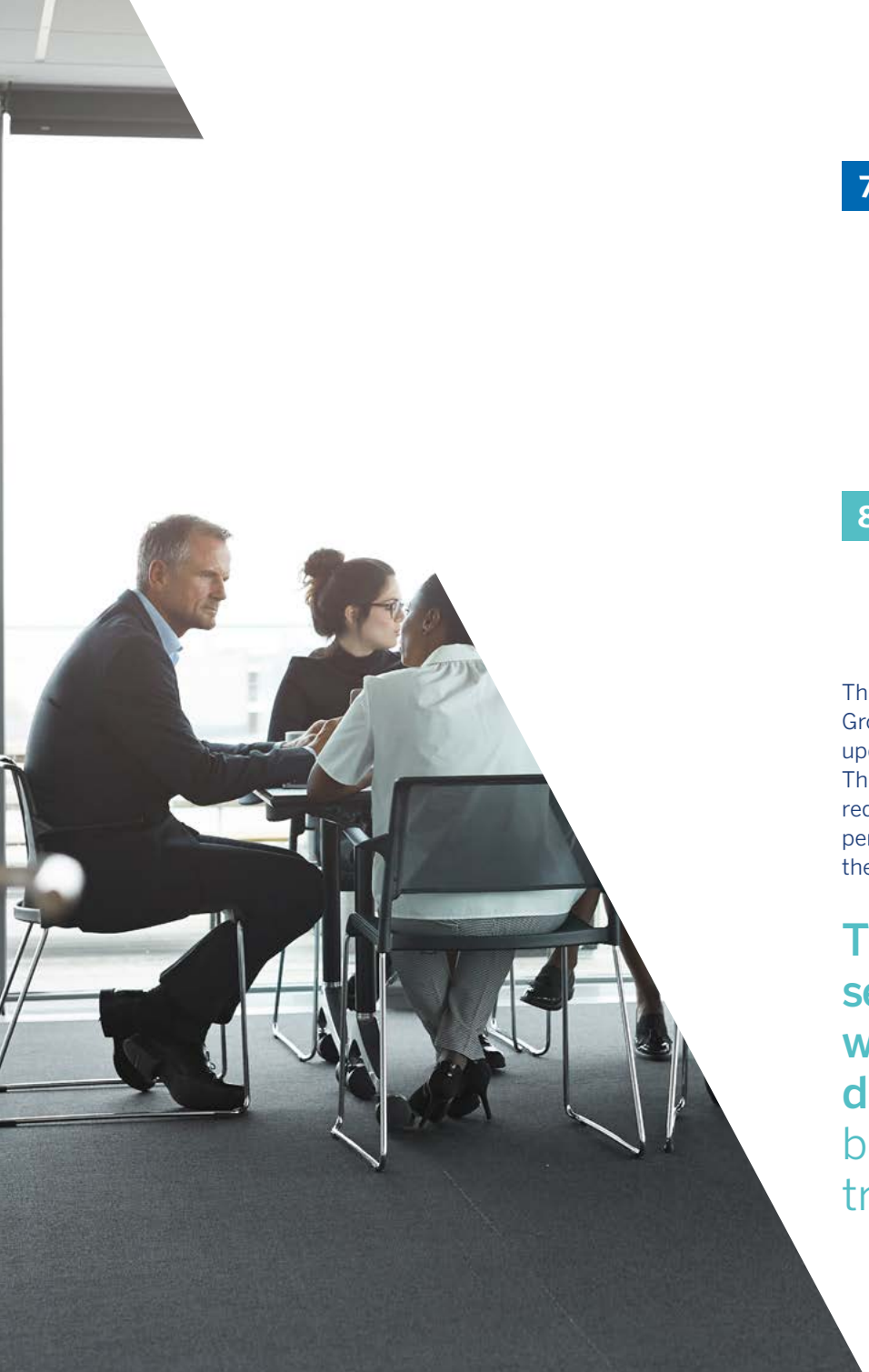
Languages:

- Positioning of the English language self-learning platform.
- Innovation in learning methodologies and the offer of teaching and internship channels.
- Availability of internship sessions through Btokens.

University:

- Strengthening of the academic offer (bachelor's degrees, diplomas and certifications).
- Analysis of the use and redeployment of scholarships.

GRI 103-1, 103-2, 103-3, 404-1, 404-2, 404-3 and 412-2



7 Communication and Data

A new element of the Training strategy is data analysis and segmented communication for each employee profile:

- Analysis of profiles, dates and efficient schedules for the management of communication.
- Analysis of surveys and course assessments to improve the content and teaching methodologies.
- Incorporation of market trends.

8 Continuous improvement

Processes have been defined and implemented to ensure an innovative training offer and provide employees with a WOW experience.

Through face-to-face and online courses, the BBVA Mexico Group will ensure that technical and specialized content is updated for each of the roles and areas at the institution. This will help to define and ensure the level of knowledge required by each employee, for them to successfully perform their duties within the organization and prepare them for the skills of tomorrow.

The BBVA Mexico Group seeks to promote collaborative work between the Group's different locations to share best practices and optimize training initiatives.

Training Results

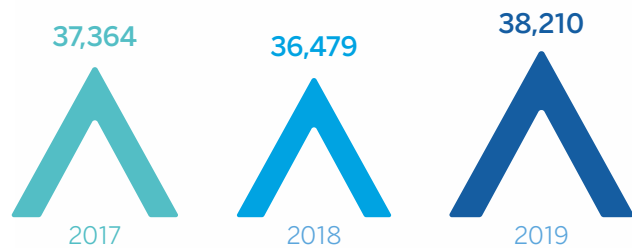
During 2019, the **BBVA Mexico Group allocated a total of MXN 202 million to training** and imparted training to **38,210 employees** through face-to-face courses or at **BBVA CAMPUS**.

Employees trained

	2017	2018	2019
Employees trained	37,364	36,479	38,210*
Percentage of employees trained	97.5 %	99%	100%*
Total number of courses on CAMPUS BBVA platform	2,173	2,725	4,137*
Average score	8.4	9.6	9.78
Total investment in training	\$161,834,353 MXN	\$231,954,778 MXN	\$202,008,617.22 MXN

*Total employees who have taken at least one course; considered finished, accredited and completed courses.

Employees trained

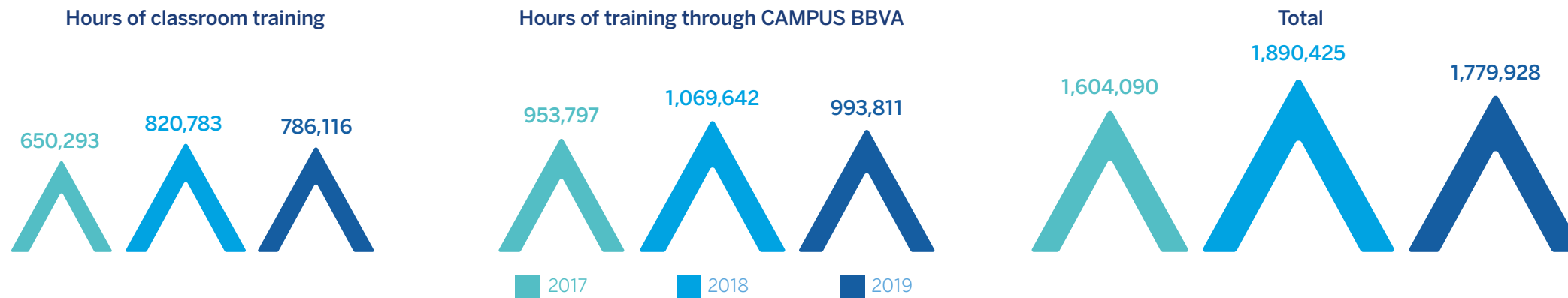


Training hours

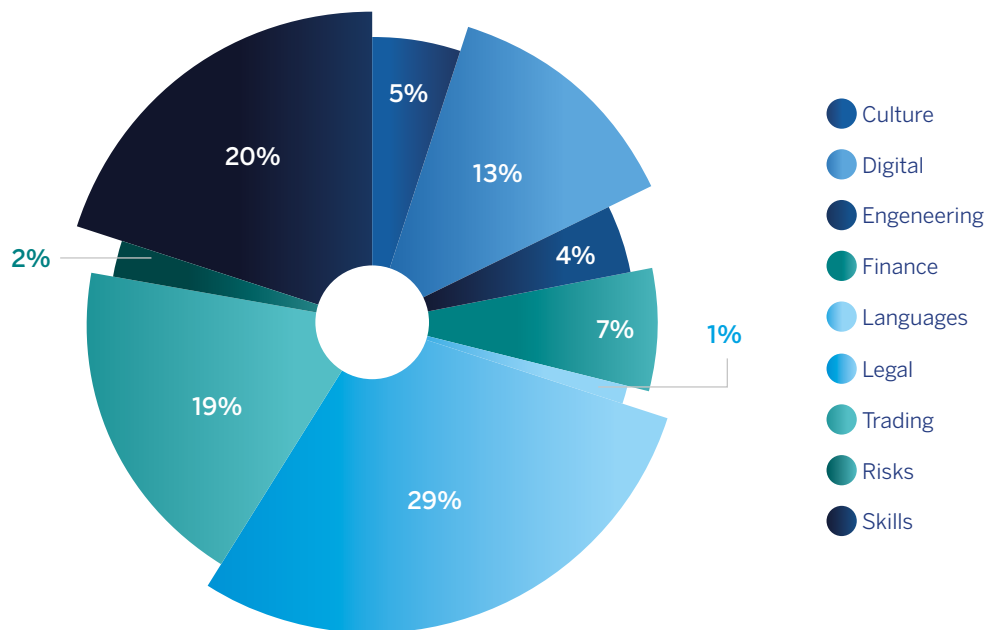
	2017	2018	2019
Hours of classroom training	650,293	820,783	786,116
Hours of training through CAMPUS BBVA	953,797	1,069,642	993,811
Total	1,604,090	1,890,425	1,779,928
Average hours per employee	37	52	47



Training hours



Training hours by general category



1,779,928 hours of training imparted in 2019; 47 hours of training per employee on average.

Training centers

Training center	Number of employees trained		
	2017	2018	2019
Murano (Mexico City)	6,235	13,553	10,238
Toreo (Mexico City)	7,504	13,308	13,721
Guadalajara	988	657	2,122
Monterrey	578	325	964
Puebla	1,523	550	1,050
Leon	371	337	1,104
Tijuana	491	151	988
Merida	183	629	824

Anti-corruption training

	2018
Training hours	1,055

No data were reported in 2019 as this topic will form part of a BBVA Mexico Group regulatory course program.

Training in information security

	2017	2018	2019
Training hours	4,729	190,317	8,694

Training in human rights

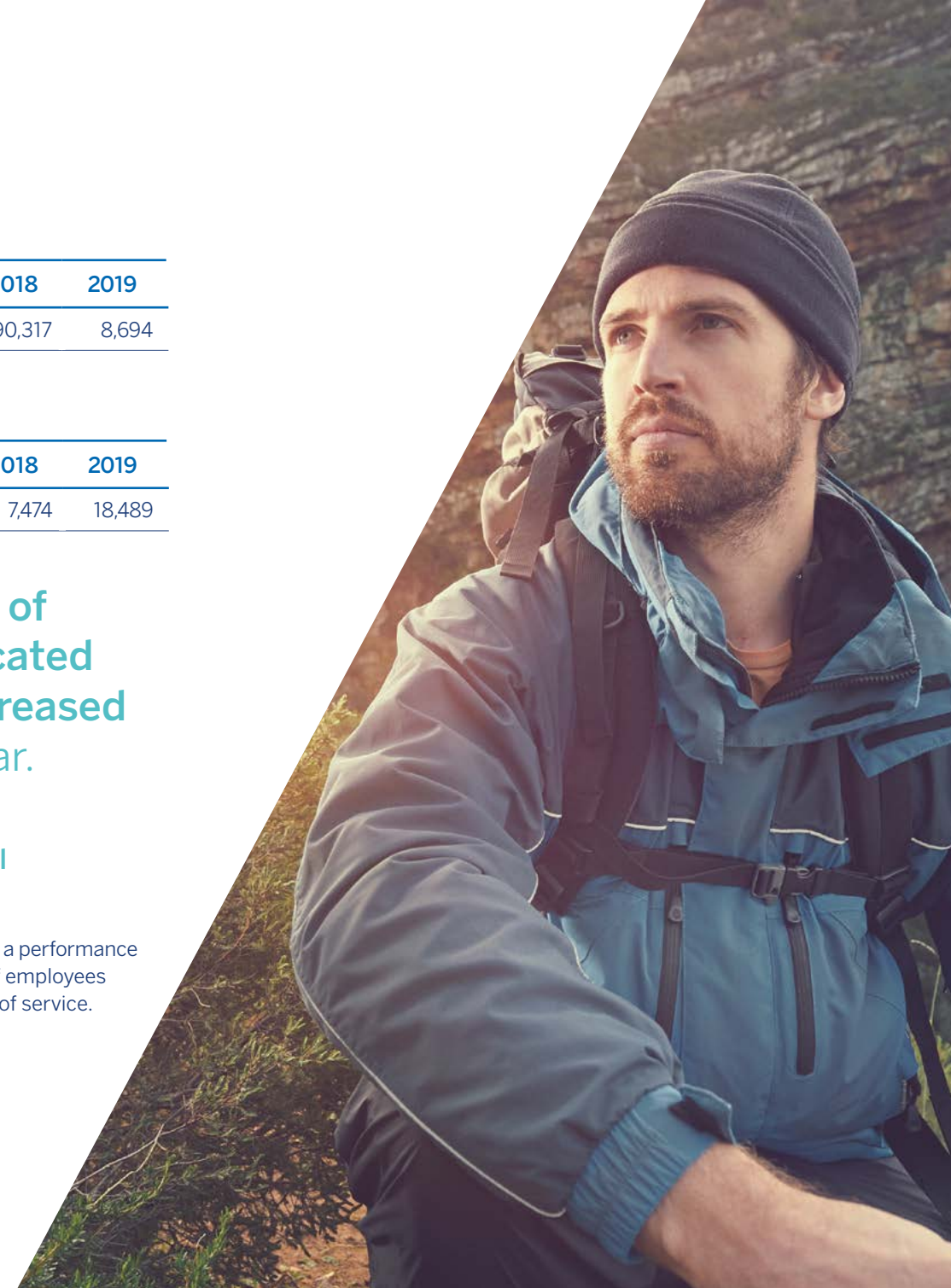
	2017	2018	2019
Training hours	1,932	7,474	18,489

In 2019, the number of training hours dedicated to human rights increased by 147% year-on-year.

Performance and professional development assessments

In 2019, 88.71%* of employees underwent a performance assessment; the remaining percentage of employees were not eligible on account of their time of service.

*To obtain this result, the total figure of 37,854 employees in the BBVA Mexico Group workforce was used.



BBVA University

In 2019, **BBVA University awarded 433 scholarships** for development programs, diplomas, bachelor's degrees and master's degrees.

Scholarships	2018	2019
High school	11	N/A
Graduates	N/A	72
Degrees	150	76
Fair	205	184
Development (fixed monthly amount granted as support)	108	101

Partnerships with universities

Discounts on tuition and enrolments for employees at the following universities:

- Anáhuac: 10 to 20%.
- Tecnológico de Monterrey: 20 to 25%.
- Tec Milenio: 20 to 30% for employees and relatives.
- UVM: 25 to 60%.
- UNITEC: extra 5% for new recruit scholarships for employees and relatives.

Goals for 2020

- Co-create and promote a culture of continuous development in which employees have autonomy in designing their current training experience.
- Develop new capabilities for the future, contributing to the transformation of BBVA Mexico Group by generating valuable opportunities for all customers.
- Contribute to the Group's global and local strategy.
- Integrate into the Employee Value Proposition area.



Employee benefits

As part of the most important financial institution in Mexico and recognized by different organizations as a major employer. The BBVA Mexico Group has deployed the B Promos platform, where employees can consult all the benefits that the institution makes available to them. At the end of 2019, employees were able to benefit from 407 national agreements with the best brands.

During 2019, B Promos was promoted on the different internal media (Para mí, Somos, digital screens at the headquarters) and employees were able to register a guest and enjoy the benefits offered by the platform.

Both the platform and the B Promos App boast the following features that improve the employee's user experience:

- Onboarding video.
- Geo locator.
- Quick finder.
- Classification by categories and collections.
- Brand rotation on the main screen.
- Profile by brand with information about the agreement, branch location, contact and code generation to enjoy the benefit.

Currently, **29,209 employees** have registered on the **B Promos** platform and the **App** has been downloaded **14,627 times**.

GRI 401-2



Facilities and services at corporate offices

At the Bank's corporate headquarters (Torre BBVA, Parques Polanco and the Data Processing Center), the institution has various services that are there to benefit employees and improve their quality of life, while enhancing the time they spend at our corporate head offices. Notable examples include:



Well-being center



General canteens



Drugstore



Shoe repair



Shower area



Laundry



Games area



Corporate transport

*Not all benefits are available at all corporate offices.

Remuneration

BBVA Bancomer, S.A., Institución de Banca Múltiple, BBVA Bancomer financial group has a value proposition that provides employees with a total remuneration rooted in the reciprocal generation of value that reflects the following principles:

- Creation of long-term value.
- Compensation for the achievement of results based on prudent and responsible assumption of risks.
- Attraction and retention of the best professionals.
- Compensation for the level of responsibility and professional career history.
- Internal equity and external competitiveness.
- Use of market benchmarks through analyses carried out by firms of recognized prestige that are leaders in the compensation consultancy sector.
- Ensure transparency in the remuneration policy.
- Guaranteeing there are no differences in remuneration by gender.

Accordingly, total remuneration includes:

- Fixed remuneration, which is established on the basis of the employee's level of responsibility and professional track record at the BBVA Mexico Group. A salary benchmark is set for each function, reflecting its value to the BBVA Mexico Group institution at which the employee works. This salary benchmark is defined by analyzing internal and external equity and comparing it with the market and best payment practices to become the best company in Mexico when it comes to remuneration practices.
- Variable remuneration is a key part of the BBVA Mexico Group's remuneration policy, as it rewards the creation of value at the institution through each of units that make up the BBVA Mexico Group. In a nutshell, it rewards individual and team contributions and the value they all contribute to the BBVA Mexico Group's recurring earnings.

Ratio of total annual remuneration and ratio of the percentage increase of total annual remuneration

Requirement	BBVA Mexico Group figure
Ratio of total annual remuneration	24.96%
Ratio of the percentage increase in total annual remuneration	-3.6%

Benefits

The BBVA Mexico Group offers employees a number of supplementary benefits and perks to improve their quality of life in all senses and to make it the best company at attracting and retaining the finest talent.

Pensions

The BBVA Mexico Group institutions mentioned above offer a pension plan to supplement retirement pay under the national social security system, thus helping to improve the quality of life of its employees when they retire.

GRI 102-38 and 102-39



Work climate and engagement

Occupational health and safety

Occupational health and safety is paramount to the BBVA Mexico Group; therefore, it is committed to ensuring safe and healthy environments and to the promotion of security measures at each of its facilities along with initiatives for the physical and emotional health of all the institution's employees.

Below are the medical consultation services that the BBVA Mexico Group offers at its corporate buildings:

- Torre BBVA: Piso 34
- Parques Polanco: Piso 14
- TecnoParque: Edificio B, 2º Piso
- CPD Lago Esmeralda: Planta Baja

GRI 401-2



3 GOOD HEALTH AND WELL-BEING

Guarantee a healthy life and promote well-being for everyone, regardless of age.

In addition to the medical consultancy services, the BBVA Mexico Group has breastfeeding rooms distributed across the following facilities, in addition to the total number of users during 2019:

Building	Number of rooms	Users
BBVA Tower	2	76
Parques Polanco	2	14
TecnoParque	1	10
CDP Lago Esmeralda	1	2
Merida	1	2
Total	7	104

Health campaigns

Throughout 2019, different campaigns were performed in favor of disease prevention and health promotion amongst BBVA Mexico Group employees.

May

Nutritional workshop: talks and workshops imparted on nutrition and food topics. Each month, employees and family members are invited to participate. Head offices: BBVA Tower and Parques BBVA.

July

"Reto_Tu_Bien_Estar" pilot project: the objective of this project is to raise awareness among overweight and obese employees diagnosed by the medical service, regarding the importance of self-care and the adoption of new habits for the prevention and control of metabolic and chronic degenerative diseases.

In total, 220 employees across 35 teams participated, losing weight following more than four months of intensive interventions.

As part of the strategy at the start of the initiative, participants underwent medical and nutritional assessments. Furthermore, laboratory tests were performed to measure levels of cholesterol, triglycerides, uric acid, glucose and glycosylated hemoglobin.

October

Permanent nationwide oncological prevention campaign, from October 14 to November 30. Informational and awareness videos disseminated of real cases involving BBVA Mexico Group employees diagnosed with breast cancer and prostate cancer.

Two new medical specialties were integrated into the BBVA Tower and Parques BBVA Medical Service modules, offering consultation to all employees in internal medicine and psychology issues (previously only gynecology, urology and nutrition consultancy was available).

November-December

National influenza vaccination campaign (quadrivalent vaccine) from November 19 to December 19. The BBVA Mexico Group exceeded the target set at the beginning of 2019 (application of 5,000 doses), as 5,211 doses were applied; 4,297 in Mexico City and 914 elsewhere in the Republic (six venues).

There was a **39% increase in participation in the vaccination campaign** compared to the previous year.

Visual campaign at BBVA Tower and Parques BBVA, carried out between November 25 and December 6 aimed at all employees and their beneficiaries.

1,183 visual examination studies were performed, a 185% increase in participation compared to the previous year.

The consultation of gynecology, urology and nutrition specialists was included into the modules available elsewhere in the Republic (previously only general medicine was available).



Messages

The BBVA Mexico Group has a site on its Intranet for employees called "Para mi". This platform raises awareness of the different campaigns carried out together with relevant information on health and safety issues. In addition to the website, the following means of communication are available to disseminate these topics:

- Campaign to disseminate initiatives in elevators.
- Creation of a video with testimonials to raise awareness of the fight against breast and prostate cancer.
- Cancer campaign (breast and prostate cancer).
- "Floor by floor" awareness campaign for flu vaccinations.

Emotional well-being

As part of its commitment to the emotional health of its employees, the BBVA Mexico Group has implemented a range of initiatives that seek to raise awareness on emotional health, provide support for issues associated with work and personal situations, as well as compliance with the Official Mexican Standard NOM-035-STPS-2018, on psychosocial risk factors at work - identification, analysis and prevention.

The BBVA Mexico Group has the following initiatives in place:

- Welfare Committee, consisting of representatives of each discipline and that meets on a monthly basis to make decisions regarding new initiatives.
- Development of the Institutional Policy on the Prevention of Psychosocial Risks.
- Campaign for the dissemination of the whistleblower and awareness raising channel.
- Línea Bienestar, communication channel for employees who needs any type of advice concerning their well-being.

Workplace Wellness Council-Mexico (WWPC)

The aim of the Workplace Wellness Council (WWPC) is to provide innovation, best practices and leadership for firms in Mexico to improve employee health.

To meet the guidelines and adopt the best practices recommended by the WWPC, the BBVA Mexico Group has a Welfare Committee, which seeks to generate the different wellness and health initiatives, recreational spaces and occupational safety.

In 2019, pilot "mindfulness" yoga classes were held in addition to a nutritional workshop focused on education and the promotion of self-care, in the form of face-to-face sessions that addressed nutritional topics imparted by experts. It was directed at all employees and family members. Attendance figures were between 40 to 70 people per session.

Civil Protection

The BBVA Mexico Group has a Civil Protection division, dedicated to promoting the safety of all those working at its facilities. The unit comprises response officers at branches and buildings, together with external personnel.

Total number of safety officers in branches	9,142
Total number of safety officers in corporate buildings	1,159
Total safety officers	10,301

10,301 safety workers in BBVA Mexico Group branches and corporate buildings.

Civil Protection responsibilities extend nationwide, both in branches and corporate offices. All BBVA Mexico Group response officers comply with the training required by the authorities and legislation.

794 hours of training imparted to response officers at the BBVA Mexico Group in 2019.

2019 activities

- 37,369 employees trained and 74,738 hours of training in Civil Protection matters imparted as part of the "Safety and signage" online course.
- 4,290 drills simulating earthquakes and fires carried out in all BBVA Mexico Group facilities. A total of 16,221 people participated in the macro drill in Mexico City.

- As part of the awareness raising, dissemination of information and education on these topics, Civil Protection Day was held, in which a total of 526 individuals, six exhibitors and six supplier stands participated.
- As a measure for informing employees about the prevention of natural disasters, the Civil Protection division published two preventive leaflets for hurricane season and low temperatures, in addition to three virtual prevention campaigns for risks such as fires and earthquakes.

2019 Latin American Police and Firefighter Games

As part of these Latin American games, the BBVA Tower hosted the vertical race. In total, 36 men and eight women from different parts of Mexico and six different countries climbed 1,300 steps in one of the highest vertical races in Latin America. In addition, the security forces carried the firefighters' equipment, weighing approximately 25 kg, and including an oxygen tank, helmet and firefighting suit.



Diversity, inclusion and fairness

The BBVA Mexico Group promotes a culture of diversity, as part of which the institution respects people regardless of their age, sexual orientation, gender, political views, religion, etc. In this connection, the BBVA Mexico Group works on:

- Programs that drive gender equity.
- Inclusion of people with disabilities.
- It promotes behaviors that support society through volunteering, in which their friends and family can participate.

The BBVA Mexico Group promotes a culture in which its employees can apply the values of the institution in their daily lives, through various programs such as: Values Day, Values Challenge and the VIVA Award.

Blanca Cecilia Muñoz,
General Risks Director at
BBVA Mexico, named one
of "26 Leaders" by "Mujer
Ejecutiva" magazine.

Women's Day

The BBVA Mexico Group celebrated Women's Day for a second year. This event is aimed at female university students with a view to informing them about the success programs of the BBVA Mexico Group on issues of gender equality, as well as providing contact with successful women and leaders of the institution in the form of their testimonies.

"At the BBVA Mexico Group there are more women and this is thanks to the institution's quest to balance gender diversity, where equitable growth is possible."

Lorena Elizondo Santoscoy,
Director of the Equity Division in Merida, Yucatan

GRI 103-1, 103-2, 103-3, 401-3 and 405-1





Maternity and paternity program

As part of the strategy of diversity, inclusion and fairness, the BBVA Mexico Group accompanies employees who become parents:

- A gift kit is delivered containing a backpack, foot rest, milk carrier and changer.
- Preferential treatment in the canteen, with tables clearly labelled for pregnant workers.
- Preferential parking for mothers.
- Online talks, as well as face-to-face talks at BBVA Tower and Parques Polanco with experts in the education of newborn babies up to children aged 14.

Different capabilities

The BBVA Mexico Group conducted a post evaluation survey for the workplace inclusion of people with disabilities, as required by the authority under the Official Mexican Standard NOM-034-STPS-2016 on safety conditions for the access and performance of activities by workers with disabilities in the workplaces, and a guide was developed with advice for supervisors whose teams include individuals with intellectual disabilities.

Secretary of Public Education's Student School Internship with People with Intellectual Disabilities

With a view to promoting inclusion, over a six-month period, students aged 18 to 25 with intellectual disabilities completed their internships at the BBVA Tower and Parques Polanco. They were assigned to specific positions and joined work teams. The Institution employs people with disabilities.

At the end of 2019, the BBVA Mexico Group employed **25 people with different abilities in its workforce.**

Furthermore, talks are held on the characteristics of different disabilities, support available, inclusive language, in addition to other topics, for service areas and teams on which people with disabilities work.

Activities for employees

As part of a culture of integration in the workplace, a sense of membership at the institution and the promotion of values, the BBVA Mexico Group Talent and Culture division has a strategy for improving a work-life between employees, their family and friends and the BBVA Mexico Group through different programs and activities.

Family programs

"Family & Friends" Summer Visits to Headquarters

Tour of emblematic locations at the headquarters of the BBVA Mexico Group.

Location: Metropolitan Area.

Segments: employees, family and friends.

Summer entrepreneurs

Visit of employees' children over a four-week period, carrying out different activities: Agile Methodology, entrepreneurship, Design Thinking course, visit to Headquarters, etc.

Location: BBVA Tower and Parques Polanco building.

Segment: children of employees aged between 17 and 22.

Ven a comer conmigo (Come have lunch with me)

The children of employees visit the BBVA Mexico Group facilities to have lunch with their mom or dad; in addition, various activities are undertaken, depending on their age, such as: storytelling, Financial Literacy workshop, social media talks and security.

Values program

Values Day

Over the course of a full month, at head offices and branch networks, recreational activities are performed at a global level with all employees; in particular, there is a day on which the BBVA Mexico Group raises awareness among employees about the importance of the institution's values, with workshops, videos, activities, etc.

Values Challenge

Global program in which employees can sign up to participate in interdisciplinary teams and develop innovative proposals that respond to needs arising in Values Day activities.

VIVA Award

Recognition given to employees who are worthy representatives as they apply the values of the BBVA Mexico Group in their day-to-day activities.

Sexual Harassment Protocol

Communication in which the institution publically announces that it rejects sexual harassment: using the reporting platform currently available for the purposes of regulatory compliance, employees are aware that they can report sexual harassment. The message was disseminated through two videos and computer graphics.

Cultural and sports activities

Programs aimed mainly at striking a life-work balance, totally free of charge for employees, where new skills can be developed as well as potentially enhancing people's talent. These programs link employees and their families with the Group, promote networking, encourage competitiveness and make the institution attractive to new generations; some of which serve a social purpose, such as the BBVA Race Circuit.

Throughout 2019, the BBVA Mexico Group carried out, in cooperation with its employees and relatives, the following cultural and sports activities (internal tournaments and banking games):

Culturales

Ballroom dancing

Public speaking

Sports dancing

Paint

Storytelling

Poetry

Folk dancing

Soloists

Photograph

Theater

Vocal music group

Sports

Aquathlon	Frontón a mano
Chess	Frontenis
Athletics	7-a-side soccer
Badminton	Soccer
Basketball	Swimming
Baseball	Squash
Mountain biking	Tennis
Billiards	Table tennis
Bowling	Flag football
Road cycling	Triathlon
Duathlon	Volleyball

Race track

In 2019, the BBVA Mexico Group continued with the race circuit, to promote local races, passing through different cities in Mexico and involving around 25,680 runners. The winning local runners then go to Mexico City to compete in the final.

Race locations:

- Mexico City
- Chihuahua
- Guadalajara
- Hermosillo
- Leon
- Merida
- Monterrey
- Morelia
- Oaxaca
- Puebla
- Queretaro
- San Luis Potosi
- Tampico
- Tijuana
- Veracruz
- Villahermosa

Vertical race

Since 2018, the BBVA Mexico Group has held the largest corporate vertical race in Mexico and Latin America, in which around 550 runners put their perseverance, tenacity and strength to the test, climbing 1,300 steps, over a vertical distance of 235 meters and 50 stories.

Activity	Beneficiaries
Banking games - Mexico City	863
Art festival	350
Movie theater passes	7,000
Race track	25,680
Vertical race	550
In-house tournaments	9,718
Regional Banking Games	648
Special events	10,821
Recognizing professional achievement	4,675
Total	60,305

The BBVA Mexico Group won the 2019 General Banking Games Championship for the 11th consecutive time.

