

Responsible practices

07

Grupo BBVA México is committed to **its employees** by creating attractive, safe and diverse work spaces; protects the **environment** by reducing the environmental impact of its internal activities based on the Global Eco-efficiency Plan; and involves **its suppliers** through the inclusion of ethical, social and environmental factors within the supply chain.



Responsible commitment to the employee

GRI 102-7, 102-8, 102-38, 102-39, 102-41, 103-1, 103-2, 103-3, 401-1, 401-2

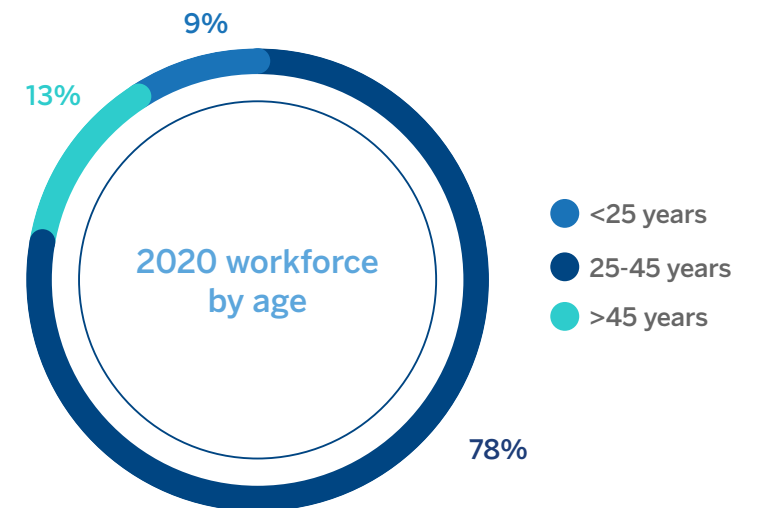
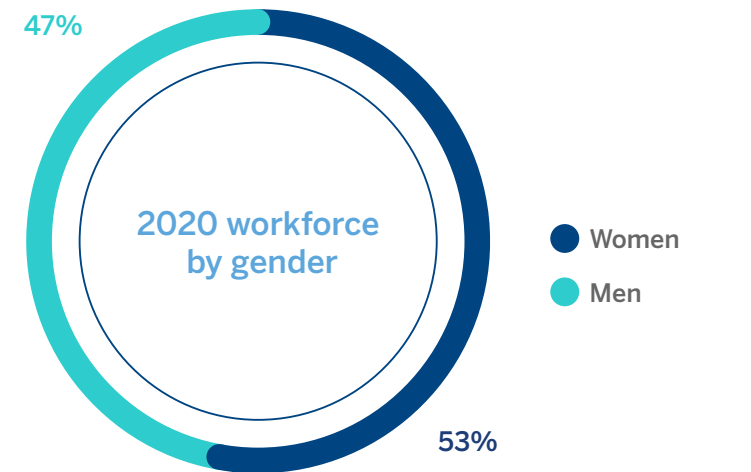
BBVA Team

At the end of 2020, Grupo BBVA México workforce was made up of 37,258 employees, which represents a 3% decrease compared to the previous year. The Institution has a staff in which 9% of the employees are under 25 years of age; 78% are between the ages of 25 and 45; while the remaining 13% are older than 45 years.

37,258
employees
on staff at the
end of 2020.

Workforce by age and gender	2018		2019		2020	
	Count	%	Count	%	Count	%
Women	19,565	53%	20,405	53%	19,924	53%
Men	17,272	47%	17,823	47%	17,334	47%
Age						
Total employees	36,837		38,228		37,258	
< 25 years	11%		11%		9%	
25-45 years	75%		75%		78%	
> 45 years	14%		14%		13%	

Source: Grupo BBVA México. 26 employees are excluded.



53% of the Grupo BBVA México workforce **are women.**

	2018		2019		2020	
	Men	Women	Men	Women	Men	Women
Workforce by contract and gender*						
Full time contract	15,583	17,882	16,084	18,621	16,300	18,958
Part time contract	1,689	1,683	1,721	1,767	1,006	952
Workforce by day and gender						
Full time	17,253	19,551	17,823	20,403	16,300	18,956
Part time	19	14	0	2	0	2

For the third consecutive year, the gender percentages within Grupo BBVA México **maintained the same relationship.**

* The results do not take into account part-time staff contracts, expatriates and temporary disability.
Source: Grupo BBVA México. 26 employees are excluded.



Category of employees by gender	2018		2019		2020	
	Men	Women	Men	Women	Men	Women
Management committee and corporate directors	45	5	44	6	39	4
Executives	131	29	116	28	109	33
Middle management	3,290	2,205	3,597	2,633	3,658	2,700
Specialists	3,017	2,977	2,993	3,022	2,952	3,029
Sales force	5,743	6,050	5,684	6,150	5,523	6,062
Base positions	5,046	8,299	5,389	8,566	5,035	8,088

Source: Grupo BBVA México. 26 employees are excluded.



23% of the executives of Grupo BBVA México are women.

33% of the employees of Grupo BBVA México are unionized and, of them, **62%** are women.

	2018		2019		2020	
	Men	Women	Men	Women	Men	Women
Employee onboarding*						
< 25 years	1,612	1,940	1,131	1,317	535	638
25-45 years	2,538	2,517	2,567	2,388	1,612	1,374
> 45 years	56	26	54	37	42	21
Total	8,689		7,494		4,222	
Employee terminations						
< 25 years	563	655	645	714	364	406
25-45 years	2,309	2,432	2,657	2,546	1,870	1,786
> 45 years	366	305	374	252	185	143
Total	6,630		7,188		4,754	

Source: Grupo BBVA México. 26 employees are excluded.

Unionized Employees	2018	2019	2020
Men	4,533	4,903	4,653
Women	7,704	8,035	7,669
Total	12,237	12,938	12,322

Source: Grupo BBVA México. 26 employees are excluded.

Rotation by age and gender	2018	2019*	2020
Men	19%	21%	14%
Women	18%	17%	12%
< 25 years	33%	34%	25%
25-45 years	18%	19%	19%
> 45 years	11%	11%	6%

*To obtain 2019 results, a total of 37,858 employees are used in Grupo BBVA México's workforce.

Source: Grupo BBVA México. 26 employees are excluded.

Level of absenteeism	2018	2019	2020
Employees	8,661	8,364	5,052
Days	177,759	130,797	130,421

Source: Grupo BBVA México. 26 employees are excluded.



Talent attraction

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

The most important asset for Grupo BBVA México are people, professionals committed to the institution, but above all to its more than 20 million clients. COVID-19 had a significant impact on attracting talent, however, BBVA adapted to the new context and maintained its strong commitment to talent.

Through the creation of a new area called Employee Value Proposition (EVP), Grupo BBVA México seeks to ensure the best experience for all its employees from their welcome to their retirement. The talent attraction strategy consists of initiatives, links with universities and programs for young talent.

Young Talent Programs

Recruitment on university campuses during 2020 was slowed down by the contingency caused by COVID-19. This challenge was taken as an opportunity to successfully migrate the Young Talent recruitment processes to virtual mode.

Seed program

During 2020, Grupo BBVA México maintained the entry of the seed programs, managing to incorporate 90 graduates and undergraduate and engineering students.

IT Program (BBVA IT)

Information technology (IT) program that lasts 12 months and is aimed at digital transformation. Recent graduates of Systems Engineering, Computing, Informatics, Computer Science, Software, will be able to acquire different certifications such as: Cloud, Oracle, Mobile, Agile, Python and HTML5, which will contribute to their professional growth. In 2020, 1,054 hours of training were delivered in the IT program. In addition, the “Meet IT” event was launched to position the program among university students.

More than
175 events were held
and **more than 25,000**
students were impacted
nationwide through
events, **fairs, workshops**
and **talks.**



Trainee Program

Grupo BBVA México's trainee program lasts 12 months and is aimed at recent bachelor's degree graduates. During the year, 25 trainees entered the program and received more than 500 hours of training on leadership, values and business.

Scholarship Recipient Program

It is mainly aimed at students in the last year of the bachelor's degree. The program seeks young people interested in promoting their development and acquiring professional experience by participating in a specific project for six months and covering 30 hours a week. Despite the pandemic, six scholarship recipients were recruited in 2020.

BBVA From Inside

This campaign is an example of how Grupo BBVA México faced the challenge of the contingency. Through digital means, it approached potential employees to position itself as an ideal employer.

Know BBVA

Online event with more than 1,000 attendees nationwide where, in addition to publicizing BBVA's value proposition, four executives from corporate, retail, SME and wealth management banking were also present.

During 2020, 70 online

Employability workshops were held nationwide.

Acknowledgments

Employers for Youth

Grupo BBVA México won 1st place in the Employers for Youth (EFY) survey aimed at young professionals in Mexico. The study, carried out by FirstJob, takes into account more than 9,000 young people between 18 and 34 years old from more than 40 companies nationwide and assesses topics such as career development, recognition, benefits, talent, quality of life, infrastructure, innovation, work environment, reputation and diversity-culture. According to the survey, the attributes best rated for young people in Grupo BBVA México are:



For more information, visit the EFY page: <https://efy.global/mexico>.

BBVA obtained

1st place in the 2020

Employers for Youth

(EFY) survey.

Super Workspaces

decision to innovate and improve workspaces. A plan that was consolidated in 2016 with the change of corporate headquarters to Torre BBVA México and Torre Parques BBVA, and the change of infrastructure in its more than 1,800 branches nationwide. This process of constant renewal has earned the bank the first place in the banking sector. Also the 5th overall place in the 'Super Work Spaces 2020' classification, in the category of companies with more than 500 employees. This list is prepared by the consultancy Top Companies, WeWork and the magazine Expansión and evaluates the opinion of the collaborators about the workspaces and how they favor integration, dedication and inclusion.

Most Attractive Employers in Mexico

For more information, visit the Expansion page: <https://expansion.mx/empresas/2020/09/23/estos-son-los-super-espacios-de-trabajo-2020>

Since 2018, this innovation has made the bank notable as one of the places where university students and recent graduates seek to work. Thus, in 2020, Grupo BBVA México was featured on the 'The Most Attractive Employers in Mexico 2020' list, by Universum. This ranking considers the responses of more than 40,000 students from 166 universities. For students within the business areas, Grupo BBVA México was rated in 6th place, being the 1st bank on the list. Regarding the humanities areas, the bank obtained the 13th place, while in engineering and technology 33rd place, where in just one year it climbed 13 positions.

Among the attributes that young people see in companies are being a good reference for future jobs; opportunities for professional development and training; they consider Grupo BBVA México as a stable job; and the opportunities offered by the Institution to achieve leadership positions.

For more information, visit the Universum page:
<https://universumglobal.com/rankings/mexico/>

Best Place to Code

Since 2014, Grupo BBVA México has led the banking technological transformation process. This change is accompanied by professionals who every day apply their knowledge and experience to promote the banking of the future and develop unique solutions that promote well-being in people. This has led to BBVA being selected as the best bank in the Best Place to Code list, prepared by Software Guru.

For more information, visit the Software Guru page:
https://bestplacetocode.com/en_

Grupo BBVA México was positioned 6th place on the 'The Most Attractive Employers in Mexico 2020' list by Universum, being the first bank in the ranking.



2021 Goal

Position Grupo BBVA México as the ideal employer among young university students, capturing greater attention through certain attributes, with which it seeks to position the Institution as the best company in Mexico.



Talent development

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

Just as the bank has committed to a deep optimization in its processes, it has strengthened the value proposition to the employee, managing to promote their well-being and growth within an environment that fosters respect, diversity and inclusion.

One of the attributes that employees value most is career development. In this sense, the bank has a powerful and innovative model that is structured in three phases:

- Get to know yourself, receive the necessary feedback on what is expected of each employee, their strengths and areas for growth
- Improvement, to continue the learning and development career, grow in the current role and train in areas of interest that provide opportunities in the future
- Explore new paths and opportunities to grow and take on new challenges

This new model encourages and empowers employees to take control of their development and career within BBVA on a global level.

Trained employees

Derived from the contingency, face-to-face training fell considerably while online training doubled, driven by the



#YoMeFormoEnCasa campaign. For example, remote training itineraries were built for Retail Network, SME and Wealth Management that represented 975,000 training hours, with a reach of 22,600 people in three months. In response to COVID-19, more than 40,000 people from the community and health professionals were trained in preventing and fighting the pandemic.

Grupo BBVA México took up the challenges of the pandemic to innovate in the development area. Regulatory and

institutional programs were innovated, reaching increases of 13% and 29% in courses, respectively. More than 375 training materials were designed to meet the training requests of the different areas and 65 training courses were migrated from face-to-face to virtual or remote format, promoting an evolution to virtual and remote learning by promoting multi-formats and multi-channel. In line with the comprehensive training strategy in Agile methodology, 509 employees were certified internally.

Trained employees and investment in training

	2018	2019	2020
Trained employees	36,479	38,210*	36,985*
Percentage of trained employees	99%	100%*	99%*
Total courses on the BBVA CAMPUS platform	2,725	4,137*	19,845*
Average evaluation	9.6	9.78	9.51
Total investment in training	MXP \$231,954,778	MXP \$202,008,617.22	MXP \$176,715,217.62

*Total employees who have received at least one course in the reporting period considers courses completed, passed.

Training hours

	2018	2019	2020
Hours of face-to-face training	820,783	786,116	336,721
Hours of training through BBVA CAMPUS	1,069,642	993,811	1,863,382
Total	1,890,425	1,779,928	2,200,103
Average hours per employee	52	47	59

Anti-corruption training

	2020
Training hours	33,610

Securities training

	2019	2020
Training hours	76,078	204,228

Information security training

	2018	2019	2020
Training hours	190,317	8,694	14,282

Human rights training

	2018	2019	2020
Training hours	7,474	18,489	7,436

2,200,103 hours of training given in 2020; more than **420,000 hours of increase** in relation to the previous year.

With the **#YoMeFormoEnCasa** strategy, information security training presented an **increase of 64.3%** compared to the previous year.

Performance reviews and professional development

At Grupo BBVA México we have a 360° evaluation model, where employees are evaluated by their leaders, clients and peers. During 2020, 99.9% of the employees were evaluated by their leader and the leaders were also evaluated by their employees, on the other hand, 96% of the employees evaluated their peers.

Universidad BBVA

In October 2013, the BBVA University was created. The educational offer is focused on different programs such as bachelor's, master's and diploma courses, which are carried out with high-level institutions.

Scholarships (number of people)	2018	2019	2020
Diploma courses	N/A	72	120
Bachelor's degrees	150	76	175
Master's degrees	205	184	160
Development (people who receive fixed monthly support)	108	101	220
Certifications	N/A	N/A	120
Specializations courses	N/A	N/A	100

In 2020, the BBVA University
doubled the number of scholarships awarded.





Acknowledgment

Gallup Survey: Employee Engagement

In 2020, the survey on the commitment of BBVA Group employees was issued and 98% of the BBVA Mexico Group workforce participated. The objective of this feedback is to find out which are those aspects with the greatest opportunity for improvement in order to continue moving forward and make BBVA a better place to work.

The survey covers satisfaction, development, well-being, diversity (among others) and is conducted by Gallup, a company specializing in employee surveys. Grupo BBVA México obtained an average result of 4.44 (over 5.00) and is positioned within the quartile of the most committed companies in Mexico and the first geography of Grupo BBVA to position itself in that quartile.



2021 Goals

- Continue transforming the training process from the premise of multi-channel and multi-format, in remote and online schemes, where the collaborator continues to be the protagonist of its development
- Certify 100% of employees in the I have Integrity program by the integrity ambassadors in order to promote a transformation in the culture of integrity
- Certify the retail network in the financial health advisory program, as part of the sales strategy and customer relations
- Provide our employees with differentiated offers through the BBVA University to add to their development and growth
- Establish impact training actions that contribute to the Leadership and Diversity and Inclusion model
- Certify collaborators in the current service model to strengthen protocols and observable behaviors towards our clients

Employee benefits

GRI 401-2

As part of being the most important financial institution in Mexico and being recognized by different organizations as a large employer, Grupo BBVA Mexico has the B Promos platform, in which employees can consult all the benefits and benefits that the Institution has for them.

At the end of 2020, the employees had 442 agreements nationwide for the best brands, grouped into nine collections. The platform included health-related agreements, which is why the "COVID Care" collection has generated the highest number of visits in 2020.

Remuneration

GRI 102-38 and 102-39

Grupo BBVA México has an advanced remuneration system, based on the reciprocal generation of value, which meets, among others, the following principles:

- Reward the achievement of results based on a prudent and responsible assumption of risks
- Ensure internal equity and external competitiveness
- Ensure transparency in its remuneration policy
- Guarantee that there are no salary differences by gender

Total remuneration includes:

- The fixed remuneration that is established taking into account the level of responsibility and the professional trajectory of each employee, setting a salary reference for each function, which reflects its value for Grupo BBVA México to which they work
- The variable remuneration that rewards the individual contributions of the teams and the value contribution of all of them to the recurring results of Grupo BBVA México

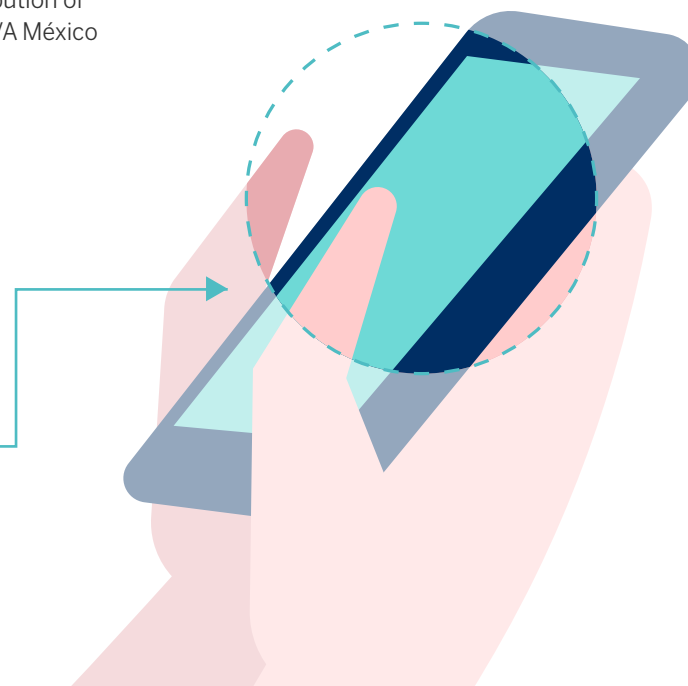
Benefits

Grupo BBVA México grants a series of complementary benefits to its employees in order to attract and retain the best talent, improving their quality of life in every way.

Pensions

The previously described institutions of Grupo BBVA México have a pension plan complementary to social security, which seeks to improve the quality of life of their employees upon retirement.

Currently **B Promos** has **35,089 employees registered** on the platform and **13,988 downloads from the App.**



Occupational health and safety

GRI 401-2, FS1

Occupational health and safety are a fundamental axis for Grupo BBVA México, that is why it undertakes to guarantee safe and healthy environments, to promote security measures within each of its facilities, together with the promotion of initiatives for the physical and emotional health of the Institution's employees.

Derived from the global pandemic by COVID-19 and committed to the health of employees, during 2020 the following support actions were generated:



Prevention:

- Definition of protocols, processes and protection equipment for the prevention of contagions
- Implementation of sanitary filters in corporate buildings and branches
- Recurrent testing program for mobility positions
- Permanent infection prevention and awareness campaign
- Awareness and prevention of COVID-19 contagion talks



Identification:

- COVID-19 hotline. Telephone medical guidance on COVID-19 issues, available Monday through Friday from 9:00 a.m. to 6:00 p.m.
- COVID-19 testing program for employees with suspected illness, in agreement with a national laboratory



Treatment:

- BBVA Assistance Program, which offers all Group employees nationwide and their beneficiaries, medical, psychological and nutritional guidance; unlimited service at no cost, by phone and/or video call. Additionally, it offers medical care at home, ambulance and paramedic motorcycle



Monitoring:

- Medical monitoring of suspected or diagnosed cases of COVID-19, telephone medical attention available from Monday to Sunday, from 8:00 a.m. to 9:00 p.m.
- Development of the BBVA Tracing app for the prevention of COVID-19 infection chains in the workforce



Emotional well-being

Committed to the emotional health of its employees, Grupo BBVA México has implemented various initiatives that seek to raise awareness about the importance of emotional health, provide support on issues associated with work and personal situations, as well as compliance with the Official Mexican Standard NOM-035-STPS-2018, Psychosocial risk factors at work-Identification, analysis and prevention. Grupo BBVA México has the following initiatives:

- Welfare Committee, made up of representatives from each discipline and which meets monthly to make decisions regarding new initiatives
- Institutional Policy for the Prevention of Psychosocial Risks
- Campaign to disseminate a complaint and awareness channel
- Wellness Line, a communication channel for employees who need any type of advice

Wellness at home

Program implemented in the context of the COVID-19 contingency. It consisted of:

- More than 189 sessions on psychology topics such as fear, anxiety, patience and conscience with more than 11,000 connected collaborators
- More than 4,000 employees trained to work from home, including training on the use of collaboration tools, organizational recommendations and protocols to carry out Agile ceremonies remotely

- More than 80 weekly contents for the employee through the #TrabajaMejor and #DisfrutalaVida programs
- 24 resilience workshops for more than 3,180 employees
- More than 7,000 individuals impacted with talks about safety against COVID-19 with the family
- Launch of the Domestic Violence Support Line

Pneumococcal campaign

National vaccination campaign against pneumococcus. 760 doses of the Prevenar vaccine were applied to the group of retirees in the first year of implementation during the period between January 2020 and January 2021.

Influenza campaign

National vaccination campaign against influenza (quadrivalent vaccine). 6,274 doses were applied; 5,000 in Mexico City and 1,273 in the interior of the Republic (seven locations).

The **influenza vaccination campaign** obtained a **participation increase of 21%** compared to the previous year.

Civil protection

Grupo BBVA México has a Civil Protection area, engaged in promoting the safety of all the people in its facilities. The area is made up of brigade members in branches and buildings together with external personnel. In 2020, 35,250 employees were trained in civil protection through the online course "Safety and signaling."



Total brigade members in branches

1,956



Total brigade members in corporate buildings

617



Total brigade members

2,573



2021 Goals

- To resume the Preventive Medicine campaigns, and to reactivate the services at headquarters, with the actions that the new normality demands
- To promote initiatives that promote mental health
- To explore actions related to vaccination against COVID-19
- To implement emergency manual stations in branches

Inclusion and diversity

GRI 103-1, 103-2, 103-3, 405-1 and FS1

Grupo BBVA México promotes a culture of diversity, in which the Institution respects people regardless of their age, sexual orientation, gender, political or religious orientation, etc. For this reason, Grupo BBVA México works in:



1
Programs that promote **gender equality**

2
Inclusion of **people with disabilities** (PwD)

3
Promotes behaviors that support society through **volunteering**, in which their **friends and family** can participate

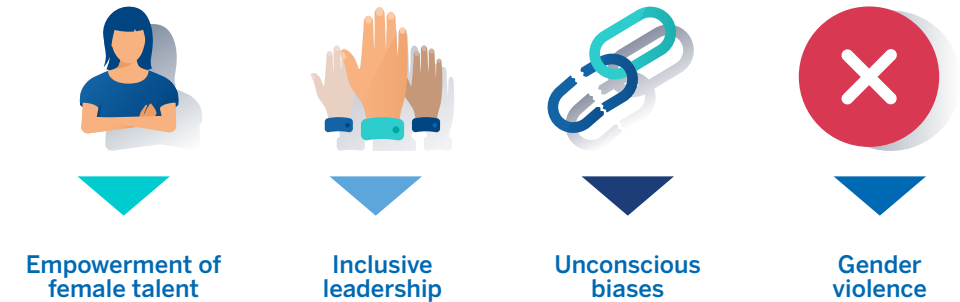
Diversity and Inclusion Board

The Diversity and Inclusion Board was established in 2020, which is made up of 20 top-level collaborators, with the aim of guiding the strategy and establishing guidelines that promote a culture of respect for diversity, equality, non-discrimination and labor inclusion.

A diagnosis on gender equity was carried out to detect the current state and areas of opportunity. Additionally, action plans and specific KPIs were established to promote gender equity in management positions.

To reinforce its commitment and align its efforts with national initiatives, BBVA joined the "Gender Equality Goal" initiative of the Global Compact.

During 2020, 19,522 participants were sensitized on diversity and inclusion in virtual mode. The talks covered, among others, the following:



Maternity and Paternity Accompaniment

Based on the strategy of diversity, inclusion and equity, Grupo BBVA México accompanies employees who become fathers and mothers:

- A formalized process is in place for the accompaniment of maternity and paternity from preparation to reincorporation. The process is documented in guides for employees and their leaders
- A gift kit with backpack, footrest, milk carrier and changing table is delivered. In 2020, 832 kits were delivered to the homes of future moms
- Father and mother school. Online talks with experts for collaborators with sons and daughters, on topics such as the use of social networks, drugs or the balance between life, family and work. In 2020 there were almost 4,000 training hours and more than 1,300 registrations
- Grupo BBVA México has seven lactation rooms distributed in the corporate facilities

2021 Goals



- Raise awareness of BBVA's employees and leadership team on diversity and inclusion
- Promote gender equity in leadership positions
- Transform the reporting, harassment and sexual harassment process



Activities for collaborators

Programs aimed mainly at work-life balance, totally free for employees, where new skills can be developed and people's talent can be enhanced. They are programs that link employees and their families with the Group, stimulate networking, promote competitiveness and make the company attractive to new generations; some of them have a social cause such as the BBVA Racing Circuit.

Family programs

Summer Entrepreneurs

Virtual entrepreneurship program for the sons and daughters of employees between the ages of 17 and 25, offering a diploma in "Business and Entrepreneurship" and, carrying out different activities: creation of business models, prototype design, innovation techniques such as behavioral design. In 2020, 198 students were enrolled and 132 graduated.

Girls and boys in science

In January 2020, BBVA invited employees and their children between the ages of 7 and 14 to program a simple video game with a rocket. All participating families also received a technology kit and access to a platform to create projects from home. In 2020 there were 233 participants.

Stock programs

I have integrity

Launch of the "I have integrity" program with more than 104 ambassadors, 186 implemented workshops and 3,676 impacted employees.

Values Day

For a full month, recreational activities are carried out on a global level with all collaborators and, in particular, there is a day in which Grupo BBVA México sensitizes employees about the importance of the Institution's values, with workshops, videos, activities, etc. Due to COVID-19 contingency, for the first time the program was carried out remotely with the participation of 28,000 employees.

VIVA Award

Recognition given to employees who are worthy representatives for living the values of Grupo BBVA México on a day-to-day basis. In 2020 there were 44 ambassadors and two of them were selected as global ambassadors.

Sexual Harassment and Harassment Protocol

Communication where the Institution makes public that it rejects sexual harassment and harassment. Employees are aware of the platform where they can report sexual harassment and harassment. The message was disseminated through digital media to 38,000 employees.

Sport activities

COVID-19 significantly impacted BBVA's sports activities, however, it did not stop activities. The first virtual race was launched where the collaborators decided how, when and where to run.

12,381 employees, family members and retirees received a competitor's kit and participated in the activity. In addition, several virtual modality activities were offered such as dance, zumba and yoga courses.

Cultural activities

The virtual arts festival was organized with 779 participants that addressed songs, paintings, dances, photography, theater, cinema, among others. In addition, several virtual activities such as photography, painting, storytelling and singing courses were offered.



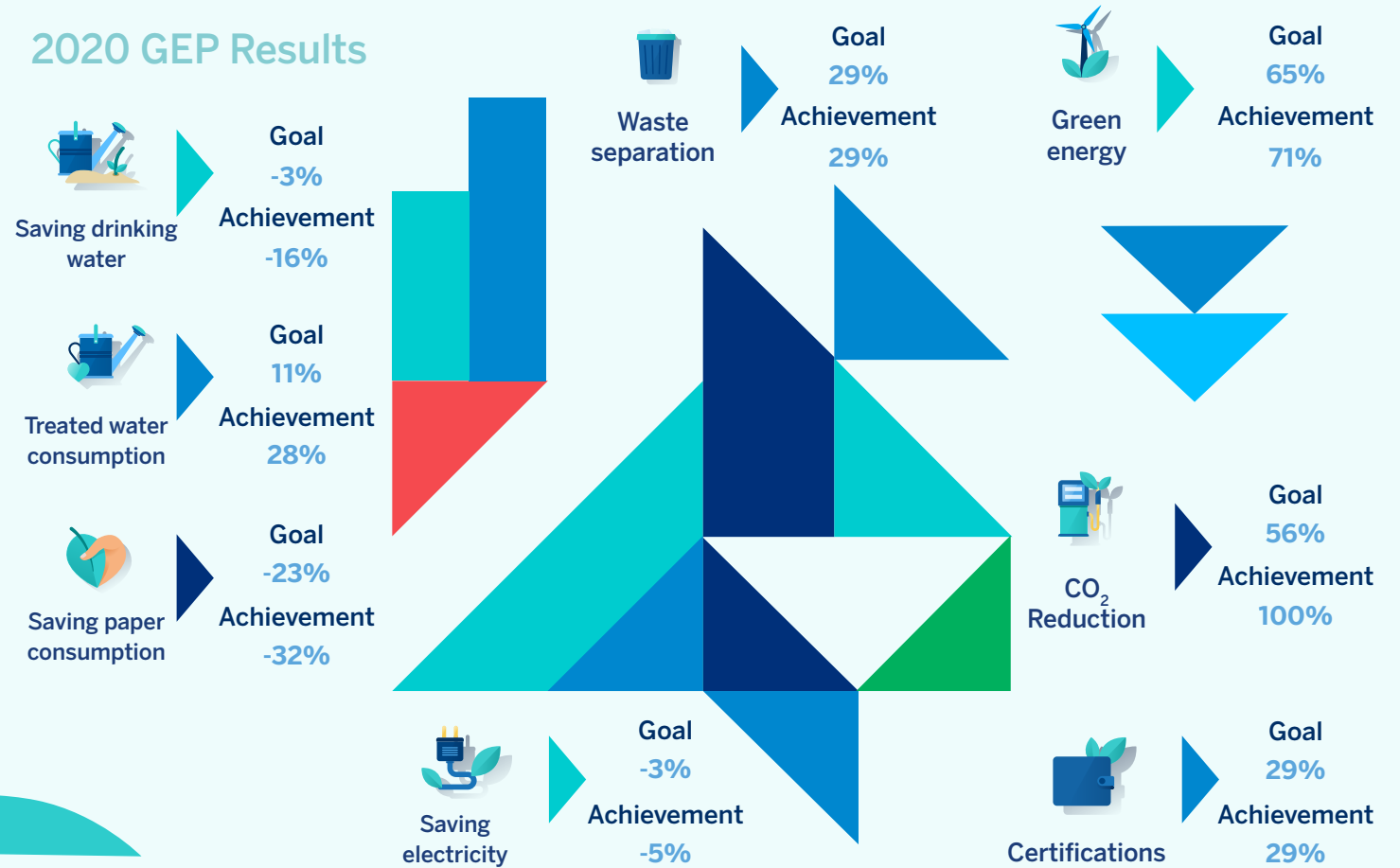
Global Eco-efficiency Plan

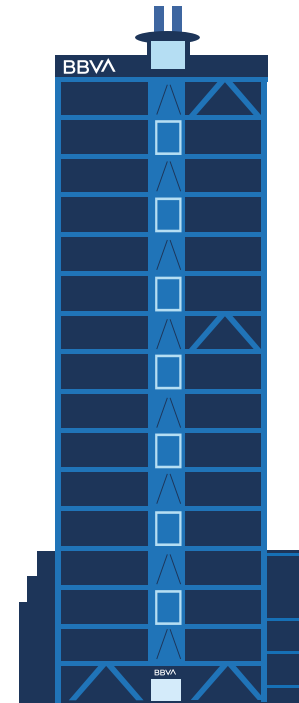
GRI 103-1, 103-2, 103-3, 301-1, 302-1, 302-2, 302-3, 302-4, 302-5, 303-1, 303-3, 303-4, 303-5, 305-1, 305-2, 305-3, 305-4, 305-5, 306-2 and FS1

As of 2016, Grupo BBVA established different objectives based on its commitment to the environment to implement the 2016-2020 Global Eco-efficiency Plan (GEP). Year after year, Grupo BBVA México has worked and carried out various initiatives to continue reducing its environmental footprint and reaching the goals that the GEP has set for 2020.



2020 GEP Results





Sustainable construction

Certified buildings ISO 14001:2015	6
LEED Certified Buildings	4
Number of occupants	13,062*

*By contingency, the number of employee from 2019 was used.

In 2020, the Black headquarters in Mérida was certified under the ISO 14001: 2015 standard.

Energy

The energy sources of Grupo BBVA México are divided into consumption of electrical energy (supplied by CFE and by a private company that supplies renewable wind energy), consumption of LP gas, natural gas and diesel.

	2016	2017	2018	2019	2020	Units
Electricity consumption from non-renewable sources	261,238	239,917	202,189	233,541*	79,823	MWh
	940,456	863,701	727,880	840,748	647,363	GJ
Electricity consumption from renewable sources	N/A	14,321	54,074	61,677	201,347**	MWh
	N/A	51,556	194,666	222,037	364,849	GJ
Electric energy consumed per occupant	5.78	5.40	4.44	5.04***	6.07	MWh/occupant
Total LP gas consumed	156,722	146,673	164,155	136,810	46,980	Liters
	3,758	3,805	4,284	3,571	1,227	GJ
Total natural gas consumed	63,892	67,083	68,148	68,862	34,898	m3
	2,690	2,753	2,820	2,847	1,445	GJ
Total diesel consumed	331,810	200,451	279,990	310,997	291,026	Liters
	12,096	7,086	10,631	11,809	10,964	GJ

* The 2019 consumption was updated. Previously reported data: 206,565 MWh.

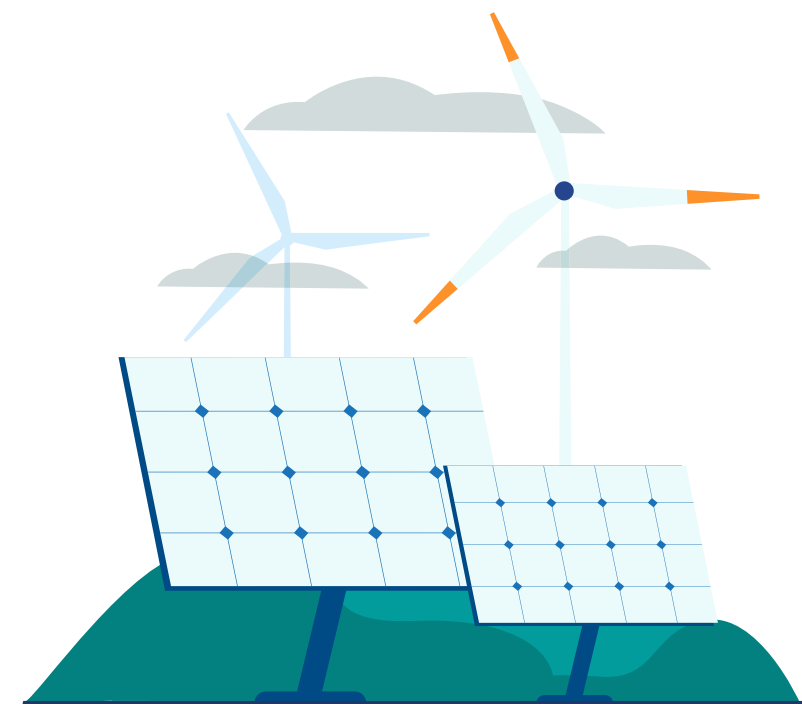
** Renewable energy consumption considers the 100,000 MWh that were purchased in renewable energy certificates.

*** As a result of the update of total consumption, this data was changed. Previously reported data: 4.46 MWh/occupant.

Scope: BBVA Mexico Group.

1. The total number of occupants is considered as the sum of employees of Grupo BBVA México plus the number of external employees of the Institution's buildings and offices. By contingency, the data for 2019 is used.
2. The number of employees in 2019 was 38,228 and the number of external employees was 8,094, giving a total of 46,322 occupants.
3. Figures at the end of 2020.
4. The annual data on electricity consumption of Grupo BBVA México's Real Estate Base does not consider some locations that are not part of the centralized collection agreement with CFE, of which their consumption is unknown energy, among other aspects, because it is included as part of the property's rent.
5. For the 2020 fuel energy consumption calculations, the calorific powers of the "List of fuels and their calorific powers (CONUEE) that will be used for the report to the 2021 RENE" were used.

In 2020, Grupo BBVA México **increased its consumption of renewable energy by 64%** compared to the previous year.



Emissions

Total emissions generated

	2016	2017	2018	2019	2020	Units
Direct CO ₂ emissions (scope 1)	1,314	881	1,161	1,203	935	Tons
Indirect CO ₂ emissions (scope 2)	117,838	111,223	94,547	112,333*	36,647	Tons
Indirect CO ₂ emissions (scope 3)	9,686	10,599	16,436	13,958	2,476	Tons
Total CO ₂ e emissions emitted	128,855	122,703	112,144	114,520	40,058	Tons
Total CO ₂ per occupant	2.87	2.76	2.46	2.47	0.89	Tons / occupant

*Consumption for 2019 has been updated. Previously reported data: 99,358 t CO₂.

Source: Grupo BBVA México.

1. The calculation of the total CO₂e emitted is the result of the sum of the emissions of scope 1 (fossil fuels), scope 2 (electricity) and scope 3 (air travel).
2. Conversion factors from the International Energy Agency (IEA) were used to calculate Scope 2 emissions and, to calculate Scope 1 and 3 emissions, conversion factors from the Department of Environment, Food and Rural Affairs (DEFRA).
3. The total number of occupants is considered as the sum of employees of Grupo BBVA México plus the number of external employees of the Institution's buildings and offices in 2019.
4. The number of employees in 2019 was 38,228 and the number of external employees was 8,094, giving a total of 46,322 occupants.
5. Figures at the end of 2019.

Emission compensation

In order to reduce the carbon footprint, compensation bonds equivalent to 209,984 tCO₂e were purchased from different projects in Mexico with the following characteristics:

Type of Project	Location	Compensation (tCO ₂ e)
Methane capture in landfill	Durango	5,684
Landfill Gas (LFG) Management and Disposal	Guanajuato	14,300
Wind power	Oaxaca	120,000
Afforestation and reforestation	Nayarit, Tabasco, Chiapas	70,000

Renewable energy certificates

To support the energy transition by promoting the use of renewable energy, 100,000 renewable energy certificates (IRECs) were purchased, equivalent to 100,000 MWh or 36% of total electricity consumption.





Kilometers of air travel

	2016	2017	2018	2019	Units
Sections less than 500 km	4,591,489	947,602	6,522,604	5,457,212	km
Sections between 500 and 1,600 km	22,056,761	16,826,091	26,068,301	23,478,538	km
Sections greater than 1,600 km	24,483,086	39,067,562	25,159,809	21,954,350	km
Total	51,131,336	56,841,255	57,750,714	50,890,100	km

The amount of air travel does not include those made outside the agreement with the supplier.

Reclassification 2020	2020	Units
Sections less than 500 km	1,567,433	km
Sections between 500 and 3,700 km	9,901,377	km
Sections greater than 3,700 km	2,898,559	km
Total	14,367,369	km

Derived from the contingency due to COVID-19, flights were reduced by 72% compared to 2019.

Water

		2016	2017	2018	2019	2020	Units
Water withdrawal	Pipe water*	N/A	N/A	56,495	52,440	10,676	m ³
	Municipal water*	N/A	N/A	N/A	N/A	775,708	m ³
	Total water withdrawn	624,359	731,840	471,435	828,553**	786,384	m ³
	Water withdrawn per occupant	13.81	16.44	10.35	17.89***	17.00	m ³ /occupant
Water discharge	Municipal drainage	N/A	N/A	N/A	N/A	703,907	m ³
	Treatment plants	N/A	N/A	N/A	N/A	36,324	m ³
Water consumption *	Total annual water consumed	N/A	N/A	N/A	N/A	37,048	m ³

* Reporting update in accordance with the new GRI 303 (2018) requirements as of 2020.

** An adjustment was made to the methodology for the 2019 and 2020 report to estimate water consumption based on local factors. Therefore, the 2019 consumption was updated. Previously reported data: 428,051 m³.

*** As a result of the update of total consumption, this data was changed. Previously reported data: 9.24 m³/occupant

Scope: BBVA Mexico Group.

1. The total number of occupants is considered as the sum of employees of Grupo BBVA México plus the number of external employees of the Institution's buildings and offices. Due to contingency, the data for 2019 is used.

2. The number of employees in 2019 was 38,228 and the number of external employees was 8,094, giving a total of 46,322 occupants.

3. Figures at the end of 2020.

4. The annual data on water consumption of Grupo BBVA México's Real Estate Base some locations whose water consumption is unknown, among other aspects, because it is included as part of the property's rent.

5. As of 2018, in order to align with BBVA Global guidelines, the water consumption calculation methodology considers a corporate factor different from the local factor used in previous years.

Torre BBVA, Parques BBVA and the Data Processing Center have the capacity to recycle **rainwater and wastewater**. The treated water is used in toilets, cooling towers, water mirrors and gardening.



Paper and Waste

Paper consumption

	2016	2017	2018	2019	2020	Units
Total paper consumed	1,769,841	2,480,687	1,662,173	1,246,244	851,989	kg
Total paper consumed per occupant	39.17	55.72	36.51	26.9	18.39	kg/occupant

Source: Grupo BBVA México.

1. The total number of occupants is considered as the sum of employees of Grupo BBVA México plus the number of external employees of the Institution's buildings and offices. Due to contingency, the data for 2019 is used.

2. The number of employees in 2019 was 38,228 and the number of external employees was 8,094, giving a total of 46,322 occupants.

3. Figures at the end of 2020.

Managed waste

	2016	2017	2018	2019	2020	Units
Non-hazardous waste	954,115	954,115	1,137,588	1,125,661	366,862	kg
Dangerous residues	6,085	6,085	16,202	18,167	936	kg

32% reduction
in paper consumption
compared to 2019.

68% decrease in
waste compared to 2019.

Extension of commitment

To contribute to a more sustainable world, Grupo BBVA updated its Environmental Eco-efficiency Policy, in which it reveals its strong commitment to the environment, the SDGs and promotes environmental education among all its employees.



2021 Goals

- Strengthen the methodology and expand the scope of the key indicators for the Global Eco-efficiency Plan (GEP)
- Define GEP goals for 2025



Responsible vendors and purchases

GRI 102-9, 308-1, 412-1 and FS1

Grupo BBVA México's commitment and responsibility extends to the supply chain in order to integrate ethical, social and environmental factors within the entire organization to create a sustainable market.

Grupo BBVA México's relationships with its suppliers are governed by a series of documents available on the supplier portal for consultation:



Code of conduct



Supplier Code of Ethics



Responsible Purchasing Policy



Corporate Norm for the Acquisition of Goods and Engagement of Services

For more information go to:

<https://suppliers.bbva.com/>

<https://suppliers.bbva.com/compras-responsables/>

96.85% of the active suppliers in 2020

are from Mexico, 2.11% from Spain, 0.89% from the United States and 0.15% from other nationalities.

Provisioning Model

Grupo BBVA México has a Global Procurement Process Model, which covers from the existence of the approved annual budget to the payment of invoices to suppliers, in all the geographies in which it has a presence.

Homologation of Suppliers

This process consists of a review, by Corporate Regulations, carried out by five certifying bodies in charge of verifying compliance with the homologation criteria in accordance with the provisions of the Regulations. This review is applicable to suppliers that provide goods and/or services to Grupo BBVA México based on the following criteria:

1

The level of annual expenditure of the supplier taking as a reference the billing and/or the amount of awards made or planned.

2

The potential business impact of the provider's services and/or products.

3

New negotiations between suppliers and the Institution, whose relationship is equal to or greater than two years.

Within this process, aspects such as:



Within the factor of corporate social responsibility, a questionnaire attached to the 10 Principles of the UN Global Compact is shared with suppliers, which includes topics such as: human rights, working conditions, civil protection, commitment to the community, care for the environment, anti-corruption and good practices.

Homologation of Suppliers	2019	2020
Total number of suppliers that entered the approval process	2,026	2,744
Number of homologated suppliers	1,768	2,512
Percentage of purchases from suppliers that have participated in the approval process	96%	98%*
Number of suppliers that have not passed the homologation process (Not homologation)	84	222
Number of suppliers with a remediation plan in the homologation process (without penalty)	13	10**
Total active suppliers at the Grupo BBVA México level	8,104	7,546

* To determine this percentage, only suppliers that meet the applicable criteria of the approval process and those awards made during the 2020 period are considered without considering regularizations.

** These suppliers are granted an additional period to mitigate any risk or observation detected during their review or the user area decides on the continuity of the relationship with the supplier.

In 2020, the results of the supplier quality survey carried out in 2019 were obtained, in which a rating of 86/100 points was obtained, five points more than the results of 2019.

Supplier mailbox

If there is any incident in the provisioning process or it is required to communicate any doubt, comment or suggestion, the applicant or contact person from the Purchasing Department can be contacted directly. In case of requiring additional attention, the incident can be sent through the following link: <https://bbva-suppliers.appspot.com/presencia-bbva/>.

Additionally, as a supplier to Grupo BBVA México, if you observe an action or situation related to the Institution that may go against the legal provisions or the standards of the Supplier Code of Ethics, it must be communicated directly to the reporting channel.



2021 Goals

- Use a supplier evaluation model applicable to all geographies, standardized to local regulations
- Apply the Global Risk Model to all the Group's suppliers manageable by Purchasing
- Adapt the new Holding Evaluation Model to local regulations

During 2020, the **number of approved** suppliers **increased 42%** compared to 2019.