



09

Appendices



Responsible Banking Principles

Responsible Banking Principles Index (UNEP FI)

Reporting and self-assessment requirements	High-level summary of the bank's response	Reference(s) / Link(s) to bank's full response/ relevant information
<p>Principle 1: Alignment</p> <p>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.</p>		
<p>1.1 Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities, and where relevant the technologies financed across the main geographies in which your bank has operations or provides products and services.</p>	<p>BBVA is a Spanish global financial group and is the largest financial institution in Mexico.</p> <p>At the end of 2021, Grupo Financiero BBVA México's performing loan portfolio closed with a balance of MXN 1,291,449 million and represent a market share of 23.7% in Mexico. Grupo Financiero BBVA México closed 2021 with more than 25 million customers and 1,716 branches. It offers a wide range of products through its three business units:</p> <ul style="list-style-type: none"> • Retail Network (Consumer finance, Mortgage finance & Insurance) • Business and Government Banking (Commercial finance) • Corporate and Investment Banking (Commercial finance, Assetmanagement & Investment banking) 	<p>"Profile and Strategy" and "Economic Impact" sections</p>
<p>1.2 Describe how your bank has aligned and/or is planning to align its strategy to be consistent with and contribute to society's goals, as expressed in the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.</p>	<p>In 2018, BBVA published its 2025 Commitment based on three lines of action:</p> <ul style="list-style-type: none"> • Finance up to EUR 200 billion in 2021 to curb climate change and meet the Sustainable Development Goals; 	<p>"Sustainability strategy" and "Sustainable Finance" sections</p>



Reporting and self-assessment requirements

High-level summary of the bank's response

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- Manage direct and indirect environmental and social risks; and
- Involve all stakeholders to collectively promote the contribution of the financial sector to sustainable development.
- BBVA has its [General Sustainability Policy](#) and has published its [framework for the issuance of bonds linked to the SDGs](#), as a necessary step to issue its own sustainable bonds.

Principle 2: Impact and 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.

2.1 Impact Analysis:

Show that your bank has identified the areas in which it has its most significant (potential) positive and negative impact through an impact analysis that fulfills the following elements:

- a) **Alcance: Scope:** The bank's core business areas, products/services across the main geographies that the bank operates in have been as described under 1.1. have been considered in the scope of the analysis.
- b) **Scale of Exposure:** In identifying its areas of most significant impact the bank has considered where its core business/its major activities lie in terms of industries, technologies and geographies.
- c) **Context & Relevance:** Your bank has taken into account the most relevant challenges and priorities related to sustainable development in the countries/regions in which it operates.

Within the framework of sustainability as a strategic priority, the following has been taken into account:

- (i) The main business areas: retail banking, business banking and Corporate & Investment Banking
- (ii) The level of exposure to sectors and countries in which it operates and the most relevant challenges and priorities in the environment.
- (iii) The importance of the identified social, economic and environmental impacts resulting from the bank's activities.

I. Areas of greatest positive impact.

- 1. **Climate action:** with a focus on energy efficiency (SDG 7), the circular economy (SDG 12) and the reduction of CO₂ emissions (SDG 13).
- 2. **Inclusive growth:** specifically in Economic growth (SDG 8) and in Industry, innovation and infrastructure (SDG 9) with business initiatives around financial inclusion, support for entrepreneurship and sustainable infrastructure.

"Strategy" and "Sustainable Finance" sections



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<p>d) Scale and intensity/salience of impact: In identifying its areas of most significant impact, the bank has considered the scale and intensity/salience of the (potential) social, economic and environmental impacts resulting from the bank's activities and provision of products and services.</p> <p>(Your bank should have engaged with relevant stakeholders to help inform your analysis under elements c) and d))</p> <p>Show that building on this analysis, the bank has</p> <ul style="list-style-type: none"> Identified and disclosed its areas of most significant (potential) positive and negative impact Identified strategic business opportunities in relation to the increase of positive impacts/reduction of negative impacts 	<p>II. Areas of greatest negative impact..</p> <p>BBVA has identified negative impacts and risks through processes such as:</p> <ul style="list-style-type: none"> Its Environmental and Social Framework where the sectors with the greatest environmental and social impact are identified (mining, agribusiness, energy, infrastructure and defense) for which BBVA has established prohibitions at the project and the customer levels. Equator Principles for project finance in which BBVA participates. Human Rights due diligence process for all areas of BBVA. The identification and evaluation of sectors sensitive to transition risk, quantification of exposure to carbon-sensitive sectors and setting of portfolio alignment objectives in 4 sectors that are intensive in CO₂ emissions. <p>In the SDG Section, investments allocated to each SDG in which GFBB has the greatest impact according to its SDG Materiality Analysis are identified.</p> <p>In addition, other related and detailed processes can be found in the Group's TCFD Report.</p>	

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Impact Analysis.

BBVA has conducted an impact analysis at a strategic level to define the new priority focuses in the discipline of sustainability with a scope across the Group.

Reporting and self-assessment requirements

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2.2 Target Setting

Show that the bank has set and published a minimum of two Specific, Measurable (can be qualitative or quantitative), Achievable, Relevant and Time-bound (SMART) targets, which address at least two of the identified "areas of most significant impact", resulting from the bank's activities and provision of products and services.

Show that these targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks. The bank should have identified a baseline (assessed against a particular year) and have set targets against this baseline.

Show that the bank has analyzed and acknowledged significant (potential) negative impacts of the set targets on other dimensions of the SDG/climate change/society's goals and that it has set out relevant actions to mitigate those as far as feasible to maximize the net positive impact of the set targets.

1. Within the framework of the "2025 Commitment", in 2018 BBVA published the following objectives: (i) Mobilize EUR 100,000 million between 2018-2025 for green financing, sustainable infrastructure and agribusiness, financial inclusion and entrepreneurship and other sustainable financing. This goal has been doubled to EUR 200,000 euros in 2021. (ii) Reduce its direct CO₂ emissions by 68% (compared to 2015) and (iii) Contracting 70% of renewable energy from 2025 and 100% of renewable energy in 2030.

In 2021, BBVA has published the following goals:

2. Commitment to the 2025 community to respond to the most important social challenges in each region: investment of EUR 500 million and 100 million people reached (5 million entrepreneurs, 3 million people with quality education and 1 million people trained in financial education).
3. Goal of zero net emissions in 2050, expanding its initial ambition of alignment with the Paris Agreement.

3.1. BBVA has published its commitment to phase out coal by 2030 in developed countries and 2040 in emerging countries.

3.2. BBVA has joined the Net Zero Banking Alliance initiative and BBVA Asset Management has joined the Net Zero Asset Managers Initiative.

3.3. BBVA has set 2030 alignment targets in four of the most CO₂-intensive sectors: power generation, cars, steel and cement.

"Sustainable Finance" and "Global Eco-Efficiency Plan" sections

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On the other hand, in 2021 the Human Rights due diligence process has been updated. Within this framework, a list of issues with potential negative impacts has been identified and assessed and action plans have been designed to mitigate or minimize them. This process has been carried out in accordance with the United Nations Guiding Principles on Business and Human Rights.

Grupo Financiero BBVA México contributes directly to these goals with sustainable financial products for its corporate and individual customers.

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Impact Analysis.

BBVA has established specific, measurable (quantitative), achievable, relevant and time-bound (SMART) goals, in line with science and the most ambitious goals of the Paris Agreement, which address at least two of the "most significant impact areas" identified, resulting from the bank's activities and the provision of products and services: Climate Action and Inclusive Growth.

2.3 Plans for Target Implementation and Monitoring

Show that your bank has defined actions and milestones to meet the set targets.

Show that your bank has put in place the means to measure and monitor progress against the set targets. Definitions of key performance indicators, any changes in these definitions, and any rebasing of baselines should be transparent.

Actions and milestones to meet goals.

- a. BBVA is incorporating sustainability into the business plans for retail banking, corporate banking and corporate & investment banking through working groups in charge of promoting the development of products and services.
- b. BBVA has integrated sustainability risk into its processes, whether physical or transitional, and has an environmental and social framework.
- c. BBVA has established a single agenda with stakeholders and has joined the Net Zero Banking Alliance and the Partnership for Carbon Accounting Financials (PCAF).
- d. BBVA is developing new skills in the field of sustainability (training and data).

Measurement of the progress of the established goals.

- 1. The monitoring of the goals of mobilization of sustainable finance (EUR 200,000 million) broken down by geography and business areas is carried out on a quarterly basis.

"Sustainable Finance" section.



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2. The monitoring of the goal related to the 2025 Commitment to the Community (EUR 550 million and 100 million beneficiaries) broken down by focus of action is carried out every six months.
3. The monitoring of the 2030-2040-2050 portfolio alignment goals will be carried out annually.
4. A monthly progress reporting process is in place where progress is reviewed, among others, in the following areas:
 - Progress in the marketing of sustainable products in different business areas
 - Training plan for employees in sustainable products
 - Exposure to risks of climate change
 - Dissemination and application of sectoral ESG standards
 - Progress in the eco-efficiency plan for operations
 - Collaboration with stakeholders

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Plans for Target Implementation and Monitoring.

BBVA carries out periodic monitoring of the goals set in the 2025 Commitment

2.4 Progress on Implementing Targets

For each target separately:

Show that your bank has implemented the actions it had previously defined to meet the set target.

Or explain why actions could not be implemented / needed to be changed and how your bank is adapting its plan to meet its set target.

In 2021, Grupo Financiero BBVA México contributed EUR 3,578.44 million to the Group's 2025 Commitment. Classified into the following categories:

1. Green financing:
EUR 2,403.73 million
2. Social infrastructure and agribusiness:
EUR 214.61 million
3. Financial inclusion and entrepreneurship:
EUR 403.82 million

"Sustainable Finance" and "SDG Section" sections.

Reporting and self-assessment requirements

High-level summary of the bank's response

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Report on your bank's progress over the last 12 months (up to 18 months in your first reporting after becoming a signatory) towards achieving each of the set targets and the impact your progress resulted in. (where feasible and appropriate, banks should include quantitative disclosures).

4. Other sustainable mobilizations:
 EUR 556.29 million
 In relation to the SDGs, in the SDG Section the programs and initiatives that contribute to the investment of the reported goals have been identified.

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing Targets
 The bank shows clear progress on the targets under the 2025 Commitment. Half of the sustainable financing target was reached a year ahead of Schedule in 2021, and the target has been doubled. Also, new goals have been published in other areas of action: Commitment to the Community, and coal phase out goal and portfolio alignment.

Principle 3: Customers and Customers (goods and services)
 We will work responsibly with our customers and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

3.1 Provide an overview of the policies and practices your bank has in place and/or is planning to put in place to promote responsible relationships with its customers. This should include high-level information on any programmes and actions implemented (and/or planned), their scale and, where possible, the results thereof.

With sustainability and financial health being two of BBVA's six strategic priorities, to date the Board has approved:

- a.** The General Sustainability Policy, based on supporting customers in their transition towards sustainable business models.
- b.** Update of the Corporate Social Responsibility Policy, in order to maintain a relationship with customers based on "transparency, clarity and responsibility," in addition to promoting the development of products and services to improve the financial health of customers, promoting financial inclusion and education with responsible access to financial services.
- c.** Also, BBVA has a framework of sustainable transactional products, a framework for the issuance of bonds linked to SDGs, an environmental and social framework and a commitment to human rights.

These policies and frameworks are global in scope and applicable to all geographies.

"Sustainability strategy", "Sustainability in Governance Structure" and "Sustainable Finance" sections.



Reporting and self-assessment requirements

High-level summary of the bank's response

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3.2 Describe how your bank has worked with and/or is planning to work with its customers and customers to encourage sustainable practices and enable sustainable economic activities. This should include information on actions planned/implemented, products and services developed, and, where possible, the impacts achieved.

In 2021, one of the main lines of action was the development of sustainable solutions aimed at three customer segments: Retail customers, companies and corporations and institutions, each of the solutions can be found in the Sustainable finance chapter.

In order to establish a responsible relationship with customers, helping them achieve their vital and professional goals, BBVA has three lines of action:

1. Ensure that digital developments for customers are carried out in accordance with standards of transparency, clarity and responsibility (TCR).
2. Promote the development of products and services to improve the financial health of customers.
3. Financial education solutions for customers.

"Transparent, Clear and Responsible Communication (TCR)"; "Financial inclusion and entrepreneurship" and "Financial education" sections.

Principle 4: Stakeholders

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

4.1 Describe which stakeholders (or groups/types of stakeholders) your bank has consulted, engaged, collaborated or partnered with for the purpose of implementing these Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders and what issues were addressed/results achieved.

BBVA has actively participated in numerous initiatives, always in close collaboration with all stakeholders. These initiatives revolve around the following priority areas:

1. **Universal frames of reference**, for example, as one of the founding banks of the Principles of Responsible Banking.
2. **Alignment with the Paris Agreement:** with the assumption of the Collective Commitment to Climate Action, and participation in the pilot of the PACTA methodology (Paris Alignment Capital Transition Assessment) together with other entities known as the "Katowice banks".

"Sustainability strategy" and "International commitments signed and links with partnerships" sections.

Reporting and self-assessment requirements

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3. **Market Standards**, with a role as promoter of the Green Bond Principles, the Social Bonds Principles, the Green Loan Principles and other similar standards developed by the industry itself.
4. **Transparency**, following the TCFD recommendations of the Financial Stability Board.
5. **Financial regulation**, with participation in numerous consultation processes and in different activities with regulatory and supervisory bodies to promote regulation in sustainable finance.
6. **In 2020**, the fund manager BBVA signed the letter promoted by the Green Finance Advisory Council (Consejo Consultivo de Finanzas Verdes, CCFV) in which the Mexican public issuers were asked for greater disclosure of ESG information.

It should be noted that BBVA holds the chairmanship of the Sustainable Finance Working Group of the European Banking Federation (EBF) and the co-chairmanship of the Global Steering Committee of UNEP FI.

Principle 5: Governance and Culture

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

5.1 Describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support effective implementation of the Principles.

In 2021, and continuing the momentum given by the Global Sustainability Office created in March 2020, the global sustainability area was created with the aim of giving BBVA a definitive boost. This area designs the strategic agenda for sustainability and promotes the lines of work in this area of the different global and transformation units (Risks, Finance, Talent and Culture, Data, Engineering and Organization, among others) and develops new sustainable products. The area is part of the highest executive level of the organization, and reports to the delegated director and chairman, given the highly strategic and transformative nature of the area.

Sustainability strategy" and "Sustainability in Governance Structure" sections

Reporting and self-assessment requirements

High-level summary of the bank's response

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5.2 Describe the initiatives and measures your bank has implemented or is planning to implement to foster a culture of responsible banking among its employees. This should include a high-level overview of capacity building, inclusion in remuneration structures and performance management and leadership communication, among others.

BBVA launched a training offer on sustainability for its employees around the world. A key part of this offer is a basic sustainability course, mandatory for all teams and which includes basic content on these principles.

In 2021, the first "Express Sustainability" course was held at Grupo Financiero BBVA México for all employees, adding a total of 86,758 hours of training.

A financial health course was also launched for all Group employees.

5.3 Governance Structure for Implementation of the Principles

Show that your bank has a governance structure in place for the implementation of the PRB, including:

- a)** Target-setting and actions to achieve targets set.
- b)** Remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected.

Within the framework of the GSO and the different working groups created, they regularly report to the CEO of BBVA on the progress of their actions and monitor their indicators.

The monitoring model includes specific lines of action, KPIs for measuring progress, as well as blocking points with their consequent mitigation or unblocking action.

Specifically, the monitoring of these principles is integrated into the GSO's "Sustainability Public Engagement" working group, where public commitments are monitored.

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Governance Structure for Implementation of the Principles.

With the role of the Board of Directors and the birth of the Global Sustainability Office (GSO), BBVA has strengthened its governance structure to ensure full compliance with these principles.

Reporting and self-assessment requirements

High-level summary of the bank's response

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Principle 6: Transparency and 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.

6.1 Progress on Implementing the Principles for Responsible Banking

Show that your bank has progressed on implementing the six Principles over the last 12 months (up to 18 months in your first reporting after becoming a signatory) in addition to the setting and implementation of targets in minimum two areas (see 2.1-2.4).

Show that your bank has considered existing and emerging international/ regional good practices relevant for the implementation of the six Principles for Responsible Banking. Based on this, it has defined priorities and ambitions to align with good practice.

Show that your bank has implemented/ is working on implementing changes in existing practices to reflect and be in line with existing and emerging international/ regional good practices and has made progress on its implementation of these Principles.

The sections described in principle 1 detail the progress in implementation in 2021, which is reflected in:

- The publication of new goals in 2021.
- Updating the Human Rights due diligence process.
- The creation of a global sustainability area reporting directly to the delegated director and chairman with the aim of giving a definitive boost to sustainability.

In accordance with the recommendations of the Financial Stability Board, BBVA published in 2020 its first global report on the risks and opportunities of climate change according to the standard of the Task Force on Climate-related Financial Disclosures (TCFD).

Along the same lines, BBVA together with the rest of the Katowice banks published a joint methodology to align their loan portfolios with the goals of the Paris Agreement and thus reconfigure their portfolios in order to finance a society with less carbon emissions.

One year after the adoption of the Collective Commitment to Climate Action (CCCA), BBVA together with the other member financial institutions published their measures to align their portfolios with international climate goals.

BBVA's progress in the implementation of these principles will be published annually as part of the BBVA México Annual Report.

"Strategy" and "Sustainable Finance" sections.

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing the Principles for Responsible Banking

BBVA has continued to show progress in implementing the principles, aligning our commercial strategy, analyzing impacts, publishing new goals, reinforcing their monitoring mechanisms, creating new products and reinforcing our relationship with stakeholders, governance structures and transparency.

International commitments signed and links with partnerships

GRI 102-12 and 102-13

BBVA continues to support the following initiatives:



2019		European Banks representative an Co-Chair Global Steering Committee UNEP FI		Collective commitment climate action
		European Banking Federation Chair Sustainable Finance Group		Principles for Responsible Banking (Grupo Financiero BBVA México, September)
		United Nations Principles for Responsible Investment (PRI) (BBVA Pensiones México, January 25)		
2020		United Nations Principles for Responsible Investment (PRI) BBVA Seguros		
2021		Net Zero Banking Alliance		Commitment Financial Health & Inclusion
		United Nations Principles for Responsible Investment (PRI) Gestora BBVA		UNEP FI Leadership Council
		Grupo Financiero BBVA México actively participates at the local level in the Financial Initiative of the United Nations Environment Programme Finance Initiative (UNEP FI), (November 24)		PCAF (Partnership for Carbon Accounting Financials)

Grupo Financiero BBVA México is part of the following associations:

- Asociación de Bancos de México
- Asociación Mexicana de Estándares para el Comercio Electrónico
- Asociación Mexicana de Instituciones de Seguros
- Asociación Mexicana Factoraje Financiero y Actividades Similares
- Cámara Española de Comercio
- Cámara Japonesa de Comercio e Industria de México
- Capítulo Mexicano de la Cámara Internacional de Comercio
- Comisión Nacional para la Protección y Defensa de los Usuarios de Servicios Financieros
- Confederación Patronal de la República Mexicana
- Consejo Coordinador Empresarial
- Consejo de la Comunicación
- Consejo Nacional Agropecuario

Material topics

Responsible customer experience

Material topic	Definition	Included aspects
Customer experience	Dynamics of customer expectations that affect satisfaction, loyalty and brand reputation and the mechanisms to ensure that consumers are treated fairly and honestly during business transactions.	<ul style="list-style-type: none"> • Consumer rights • Customer satisfaction
Digital innovation and transformation	Development and use of advanced technologies and digital innovations to generate new business processes and improve the experiences of customers and other stakeholders.	<ul style="list-style-type: none"> • Advanced technologies and innovations • Artificial intelligence • Innovation business model • Digital transformation • Innovation management
Communication and transparency	Comprehensive management of corporate communication through registration, reporting, transmission of information and systematic analysis of corporate developments, performance and management. This topic also refers to the requirements, standards, certifications and practices established on the information that is presented to consumers in the advertising and sale of goods and services. On the other hand, it refers to the social challenges related to the lack of transparent, truthful and complete information.	<ul style="list-style-type: none"> • Certification, labeling and transparency of information • Marketing and sales practices
Cybersecurity and responsible use of data	Aspect of information technology used for the protection of private corporate information, critical information systems, and networks against security breaches.	<ul style="list-style-type: none"> • Cybersecurity and information security • Data privacy management

Responsible commitment to the employee

Material topic	Definition	Included aspects
<p>Talent attraction, development and retention</p>	<p>The process of ensuring that the workforce is operating at its most productive levels and coping with organizational change. Capture employee hiring, retention, and development practices.</p>	<ul style="list-style-type: none"> • Acquisition, management and retention of talent • Talent development • Employee commitment and satisfaction • Organizational and workforce change management
<p>Diversity and inclusion</p>	<p>The processes and mechanisms that GFBB has to grow and maintain diversity in the workforce and guarantee equal opportunities and treatment for all employees.</p>	<ul style="list-style-type: none"> • Fair and equitable remuneration • Inclusive work environment
<p>Labor practices</p>	<p>Labor practices related to the inhouse and external workforce throughout the value chain, compliance with regulatory regimes and internationally accepted labor standards in the workplace. It captures minimum labor rights, employee benefits, fair compensation, and CSR initiatives related to workers.</p>	<ul style="list-style-type: none"> • Incentives and benefits for employees • Transportation of employees • Labor rights • Unionization

Sustainable finance

Material topic	Definition	Included aspects
<p>Responsible investment and financing</p>	<p>This topic refers to investment strategies to generate a positive and measurable social and environmental impact along with a financial return. It captures financial instruments and investments based on ethical principles and designed to address global social and environmental challenges.</p>	<ul style="list-style-type: none"> • Responsible investment and financing
<p>Environmental footprint</p>	<p>It refers to the contamination of natural resources by harmful substances, excessive use or exploitation and general corporate operational impacts that affect the protection of land, forests and biodiversity resources.</p> <p>It includes the management of the environmental and social consequences associated with the use of energy. It addresses a company's management of its energy consumption, production, diversification, recovery and reductions. Similarly, it captures the measures of generation, treatment, recovery, recycling and reduction of hazardous and non-hazardous waste and the handling, storage and application of hazardous materials.</p> <p>It also includes direct and indirect greenhouse gas (GHG) emissions and emission reduction targets to limit individual company contributions to global warming.</p>	<ul style="list-style-type: none"> • GHG emissions and reductions • Energy use • Sustainable management of real estate and facilities • Water • Deforestation
<p>Responsible vendors and purchases</p>	<p>The company's ability to promote sustainable consumption and production patterns. Similarly, it refers to the establishment of commitments and policies designed to track, filter, monitor and follow up on the performance of suppliers against one or more ESG dimensions. On the other hand, it refers to the management of supply chain risks in connection with supply shortages or interruptions. It captures strategies to maintain fluid and supportive communication between a company and its suppliers.</p>	<ul style="list-style-type: none"> • Changing consumption patterns • Project-based environmental and social impact assessment • Transition to the circular economy • Responsible procurement • Supply chain management

Investment in the community

Material topic	Definition	Included aspects
<p>Financial education and inclusion</p>	<p>The ability of a company to ensure that all people and population groups can access its products and services without discrimination. It includes the management of universal needs, affordability and accessibility.</p>	<ul style="list-style-type: none"> • Access to financial education • Inclusive products and services • Inclusive prices • Social inclusion
<p>Contribution to society</p>	<p>The management of the relationship between the companies and the communities they operate or with which they interact, considering the mechanisms of participation, the contributions of the community and the positive or negative impact on local communities.</p>	<ul style="list-style-type: none"> • Relationship with the community • Community support and development • Indigenous populations • Support for the local economy • Philanthropy and volunteering
<p>Human rights</p>	<p>It refers to the fundamental rights and freedoms inherent to all human beings that ensure that they can live with dignity, freedom, equality, justice and peace, and the necessary measures to defend both these rights and the rights of children in relation to anticipate, prevent or respond to any form of violence, exploitation, abuse or practices that may be detrimental to the development and physical and mental integrity of a child.</p>	<ul style="list-style-type: none"> • Human rights

SASB Index

Industry	Metrics	Code	Chapter / Direct Response												
Topic: Data security															
			<table border="1"> <thead> <tr> <th>In Person</th> <th>Not In Person</th> </tr> </thead> <tbody> <tr> <td>12,237</td> <td>289,771</td> </tr> <tr> <th>Online</th> <th>In Person</th> </tr> <tr> <td>77,941</td> <td>594,883</td> </tr> <tr> <td></td> <th>Not In Person</th> </tr> <tr> <td></td> <td>133,806</td> </tr> </tbody> </table>	In Person	Not In Person	12,237	289,771	Online	In Person	77,941	594,883		Not In Person		133,806
In Person	Not In Person														
12,237	289,771														
Online	In Person														
77,941	594,883														
	Not In Person														
	133,806														
CF	Card fraud losses (1) with no card and (2) with card and other types of fraud.	FN-CF-30a.2													
CB, CF	Description of the approach to identifying and addressing data security risks.	FN-CB-230a.2 FN-CF-230a.3	Security, privacy and customer protection												
Topic: Generation of financial inclusion and capacity															
CB	Number of no-charge retail checking accounts provided to previously unbanked or underbanked customers.	FN-CB-240a.3	Number of N2-type digital debit accounts provided to previously unbanked customers: 4,045,917.												
CB	Number of participants in financial education initiatives for unbanked, underbanked, or underserved customers.	FN-CB-240a.4	Financial education.												
Topic: Incorporation of environmental, social and corporate governance factors															
CB	Commercial and industrial credit exposure, by sector.	FN-CB-410a.1	The information can be found in the consolidated financial statements of Grupo Financiero BBVA México, S.A. de C.V.												
IN	Total assets invested by sector and asset class.	FN-IN-410a.1	The information can be found in the consolidated financial statements of Grupo Financiero BBVA México, S.A. de C.V.												
CB, AC, IB, IN	Description of the approach to incorporate environmental, social and corporate governance (ESG) factors into credit analysis, investment banking and brokerage activities, and wealth management strategies and processes	FN-CB-410a.2 FN-AC-410a.2 FN-IB-410a.3 FN-IN-410a.2	Sustainable Finance												

Industry	Metrics	Code	Chapter / Direct Response
IB	Income from (1) underwriting, (2) advisory and (3) securitization transactions incorporating the integration of environmental, social and corporate governance (ESG) factors by industry.	FN-IB-410a.1	CIB Mexico's total ESG income in 2021 was MXN 31,745 million
IB	(1) Number and (2) total value of investments and loans that incorporate the integration of environmental, social and corporate management (ESG) factors by industry.	FN-IB-410a.2	In 2021, the BBVAESG fund had assets of MXN 549 million, invested through ETFs with the ESG label. Sustainable Finance
AC	Number of assets under management, by asset class, that uses (1) integration of environmental, social and corporate governance (ESG) issues, (2) thematic investment in sustainability, and (3) screening.	FN-AC-410a.1	2025 Commitment
AC	Description of the proxy voting and intervention policies and procedures in investee companies.	FN-AC-410a.3	Sustainable Finance

Topic: Business ethics

AC, CB, IB	Total amount of monetary losses as a result of legal proceedings related to fraud, insider trading, antitrust, unfair competition, market manipulation, malpractice or other related laws or regulations of the financial industry.	FN-CB-510a.1 FN-IB-510a.1 FN-AC-510a.1	There are no pending legal, administrative or arbitration proceedings that are not part of the normal course of our business, including those related to liquidation or bankruptcy proceedings, in which we, our subsidiaries or shareholders, directors and senior officers, are or could be involved, which could have or has had a material impact on the results of our operations. There are no legal, administrative or arbitration proceedings with contingencies that represent more than 10% of the Bank's total assets. For more information on other types of lawsuits and proceedings brought against us, please see Note 35 to our Audited Financial Statements.
AC, CB, IB	Description of whistleblowing policies and procedures.	FN-CB-510a.2 FN-IB-510a.2 FN-AC-510a.2	Regulatory compliance.

Industry	Metrics	Code	Chapter / Direct Response
Topic: Systemic risk management			
CB, IB	Description of the approach for incorporating stress test results into capital allocation planning, corporate strategies and other business activities.	FN-CB-550a.2 FN-IB-550a.2	<p>Risk management</p> <p>Grupo Financiero BBVA México has a Risk Appetite Framework that guarantees a universal, multichannel and responsible banking business model, based on principles, with goals such as sustainable growth, risk-adjusted profitability and the generation of recurring value.</p> <p>This way, the entity obtains a guide to establish the management limits and the budgetary objectives of results, capital levels and liquidity. Each of the capital and liquidity metrics has three thresholds with a stoplight approach, ranging from comfortable business management to higher levels of impairment that could lead to a recovery scenario. This way, the integration of the different planning exercises is ensured with the aim of maintaining a solid position in terms of solvency and a robust liquidity and financing situation. Grupo Financiero BBVA México's stress tests are not only a supervisory tool but are closely linked to risk monitoring, assessment and management.</p> <p>The information can be found in the consolidated financial statements of Grupo Financiero BBVA México, S.A. de C.V.</p>
AC	Total exposure to securities financing Transactions.	FN-AC-550a.3	Total balance of investments in securities at the end of December 2021 for MXN 849,765 million.
IN	Total fair value of securities lending collateral assets.	FN-IN-550a.2	Risk management.
IN	Description of the approach to managing risks related to capital and liquidity associated with uninsured systemic activities.	FN-IN-550a.3	Risk management.

Industry	Metrics	Code	Chapter / Direct Response
AC	Net risk against the credit derivatives subscribed.	FN-AC-550a.4	The information can be found in the consolidated financial statements of Grupo Financiero BBVA México, S.A. de C.V.
Topic: Diversity and inclusion among employees			
AC, IB	Percentage of representation of gender and racial/ethnic groups in (1) executive management, (2) management or executive, (3) professionals, and (4) all other employees.	FN-IB-330a.1 FN-AC-330a.1	Responsible commitment to the employee
Topic: Professional integrity			
IB	(1) Number and (2) percentage of covered employees with a record of investment-related investigations, consumer-initiated complaints, private civil litigations, or other regulatory proceeding.	FN-IB-510b.1	There is no information of any matter of this nature.
IB	Total amount of monetary losses as a result of legal proceedings related to professional integrity, including the duty of care.	FN-IB-510b.3	<p>There are no pending legal, administrative or arbitration proceedings that are not part of the normal course of our business, including those related to liquidation or bankruptcy proceedings, in which we, our subsidiaries or shareholders, directors and senior officers, are or could be involved, which could have or has had a material impact on the results of our operations.</p> <p>There are no legal, administrative or arbitration proceedings with contingencies that represent more than 10% of the Bank's total assets.</p>
IB	Description of approach to ensuring professional integrity, including duty of care.	FN-IB-510b.4	Integrity program

Industry	Metrics	Code	Chapter / Direct Response
Topic: Incentives for collaborators and risk taking			
IB	Percentage of total remuneration that is variable for material risk takers (MRT).	FN-IB-550b.1	<p>Fixed and variable remuneration of the MRTs are duly balanced and aligned with the applicable regulation, allowing a fully flexible policy regarding the payment of the variable components, which may make it possible for these to be reduced, in their case, up to their entirety.</p> <p>The proportion between both components is established taking into account the type of functions performed by each MRT (business, support or control) and, consequently, their impact on GFBB's risk profile, adapting in each case to the existing reality in the various functions.</p> <p>For all functions, fixed components have a greater weight than variable components, but the percentage of variable is slightly higher for business functions than for support or control functions. For these purposes, the Bank establishes "target" ratios between fixed and variable remuneration, which take into account both the function performed by each MRT and its impact on the risk profile of GFBB.</p>

Industry	Metrics	Code	Chapter / Direct Response
IB	Discussion of policies around supervision, control, and validation of traders' pricing of Level 3 assets and liabilities.	FN-IB-550b.3	<p>1 Code of Conduct (Section: Conduct in the securities market).</p> <p>1 Internal Conduct Regulations in the Securities Markets.</p> <p>1 Manual of Procedures for Own Account Transactions (for persons adhering to the Internal Conduct Regulations).</p> <p>1 Manual of Procedures for the Control of Privileged Information (for persons adhering to the Internal Conduct Regulations).</p> <p>1 Internal Conduct Regulations System (application) to monitor that Executives and Employees comply with the provisions of the Internal Conduct Regulations / That the transactions of the DGs comply with the provisions of the Internal Conduct Regulations and the monitoring of transactions with issuers involved in Insider Information projects.</p> <p>1 System to monitor Market Abuse and Privileged Information, where transactions of customers, employees, direct and own position of BBVA entities are monitored, in order to avoid market manipulation and improper use of privileged information.</p> <p>1 Internal Conduct Regulations training.</p> <p>1 Training on Market Abuse and Privileged Information (full course).</p> <p>1 Privileged information training (reduced course).</p> <p>1 Complaint mailbox.</p> <p>1 Governance scheme to act in potential cases of market abuse and improper use of privileged information.</p> <p>1 Reporting scheme to the Board and to authorities, where appropriate.</p>

Industry	Metrics	Code	Chapter / Direct Response
Topic: Customer privacy			
CF	Number of account holders whose information is used for secondary purposes.	FN-CF-220a.1	Security, privacy and customer protection
CF	Total amount of monetary losses as a result of legal proceedings associated with customer privacy.	FN-CF-220a.2	Security, privacy and customer protection
Topic: Lending practices			
MF	Total amount of monetary losses resulting from legal proceedings related to customer communications or the remuneration of loan originators.	FN-MF-270a.3	<p>There are no pending legal, administrative or arbitration proceedings that are not part of the normal course of our business, including those related to liquidation or bankruptcy proceedings, in which we, our subsidiaries or shareholders, directors and senior officers, are or could be involved, which could have or has had a material impact on the results of our operations.</p> <p>There are no legal, administrative or arbitration proceedings with contingencies that represent more than 10% of the Bank's total assets.</p>
MF	Description of the remuneration structure of loan originators.	FN-MF-270a.4	Responsible commitment to the employee
Topic: Sales practices			
CF	Percentage of total remuneration of covered employees that is variable and is related to the number of products and services sold.	FN-CF-270a.1	Responsible commitment to the employee
CF	(1) Number of complaints filed with CONDUSEF, (2) percentage of complaints with monetary or non-monetary compensation, (3) percentage of complaints contested by the consumer, (4) percentage of complaints that ended in an investigation by the CONDUSEF.	FN-CF-270a.4	Specialized Customer Service Unit (UNE)

Industry	Metrics	Code	Chapter / Direct Response
CF	Total amount of monetary losses as a result of legal proceedings related to the sale and maintenance of the products.	FN-CF-270a.5	<p>There are no pending legal, administrative or arbitration proceedings that are not part of the normal course of our business, including those related to liquidation or bankruptcy proceedings, in which we, our subsidiaries or shareholders, directors and senior officers, are or could be involved, which could have or has had a material impact on the results of our operations.</p> <p>There are no legal, administrative or arbitration proceedings with contingencies that represent more than 10% of the Bank's total assets.</p>

Topic: Discriminatory loans

MF	Description of the policies and procedures to ensure the granting of mortgage loans without discrimination	FN-MF-270b.3	<p>The mortgage loan in Grupo Financiero BBVA México is more than a financing, it is a tool to achieve the goal of having a home. Mortgage loans of Grupo Financiero BBVA México have specific characteristics that benefit customers, such as:</p> <ol style="list-style-type: none"> 1. Fixed preferential rates and fixed payments during the term of the loan. 2. Financing terms of 5, 10, 15 or up to 20 years. 3. Tax deductible interest. 4. Repayments without any type of penalty. <p>Additionally, Grupo Financiero BBVA México, as an ally and financial advisor, offers customers the opportunity to carry out a simulator within the support website for the search for a house, recommendations before acquiring a mortgage loan and multiple financing options aimed at the specific needs of each customer.</p>
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Industry	Metrics	Code	Chapter / Direct Response
Topic: Transparent information and fair advice for customers			
AC	(1) Number and (2) percentage of covered employees with a record of investment-related investigations, consumer-initiated complaints, private civil litigations, or other regulatory proceedings.	FN-AC-270a.1	There is no information of any matter of this nature.
AC, IN	Total amount of monetary losses as a result of legal proceedings related to marketing and communication of information related to financial and insurance products to new and old customers.	FN-AC-270a.2 FN-IN-270a.1	<p>There are no pending legal, administrative or arbitration proceedings that are not part of the normal course of our business, including those related to liquidation or bankruptcy proceedings, in which we, our subsidiaries or shareholders, directors and senior officers, are or could be involved, which could have or has had a material impact on the results of our operations.</p> <p>There are no legal, administrative or arbitration proceedings with contingencies that represent more than 10% of the Bank's total assets.</p>
AC, IN	Description of the approach to inform customers about products and services.	FN-AC-270a.3 FN-IN-270a.4	Transparent, Clear and Responsible (TCR) Communication
IN	Relationship between complaints and claims.	FN-IN-270a.2	Specialized Customer Service Unit (UNE)
Topic: Policies designed to encourage responsible behavior			
IN	Analysis of products or product characteristics that encourage health, safety or environmentally responsible actions or behaviors.	FN-IN-410b.2	Sustainable Finance

Industry	Metrics	Code	Chapter / Direct Response
Topic: Exposure to environmental risk			
IN	Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes	FN-IN-450a.1	BBVA Seguros México only has coverage for hydrometeorological risks (not associated with environmental risks).
IN	Total amount of monetary losses attributable to insurance payouts from (1) modeled natural catastrophes and (2) non-modeled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance)	FN-IN-450a.2	PML hydrometeorological risks as of December 2021: MXN 10,511 million. Accident rate for hydrometeorological risks as of December 2021: MXN 46.5 million.

GRI Index

GRI 102-55

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GRI 101: 2016 Foundations			About the Report	154
	102-1	Name of the organization	Grupo Financiero BBVA México, S.A. de C.V.	41 and 154
	102-2	Activities, brands, products and services	Presence Business Model	16 and 25
	102-3	Location of headquarters	Paseo de la Reforma # 510, Col. Juárez, C.P. 06600, Ciudad de México.	
	102-4	Location of operations	Presence	16
	102-5	Ownership and legal form	About the Report	154
	102-6	Markets served	Presence	16
	102-7	Scale of the organization	Presence Responsible commitment to the employee	16 and 88
General disclosures 2016	102-8	Information on employees and other workers	Responsible commitment to the employee	88
	102-9	Supply chain	Responsible vendors and purchases	121
	102-10	Significant changes to the organization and its supply chain	Responsible vendors and purchases	121
	102-11	Precautionary principle or approach	Sustainable finance	124
	102-12	External initiatives	Strategy International commitments signed and links with partnerships	28 and 175
	102-13	Membership of associations	Strategy International commitments signed and links with partnerships	28 and 175

GRI Standard	Content	Description	Chapter/Direct answer	Page
General disclosures 2016	102-14	Statement from senior decision-makers	Report from the Chairman of the Board of Directors Report from the Vice-chairman of the Board of Administration and CEO	4 and 7
	102-15	Key impacts, risks and opportunities	Report from the Chairman of the Board of Directors Report from the Vice-chairman of the Board of Administration and CEO Stakeholders and materiality Risk management	4, 7 and 53
	102-16	Values, principles, standards and norms of behavior	Group's Profile Integrity program	15 and 64
	102-17	Mechanisms for advice and concerns about ethics	Integrity program	64
	102-18	Governance structure	Corporate governance	46
	102-19	Delegating authority	Corporate governance	46
	102-20	Executive-level responsibility for economic, environmental, and social topics	Corporate governance	46
	102-21	Consulting stakeholders on economic, environmental, and social topics	Corporate governance Strategy	28 and 46
	102-22	Composition of the highest governance body and its committees	Corporate governance	46
	102-23	Chair of the highest governance body	Corporate governance	46
	102-24	Nominating and selecting the highest governance body	Corporate governance	46
	102-25	Conflicts of interest	Corporate governance	46
	102-26	Role of highest governance body in setting purpose, values, and strategy	Corporate governance	46
	102-27	Collective knowledge of highest governance body	Within the GSO framework, the different working groups created regularly inform the CEO of BBVA on the progress of their actions and monitor their indicators on a monthly basis.	

GRI Standard	Content	Description	Chapter/Direct answer	Page
General disclosures 2016	102-28	Evaluating the highest governance body's performance	As of this date, GFBB does not include ESG criteria in the evaluation of the performance of directors.	
	102-29	Identifying and managing economic, environmental, and social impacts	Corporate governance Strategy	28 and 46
	102-30	Effectiveness of risk management processes	Risk management Non-financial risk management	53 and 59
	102-31	Review of economic, environmental, and social topics	Corporate governance Strategy Sustainability strategy	28, 30 and 46
	102-32	Highest governance body's role in sustainability reporting	Sustainability strategy Corporate governance	30 and 46
	102-33	Communicating critical concerns	Corporate governance	46
	102-34	Nature and total number of critical concerns	The summaries of the resolutions adopted at the Ordinary General Shareholders' Meetings of Grupo Financiero BBVA México are published on the Investor Relations website.	
	102-35	Remuneration policies	Corporate governance	46
	102-36	Process for determining remuneration	Corporate governance Employee benefits	46 and 99
	102-37	Stakeholders' involvement in remuneration	Stakeholders are not involved in this process.	
	102-40	List of stakeholder groups	Stakeholders and materiality	41
	102-41	Collective bargaining agreements	Responsible commitment to the employee	88
	102-42	Identifying and selecting stakeholders	Stakeholders and materiality	41
	102-43	Approach to stakeholder engagement	Stakeholders and materiality	41
102-44	Key topics and concerns raised	Stakeholders and materiality	41	

GRI Standard	Content	Description	Chapter/Direct answer	Page
General disclosures 2016	102-45	Entities included in the consolidated financial statements	About the Report	154
	102-46	Defining report content and topic Boundaries	Stakeholders and materiality Standards used	41 and 155
	102-47	List of material topics	Stakeholders and materiality	41
	102-48	Restatements of information	For greater clarity, changes in the information reported are expressed directly in the corresponding text throughout the Report.	
	102-49	Changes in reporting	About the Report There are no significant changes	154
	102-50	Reporting period	About the Report	154
	102-51	Date of most recent report	The previous Annual Report was published in the first half of 2021	
	102-52	Reporting cycle	The reporting cycle is annual	
	102-53	Contact point for questions regarding the report	Irma B. Acosta Pedregal, Head of Corporate Responsibility and Reputation Email: ib.acosta@bbva.com	
	102-54	Claims of reporting in accordance with the GRI Standards	Standards used	155
	102-55	GRI content index	GRI table of contents	191
	102-56	External assurance	Independent review	156

GRI Standard	Content	Description	Chapter/Direct answer	Page
MATERIAL TOPICS				
Corporate governance				
			Please refer to general disclosures 102-18 through 102-39	
Risk and crisis management				
			Please refer to general disclosures 102-18, 102-29, 102-30	
Socially and environmentally responsible financing				
GRI 103 Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Sustainable finance	124
	103-2	The management approach and its components	Sustainable finance	124
	103-3	Evaluation of the management approach	Sustainable finance	124
G4 Financial Services Sector	FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.	Sustainable finance	124
	FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	Sustainable finance	124
	FS11	Percentage of assets subject to positive and negative environmental or social screening.	Sustainable finance	124
Environmental footprint				
GRI 103 Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Global Eco-Efficiency Plan	113
	103-2	The management approach and its components	Global Eco-Efficiency Plan	113
	103-3	Evaluation of the management approach	Global Eco-Efficiency Plan	113

GRI Standard	Content	Description	Chapter/Direct answer	Page
GRI 301 Materials 2016	301-1	Materials used by weight or volume	Global Eco-Efficiency Plan	113
	301-2	Recycled input materials used	Information not available. This information exceeds the scope of the measurement.	
	301-3	Reclaimed products and their packaging materials	Not applicable. Grupo Financiero BBVA México's operations do not involve the recovery of products and packaging materials.	
GRI 302 Energy 2016	302-1	Energy consumption within the organization	Global Eco-Efficiency Plan	113
	302-2	Energy consumption outside of the organization	Global Eco-Efficiency Plan	113
	302-3	Energy intensity	Global Eco-Efficiency Plan	113
	302-4	Reduction of energy consumption	Global Eco-Efficiency Plan	113
	302-5	Reductions in energy requirements of products and services	Global Eco-Efficiency Plan	113
GRI 303 Water and Effluents 2018	303-1	Interactions with water as a shared resource	Grupo Financiero BBVA México's operations do not generate significant impacts on the environment related to water; however, the Global Eco-Efficiency Plan seeks to make its activities more efficient and mitigate any environmental impact that its operations may generate.	113
	303-2	Management of water discharge-related impacts	Grupo Financiero BBVA México's operations do not affect water quality and therefore do not require a treatment method for its discharge into the municipal main network.	
	303-3	Water withdrawal	Global Eco-Efficiency Plan	113
	303-4	Water discharge	Global Eco-Efficiency Plan	113
	303-5	Water consumption	Global Eco-Efficiency Plan	113

GRI Standard	Content	Description	Chapter/Direct answer	Page
GRI 305 Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Global Eco-Efficiency Plan	113
	305-2	Energy indirect (Scope 2) GHG emissions	Global Eco-Efficiency Plan	113
	305-3	Other indirect (Scope 3) GHG emissions	Global Eco-Efficiency Plan	113
	305-4	GHG emissions intensity	Global Eco-Efficiency Plan	113
	305-5	Reduction of GHG emissions	Global Eco-Efficiency Plan	113
	305-6	Emissions of ozone-depleting substances (ODS)	Not applicable: the operations carried out by Grupo Financiero BBVA México do not generate significant ODS emissions.	
	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Not applicable: the operations carried out by Grupo Financiero BBVA México do not generate significant NOX and SOX emissions.	
GRI 306 Waste 2020	306-3	Waste generated	Global Eco-Efficiency Plan	113
GRI 307 Environmental compliance 2016	307-1	Non-compliance with environmental laws and regulations	During the reporting period, Grupo Financiero BBVA México's operations did not generate any breach of environmental legislation and regulations.	
Cybersecurity and responsible use of data				
GRI 103 Management approach 2016	103-1	Explanation of the material topic and its Boundaries	Security, privacy and customer protection Seamless Experience	70 and 85
	103-2	The management approach and its components	Security, privacy and customer protection Seamless Experience	70 and 85
	103-3	Evaluation of the management approach	Security, privacy and customer protection Seamless Experience	70 and 85
GRI 418 Customer privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Security, privacy and customer protection Specialized Customer Service Unit	73 and 85

GRI Standard	Content	Description	Chapter/Direct answer	Page
Regulatory compliance				
GRI 103 Management approach 2016	103-1	Explanation of the material topic and its Boundaries	Regulatory compliance	60
	103-2	The management approach and its components	Regulatory compliance	60
	103-3	Evaluation of the management approach	Regulatory compliance	60
GRI 307 Environmental compliance 2016	307-1	Non-compliance with environmental legislation and regulations.	During the reporting period, the Grupo Financiero BBVA México's operations did not generate any breach of environmental legislation and regulations.	
GRI 419 Socioeconomic compliance 2016	419-1	Non-compliance with laws and regulations in the social and economic area.	Grupo Financiero BBVA México received fines during 2021; however, due to the nature of the information, the total figure is considered confidential. On the other hand, GFBB received no non-monetary sanctions during 2021.	
GRI 205 Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	Integrity program	64
	205-2	Communication and training about anti-corruption policies and procedures	Integrity program	64
	205-3	Confirmed incidents of corruption and actions taken	Integrity program	64
GRI 206 Anti-competitive behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Regulatory compliance	60
Also refer to general disclosures 102-16 and 102-17				
Customer experience				
GRI 103 Management approach 2016	103-1	Explanation of the material topic and its Boundary	Seamless Experience	70 and 83
	103-2	The management approach and its components	Seamless Experience	70 and 83
	103-3	Evaluation of the management approach	Seamless Experience	70 and 83

GRI Standard	Content	Description	Chapter/Direct answer	Page
GRI 417 Marketing and labeling 2016	417-1	Requirements for product and service information and labeling	Transparent, Clear and Responsible (TCR) Communication	83
	417-2	Incidents of non-compliance concerning product and service information and labeling	Specialized Customer Service Unit (Claims made with UNE) Transparent, Clear and Responsible (TCR) Communication	73 and 83
	417-3	Incidents of non-compliance concerning marketing communications	Specialized Customer Service Unit (Claims made with UNE) Transparent, Clear and Responsible (TCR) Communication	73 and 83
Human rights				
GRI 103 Management approach 2016	103-1	Explanation of the material topic and its Boundary	Human Rights	61
	103-2	The management approach and its components	Human Rights	61
	103-3	Evaluation of the management approach	Human Rights	61
GRI 412 Human rights assessment 2016	412-1	Operations that have been subject to human rights reviews or impact assessments	Human Rights Responsible vendors and purchases Sustainable finance	61, 121 and 124
	412-2	Employee training on human rights policies or procedures	Talent development	94
	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Responsible vendors and purchases Sustainable finance	121 and 124
Diversity and inclusion				
GRI 103 Management approach 2016	103-1	Explanation of the material topic and its Boundary	Inclusion and diversity	107
	103-2	The management approach and its components	Inclusion and diversity	107
	103-3	Evaluation of the management approach	Inclusion and diversity	107

GRI Standard	Content	Description	Chapter/Direct answer	Page
GRI 405 Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Inclusion and diversity For reasons of security and data privacy of the directors of Grupo Financiero BBVA México, what is requested in this indicator is not described in detail.	88 and 107
Communication and transparency				
GRI 103 Management approach 2016	103-1	Explanation of the material topic and its Boundary	Transparent, Clear and Responsible (TCR) Communication	83
	103-2	The management approach and its components	Transparent, Clear and Responsible (TCR) Communication	83
	103-3	Evaluation of the management approach	Transparent, Clear and Responsible (TCR) Communication	83
GRI 417 Marketing and labeling 2016	417-1	Requirements for product and service information and labeling	Transparent, Clear and Responsible (TCR) Communication	83
	417-2	Incidents of non-compliance concerning product and service information and labeling	Specialized Customer Service Unit (Claims made with UNE) Transparent, Clear and Responsible (TCR) Communication	73 and 83
	417-3	Incidents of non-compliance concerning marketing communications	Specialized Customer Service Unit (Claims made with UNE) Transparent, Clear and Responsible (TCR) Communication	73 and 83
Education and financial inclusion				
GRI 103 Management approach 2016	103-1	Explanation of the material topic and its Boundary	Financial inclusion and entrepreneurship Financial education	137 and 143
	103-2	The management approach and its components	Financial inclusion and entrepreneurship Financial education	137 and 143
	103-3	Evaluation of the management approach	Financial inclusion and entrepreneurship Financial education	137 and 143

GRI Standard	Content	Description	Chapter/Direct answer	Page
G4 Financial Services Sector	FS13	Access points in low-populated or economically disadvantaged areas by type	Financial inclusion	137
	FS14	Initiatives to improve access to financial services for disadvantaged people	Financial inclusion	137
	FS16	Initiatives to enhance financial literacy by type of beneficiary	Financial inclusion	143
Talent attraction, development and retention				
GRI 103 Management approach 2016	103-1	Explanation of the material topic and its Boundary	Talent attraction Talent development	88 and 94
	103-2	The management approach and its components	Talent attraction Talent development	88 and 94
	103-3	Evaluation of the management approach	Talent attraction Talent development	88 and 94
GRI 401 Employment 2016	401-1	New employee hires and employee turnover	Responsible commitment to the employee	88
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Responsible commitment to the employee	88, 99 and 101
GRI 404 Training and education 2016	404-1	Average hours of training per year per employee	Talent development	94
	404-2	Programs for upgrading employee skills and transition assistance programs	Talent development	94
	404-3	Percentage of employees receiving regular performance and career development reviews	Talent development	94

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GRI 103 Management approach 2016	103-1	Explanation of the material topic and its Boundary	Contribution to society Fundación BBVA México	142 and 148
	103-2	The management approach and its components	Contribution to society Fundación BBVA México	142 and 148
	103-3	Evaluation of the management approach	Contribution to society Fundación BBVA México	142 and 148
GRI 413 Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	Contribution to society Fundación BBVA México	142, 143 and 148
	413-2	Operations with significant actual and potential negative impacts on local communities	To ensure the security and confidentiality of the data entrusted to it, Grupo Financiero BBVA México integrates new technologies and trains all its employees in their management.	
Sectorial Contents				
G4 Financial Services Sector	FS1	Policies with specific environmental and social components applied to business line	Sustainability strategy Occupational health and safety Inclusion and diversity Global Eco-Efficiency Plan Responsible vendors and purchases Sustainable finance	30, 101, 107, 113, 121 and 124
	FS2	Procedures to assess and detect environmental and social risks in business line	Non-financial risk management Sustainable finance	59 and 124
	FS5	Interactions with customers/ investees/business partners regarding environmental and social risks and opportunities.	Sustainable finance	124

Global Compact and Sustainable Development Goals (SDG)

Introduction

In 2015, the United Nations (UN) approved the 2030 Agenda for Sustainable Development, which represents an opportunity for countries and their societies to assume new challenges and responsibilities to embark on a path towards peace and prosperity to improve everyone's life on a healthy planet, leaving no one behind.

The Agenda is made up of 17 goals and 169 targets that range from the elimination of poverty to the fight against climate change, education, women's equality, the defense of the environment or the sustainable design of our cities.

SUSTAINABLE DEVELOPMENT GOALS



Importance of the SDGs

The Sustainable Development Goals (SDGs) represent a common language and a shared purpose that seeks the transformation of financial, economic and political systems to address the most urgent challenges in terms of sustainability, guaranteeing the human rights of all and granting all more and better opportunities.

The 2030 Agenda recognizes the importance of financial organizations and institutions in addressing the SDGs, as they play a key role in creating an inclusive and environmentally friendly world. Investors are showing increasing interest in directing funds toward responsible business; however, it is necessary to encourage them to have concrete tools that govern their activities and operations towards compliance with the SDGs.

Through the 2021 Sustainable Development Report, the results of a study on the progress of the SDGs for all UN Member States are presented and the application of the Sustainable Development Goals is framed in terms of six major transformations. This report has been prepared by teams of independent experts from the Sustainable Development Solutions Network (SDSN) and the Bertelsmann Foundation.

The study presents an index with an evaluation of the distance in which the countries are in compliance with the SDGs, thus comparing their performance with the Goals. The score can be interpreted as the percentage of achievement or total progress of a country towards the 17 SDGs. A score of 100 indicates that all SDGs have been achieved⁸.



⁸ Sachs, J., Schmidt-Traub, G., Kroll, C., Lafortune, G., Fuller, G., Woelm, F. 2021. The Decade of Action for the Sustainable Development Goals. Sustainable Development Report 2021. Cambridge: Cambridge University Press.



Mexico is in **position 80** of the 165 countries evaluated.

Achievement percentage for achieve the SDGs



The COVID-19 pandemic delayed global progress in meeting the SDGs and had a strong impact on the environmental, social, and economic performance of countries. Currently, national priorities focus on the control of the pandemic, so they concentrate efforts on non-pharmaceutical interventions and access to vaccines.

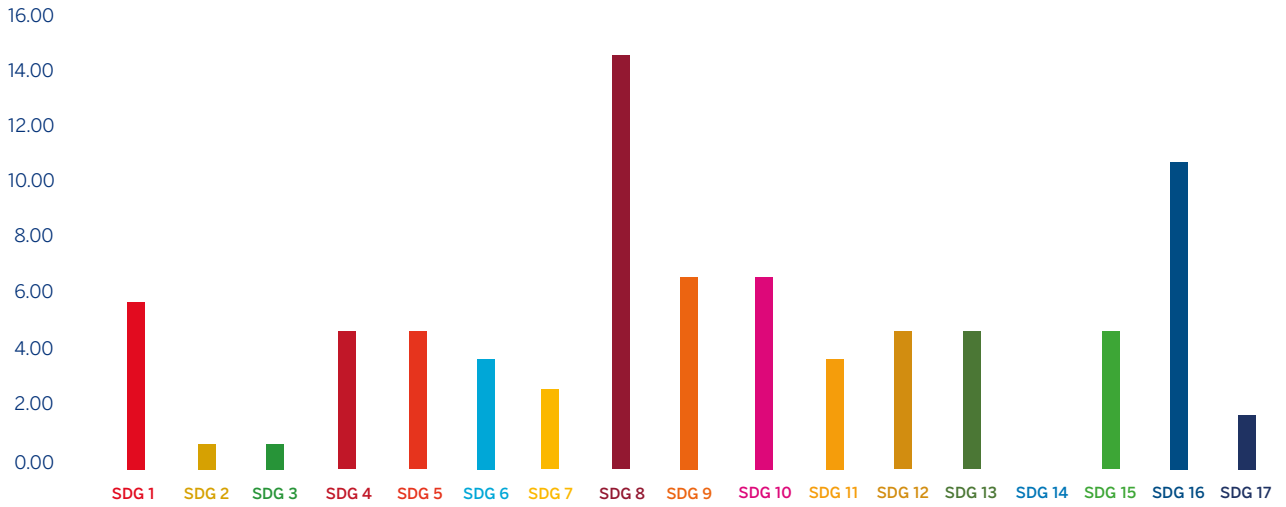
However, the SDGs, together with the six transformations, can guide a sustainable, inclusive and resilient recovery from the COVID-19 contingency; therefore, the accelerated deployment of transformative actions and responsible investments is key in the coming years.

BBVA's impact on the SDGs

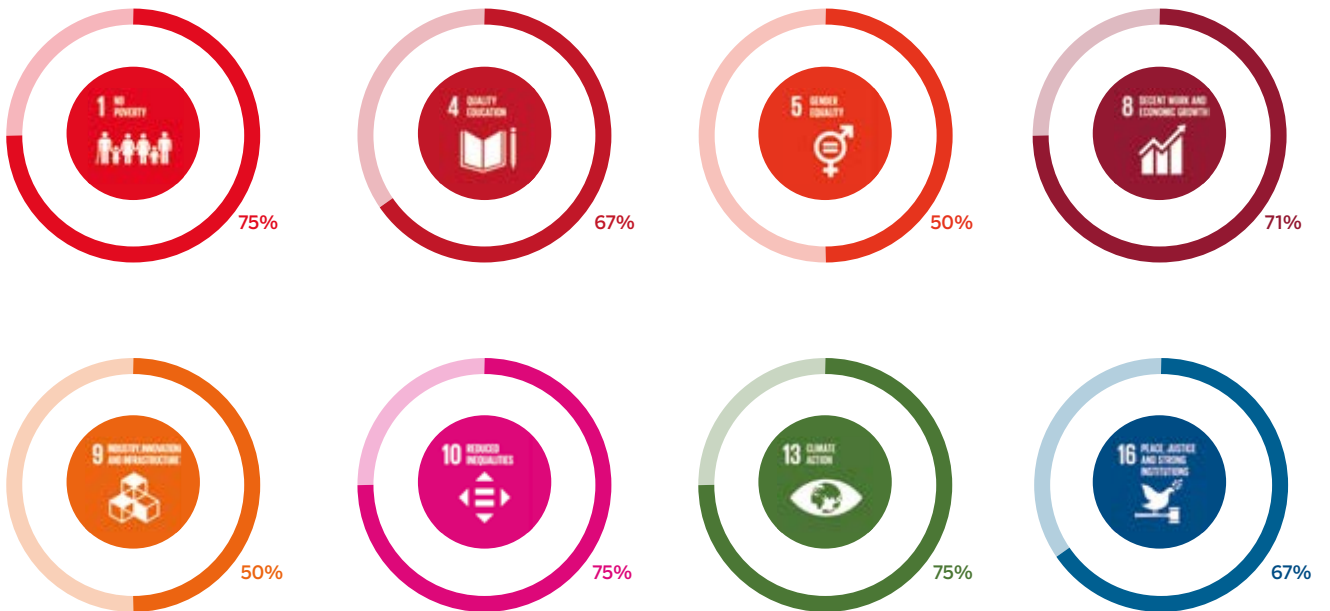
Faced with the need for accelerated global progress towards sustainability, Grupo Financiero BBVA México continues to make efforts to contribute to the SDGs.

This report gathers information on the programs and activities carried out by Grupo Financiero BBVA México during 2021 to contribute to the SDGs. Below is a summary of the results. Each chart represents the percentage of BBVA Mexico's contribution to each of the SDGs based on the SDG materiality study conducted in 2020.

Level of alignment of the SDGs with the material issues of the BBVA Mexico Group*



*The materiality analysis conducted in 2020 is used.



SDG materiality

To address the problems presented in the 2030 Agenda, Grupo Financiero BBVA México analyzed its contribution to the SDGs identified as material in the update of the 2020 SDG materiality study.

Methodology

For this update of the SDG materiality analysis conducted in 2020, the following steps were carried out:


1. Analysis and updating of the material issues regarding the organization's sustainability.
2. Linking the material topics with the SDGs to identify how many material topics can be aligned with some goals, thus showing that the SDG is important for the organization and must be managed as a material topic (y-axis).
3. Identification of the impact and relationship of each material issue on the specific goals of the SDGs (x-axis).
4. Based on the Report on the Sustainable Development of the Banking Sector in Mexico of the Asociación de Bancos de México (ABM) in which the investment of the banking sector in Mexico in each SDG is shown, investment was considered as a third variable of the sector in millions of pesos within the materiality matrix of the SDGs.⁹
5. Updating the SDG matrix and validating the results.



⁹ Report on the Sustainable Development of the Banking Sector in Mexico – Aligned to the 2030 Agenda. Asociación de Bancos de México (ABM), 2020.) https://abm.org.mx/banca-sostenible/descargas/Informe_DS_ABM_PNUD.pdf



Thus, the material SDGs for Grupo Financiero BBVA México are:

Relevance for BBVA	SDG	Investment of Grupo Financiero BBVA México in 2021* (MXN millions)
1	 Decent work and economic growth	24.85
2	 Reduction of inequalities	9,349.12
3	 Peace, justice and strong institutions	25.36
4	 End of poverty	5,053.30
5	 Climate action	55,654.86
6	 Quality education	1,250.90
7	 Industry, innovation and infrastructure	11,979.04
8	 Gender equality	2,504.67

*The investment of a program or initiative is contemplated only in a material SDG for Grupo Financiero BBVA México. However, the same program or initiative can impact several SDGs.

Impact on material SDGs



Goal 1: End of poverty

End poverty in all its forms everywhere.

Through inclusive access to financial products and services, Grupo Financiero BBVA México seeks to contribute to the development of the economy. By granting financing options to different social groups, including women and vulnerable groups, and working to generate greater resilience in the face of natural disasters, Grupo Financiero BBVA México promotes equal access to economic resources.

Economic impact for compliance with the SDG

To contribute to this SDG, Grupo Financiero BBVA México made a total investment of MXN 5,053.30 million in different programs and initiatives for social development, financial inclusion, support for natural disasters and access to health, among others.

BBVA initiatives

The BBVA projects, programs, actions and initiatives that contributed to this SDG in 2021 are:



COVID social bonus with the Central American Bank for Economic Integration: this bond allows resources to be obtained with the aim of financing projects that seek economic recovery and stabilization in the face of the COVID-19 contingency in the region.



Financial Inclusion Model: seeks to make its products and services available to everyone in order to support people to make informed decisions regarding their financial well-being and to raise awareness of possible risks and opportunities; this, by solving basic needs related to money, bringing basic financial services closer to the community and promoting digitization.



Together for health: to support the growing demand for hospital services and the consequent risk faced by health personnel as a result of the COVID-19 pandemic, Fundación BBVA México, hand in hand with the federal government, academia, private initiative and society in general, coordinated a series of actions to create a support network, with the aim of helping and saving lives.



Social development:

- **Financial support to farmers:** in coordination with the Ministry of Agriculture and Rural Development (SADER), direct financial support is provided to farmers in rural areas, especially grain producers, to help increase production, through debit cards and a main account that is the for producers to access the resources granted by SADER.
- **Youth Building the Future:** this program consists of providing training scholarships to young people between 18 and 29 years old so that they have professional skills to face the challenges of the future.
- **Older Adults:** together with the Ministry of Welfare, it contributes to the well-being of older adults, both men and women, through the granting of a non-contributory pension, a debit card and a main account.



Support during natural disasters: Fundación BBVA México carries out humanitarian aid and support actions to communities experiencing emergency situations during natural disasters, risky or extraordinary situations. In cooperation with Fundación Televisa and the Ministry of National Defense, people from Chiapas, Tabasco, Guerrero, Oaxaca, Morelos, the State of Mexico, Mexico City, Quintana Roo and Yucatán have been aided.



My Community: this program seeks to contribute to the regeneration of communities through interventions in subdivisions with high levels of non-performing portfolio, abandonment and vandalism, to recover the social fabric and the heritage value through social and urban improvement.



Scholarship Program for Young Boys and Girls that Inspire: these education scholarships support talented middle, high school, and college students who face economic barriers by encouraging school continuity and promoting social mobility. Derived from the impact of the COVID-19 pandemic in Mexico, the program includes new scholarships for Online Education and Young Boys and Girls with disabilities.



IDB Invest social bonus: IDB Invest's first social bond that promotes gender equality, focused on women and aligned with the Green Bonds principles and the Social Bonds Principles issued by the International Capital Market Association.



BBVA Female Entrepreneur: in partnership with Victoria 147, financial tools, digital skills and knowledge were provided to female entrepreneurs and businesswomen to help improve their personal and business financial health.



Vaccination campaign: Influenza vaccination for active employees, retirees and beneficiaries registered in the medical service.

2021 BBVA Impact

Goals impacted	BBVA initiatives	2021 BBVA Impact										
<p>1.2 By 2030, reduce at least by half the proportion of men, women and boys and girls of all ages living in poverty in all its dimensions according to national definitions.</p>	<ul style="list-style-type: none"> • My Community • Donations to private organizations • Donations to civil society organizations • Scholarship Program for Young Boys and Girls that Inspire 	<ul style="list-style-type: none"> • My Community” program helped 9,526 direct beneficiaries. • In the last ten years, 17 housing developments in Tijuana have been supported. This translates into 13,088 total homes and more than 42 thousand inhabitants benefited. 										
<p>1.4 By 2030, ensure that all men and women, specifically the poor and most vulnerable, have equal rights to economic resources, and access to basic services, ownership and control of land and other assets, inheritance, natural resources, new technologies and economic services, including microfinance.</p>	<ul style="list-style-type: none"> • Financial support to farmers • Older Adults • My Community • Financial Inclusion Model • IDB Invest social bonus • BBVA Female Entrepreneur • Vaccination campaign 	<ul style="list-style-type: none"> • 13,559 hours of mentoring were given in the BBVA Scholarship program for Young Boys and Girls that Inspire, the highest figure since the program’s existence. • Scholarships awarded: <table border="0" data-bbox="1013 772 1336 917"> <tr> <td>High School</td> <td>15,245</td> </tr> <tr> <td>Middle School</td> <td>17,537</td> </tr> <tr> <td>University</td> <td>11,421</td> </tr> <tr> <td>Online education</td> <td>195</td> </tr> <tr> <td>Disability</td> <td>100</td> </tr> </table> 	High School	15,245	Middle School	17,537	University	11,421	Online education	195	Disability	100
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<p>1.5 By 2030, build the resilience of people in poverty and people in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental disasters.</p>	<ul style="list-style-type: none"> • Bank products and services • Financial support to farmers • Older Adults • Support during natural disasters • COVID social bonus with the Central American Bank for Economic Integration • Together for health • My Community 	<ul style="list-style-type: none"> • EUR 403.82 million were invested in financial inclusion within the country. • The social bonus was issued for an amount of MXN 2,500 million. • 969,171 farmers benefited from the support provided. • 1,195,698 older adults were benefited by the products and the pension provided. • A total of 41,167 women entrepreneurs were given training from August 2020 to December 2021. • 10,832 doses of the quadrivalent vaccine against influenza were applied in 23 locations in Mexico City and the rest of the Republic. • The Support During Natural Disasters program directly benefited 26,000 people. • In the last ten years (2011-2021) the following results have been obtained: <ul style="list-style-type: none"> ▪ +47 cyclone mesh facilities ▪ +39 fences built ▪ +5,865 lighted homes ▪ +1,883 houses painted ▪ +171 neighborhood committees formed and 132 neighborhood committee trainings 										

Goals impacted

BBVA initiatives

2021 BBVA Impact

- 1,288,667 people benefited directly from donations of supplies to public schools.
- The delivery of food and personal hygiene kits benefited more than 26,000 people.
- 1,339,157 people benefited from the “Together for health” program, through donations to the IMSS Foundation:
 - 4,047 oximeters and batteries
 - 5,566 battery-powered digital infrared thermometers
 - 1,557,500 bottles of antibacterial gel
 - 502,150 face masks for the administrative, teaching and support team, in order to support schools located in 16 municipalities of Mexico City
 - 50,490 direct beneficiaries of the oximeter donation initiative.





Goal 4: Quality education

Guarantee inclusive, equitable and quality education and promote lifelong learning opportunities for all.

Grupo Financiero BBVA México recognizes that education is an essential piece to enable socioeconomic mobility and the growth of the country. During 2021, programs, activities and initiatives were developed to promote greater access to quality education for middle school, high school and university students. Also, BBVA implemented training that allows the development of professional skills and tools necessary to face the challenges of today's world, and created job opportunities for students in their last semesters or recent university graduates.

Economic impact for compliance with the SDG

For the fulfillment of this SDG, a total investment of MXN 1,250.90 million was made through different programs that promote equal access to education, the development of professional knowledge and skills, and financial education.

BBVA initiatives

The BBVA projects, programs, actions and initiatives that contributed to this SDG in 2021 are:



Scholarship Program for Young Boys and Girls that Inspire: these education scholarships support talented middle, high school, and college students who face economic barriers by encouraging school continuity and promoting social mobility. Derived from the impact of the COVID-19 pandemic in Mexico, the program includes new scholarships for Online Education and Young Boys and Girls with disabilities.



Young Talent Programs:

- **Scholarship Program:** aimed at students in the last year of their degree who seek to boost their development and professional experience through the completion of a 6-month project.
- **Trainee Program:** aimed at recent graduates, with a duration of 12 months of training in leadership, values and business.
- **Summer Program:** aimed at master's students (MBA), who discover the different areas of GFBB and carry out a specific project, presented to a Head of unit.
- **Veranito Program:** exclusively for Fundación BBVA México scholarship recipients who are students between the fourth and fifth semesters of university, in order to provide them with their first work experience.

- **Semilleros Program:** incorporation of recent graduates and university students to the organization.
- **Global MBA Program:** focused on candidates who take an MBA in business schools so that they can develop and assume long-term leadership positions in Grupo Financiero BBVA México.
- **Women in Data Program:** seeks to attract the best female talent in data science.



Youth Building the Future: this program consists of providing training scholarships to young people between 18 and 29 years old so that they have professional skills to face the challenges of the future.



Kidzania program: allows children and young people to experience different jobs within the interactive city of Kidzania in order to develop skills and acquire financial knowledge through playful activities.



Cultural promotion: its objective is to influence the development of culture in Mexico, through economic incentives and support for cultural projects with a national presence that guarantee access to culture and the generation of new audiences.



Financial Education Portal: official website with notes, distance workshops and Financial Education webinars with topics related to the bank's products, services and tools.



"Express training in Financial Education" workshop: workshop available on the open market with the aim of generating a change in healthy habits in people in relation to their money.



Rebuilding schools: investment in the rebuilding and physical and technological re-equipment of educational spaces that were damaged during the 2017 earthquakes.



BBVA Art Scholarship: exchange and collaboration platform that supports the production and dissemination of outstanding art and culture initiatives through economic incentives with the aim of promoting cultural professionals and artists.



Digital Community Universities: synergy between Grupo Financiero BBVA México and universities to promote the digitization of the university ecosystem, through Financial Education actions to promote learning among students and their community.



Donations to private organizations: to support education and the arts.

2021 BBVA Impact

Goals impacted	BBVA initiatives	2021 BBVA Impact										
<p>4.1 By 2030, ensure that all girls and boys complete free, equitable and quality elementary and middle school education and produce relevant and effective learning outcomes.</p>	<ul style="list-style-type: none"> Scholarship Program for Young Boys and Girls that Inspire Rebuilding schools Donations to private organizations 	<ul style="list-style-type: none"> 13,559 hours of mentoring were given in the BBVA Scholarship program for Young Boys and Girls that Inspire, the highest figure since the program's existence. Scholarships awarded: <table border="1"> <tr> <td>High School</td> <td>15,245</td> </tr> <tr> <td>Middle School</td> <td>17,537</td> </tr> <tr> <td>Universidad</td> <td>11,421</td> </tr> <tr> <td>Online education</td> <td>195</td> </tr> <tr> <td>Disability</td> <td>100</td> </tr> </table> 	High School	15,245	Middle School	17,537	Universidad	11,421	Online education	195	Disability	100
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<p>4.3 By 2030, ensure equal access for all men and women to quality technical, vocational and higher education, including university education.</p>	<ul style="list-style-type: none"> Scholarship Program for Young Boys and Girls that Inspire Youth Building the Future Young Talent Programs (Scholarship Recipients, Trainees, Summer, <i>Veranito</i>, Semilleros, Global MBA, Women in Data). 	<ul style="list-style-type: none"> Rebuilding schools directly benefited 563 people, adding a total of more than 17 thousand benefited students and 26 delivered schools. Young Talent programs gave 207 students and recent graduates the opportunity to develop at BBVA. 107 scholarship recipients had their first work experience and 1,070 hours of training were invested in the Scholarship Program. More than 180 hours invested in the Summer, <i>Veranito</i> and Global MBA programs. 15 women participated in the Engineering area as the first generation of Women in Data, receiving more than 90 hours of training. 8 artists were supported through the BBVA Art Scholarship. There was a total of 805,476 single users through Cultural Promotion initiatives. 464,917 beneficiaries of the Kidzania program were obtained. 7,945,216 hits and 6,372,645 single visitors to the Financial Education Portal. 192 teachers and 8,369 children and young men and women participated in the first phase of the "Finances to Share" program. 6,311 students benefited directly through the Facebook page of the Tec Milenio pilot. 										
<p>4.4 By 2030, substantially increase the number of young people and adults who have the necessary skills, including technical and professional skills, to access employment, decent work and entrepreneurship.</p>	<ul style="list-style-type: none"> Scholarship Program for Young Boys and Girls that Inspire Youth Building the Future Young Talent Programs (Scholarship Recipients, Trainees, Summer, <i>Veranito</i>, Semilleros, Global MBA, Women in Data). BBVA Art Scholarship Kidzania Program Financial Education Portal "Finances to Share" program "Express training in Financial Education" Digital Community Universities 											
<p>4.5 By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for vulnerable people, including people with disabilities, indigenous peoples and children in situations of vulnerability.</p>	<ul style="list-style-type: none"> Scholarship Program for Young Boys and Girls that Inspire Young Talent Programs (Women in Data) 											
<p>4.a Build and adapt educational facilities that take into account the needs of children and men and women with disabilities and gender differences, and that offer safe, non-violent, inclusive and effective learning environments for all.</p>	<ul style="list-style-type: none"> Rebuilding schools Donations to private organizations 											
<p>4.b By 2020, substantially increase globally the number of scholarships available to developing countries, in particular least developed countries, small island developing Nations and African countries, to enable their students to enroll in higher education, including vocational training programs and technical, scientific, engineering and information and communications technology programmes, from developed and other developing countries.</p>	<ul style="list-style-type: none"> Scholarship Program for Young Boys and Girls that Inspire Youth Building the Future 											



Goal 5: Gender equality

Achieve gender equality and empower all women and girls.

In addition to being a fundamental human right, gender equity is a key factor in building a sustainable world, which is why Grupo Financiero BBVA México seeks to promote an inclusive culture both within GFBB and throughout its value chain. Grupo Financiero BBVA México develops activities, programs, initiatives and actions based on institutional values, in order to guarantee a work environment of respect, free of discrimination and of any form of harassment or violence. With a specific focus on supporting women entrepreneurs, GFBB contributes to gender equality and inclusion in Mexico.

Economic impact for compliance with the SDG

For the fulfillment of this SDG, a total investment of MXN 2,504.67 million was made through the issuance of a social gender bond, conducting awareness raising, panels, and webinars about inclusion, and the implementation of the Gender Violence Hotline, among other initiatives.

BBVA initiatives

The BBVA projects, programs, actions and initiatives that contributed to this SDG in 2021 are:



IDB Invest social bonus: IDB Invest's first social bond that promotes gender equality, focused on women and aligned with the Green Bonds principles and the Social Bonds Principles issued by the International Capital Market Association.



Awareness events: panels and webinars held at various events to promote gender equality, inclusion and diversity on the International Women's Day, the International LGBT Pride Day, Diversity Days, and the International Day for the Elimination of Violence against Women, among others.



Domestic Violence Hotline: telephone hotline run by certified specialists and available 24 hours a day, 365 days a year for all employees so that they can raise their concerns and receive emotional guidance in cases of domestic violence.



BBVA Female Entrepreneur: in partnership with Victoria 147, financial tools, digital skills and knowledge were provided to female entrepreneurs and businesswomen to help improve their personal and business financial health.



Scholarship Program for Young Boys and Girls that Inspire: these education scholarships support talented middle, high school, and college students who face economic barriers by encouraging school continuity and promoting social mobility. Derived from the impact of the COVID-19 pandemic in Mexico, the program includes new scholarships for Online Education and Young Boys and Girls with disabilities.



Women in Data Program: seeks to attract the best female talent in data science.



Soy Íntegro Program: seeks to emphasize the expected ethical behavior and the practical application of integrity in the development of each of the daily activities of all employees.



Values Day: for a month, recreational activities are carried out, as well as a specific day, at a global level, to make employees aware of the relevance of GFBB values through a variety of tools that include workshops, videos and activities, among others.



VIVA Award: recognition given to employees who are worthy representatives for living the values of Grupo Financiero BBVA México on a day-to-day basis.



Diversity and inclusion board: made up of 22 members representing each business unit, it seeks to guide the strategy and establish guidelines that promote a culture of respect for diversity, equality, non-discrimination and labor inclusion.

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



Hackathon: remote programming competition with the purpose of contributing to the digital transformation of financial services, as well as promoting entrepreneurs and developers worldwide through the resolution of challenges from different countries, including Colombia, Spain, Mexico and Peru.



Sexual Harassment and Harassment Protocol: communication where GFBB makes public that it rejects harassment and sexual harassment.

2021 BBVA Impact

Goals impacted	BBVA initiatives	2021 BBVA Impact																																				
<p>5.1 End all forms of discrimination against all women and girls everywhere.</p>	<ul style="list-style-type: none"> • IDB Invest social bonus • <i>Soy Íntegro</i> Program • Values Day • VIVA Award • BBVA Female Entrepreneur • Awareness events • Sexual Harassment and Harassment Protocol • Sensitizations about inclusion • Scholarship Program for Young Boys and Girls that Inspire 	<ul style="list-style-type: none"> • Scholarships awarded: <table border="1"> <tr> <td>High School</td> <td>15,245</td> </tr> <tr> <td>Middle School</td> <td>17,537</td> </tr> <tr> <td>University</td> <td>11,421</td> </tr> <tr> <td>Online education</td> <td>195</td> </tr> <tr> <td>Disability</td> <td>100</td> </tr> </table> • 1,485 virtual sessions were given as part of the “<i>Soy Íntegro</i>” program, benefiting 36,951 employees. • 29,442 men and women benefited from Values Day, held in person. • 37,000 beneficiaries of the “VIVA Award” program. 	High School	15,245	Middle School	17,537	University	11,421	Online education	195	Disability	100																										
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<p>5.2 Eliminate all forms of violence against all women and girls in the public and private spheres, including human trafficking and sexual and other types of exploitation.</p>	<ul style="list-style-type: none"> • Domestic Violence Hotline • Sexual Harassment and Harassment Protocol • Awareness events 	<ul style="list-style-type: none"> • More than 44 sessions were held, with more than 15,000 employees registered for the International Women’s Day, Pride Day, Non-Violence Against Women Day and the global Diversity Days, among others. 																																				
<p>5.5 Ensure the full and effective participation of women and equal opportunities for leadership at all decision-making levels in political, economic and public life.</p>	<ul style="list-style-type: none"> • Diversity and inclusion board • BBVA Female Entrepreneur • Sensitizations about inclusion 	<ul style="list-style-type: none"> • BBVA Team: <table border="1"> <tr> <th colspan="3">2021 staff by age and gender</th> </tr> <tr> <td>Women</td> <td>21,172</td> <td>52%</td> </tr> <tr> <td>Men</td> <td>19,211</td> <td>48%</td> </tr> <tr> <td colspan="3">Total employees</td> </tr> <tr> <td>< 25 years old</td> <td>3,359</td> <td>8.32%</td> </tr> <tr> <td>25-45 years old</td> <td>31,653</td> <td>78.38%</td> </tr> <tr> <td>> 45 years old</td> <td>5,371</td> <td>13.30%</td> </tr> <tr> <td>Total</td> <td>40,383</td> <td></td> </tr> </table> 	2021 staff by age and gender			Women	21,172	52%	Men	19,211	48%	Total employees			< 25 years old	3,359	8.32%	25-45 years old	31,653	78.38%	> 45 years old	5,371	13.30%	Total	40,383													
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<p>5.b Improve the use of enabling technology, specifically, information and communications technology, to promote the empowerment of women.</p>	<ul style="list-style-type: none"> • Women in Data Program • Hackathon 	<table border="1"> <thead> <tr> <th></th> <th colspan="2">2021</th> </tr> <tr> <th></th> <th>M</th> <th>W</th> </tr> </thead> <tbody> <tr> <td colspan="3">Employee hirings*</td> </tr> <tr> <td>< 25 years old</td> <td>931</td> <td>947</td> </tr> <tr> <td>25-45 years old</td> <td>3,594</td> <td>2,968</td> </tr> <tr> <td>> 45 years old</td> <td>276</td> <td>146</td> </tr> <tr> <td>Total</td> <td>8,862</td> <td></td> </tr> <tr> <td colspan="3">Employee dismissals</td> </tr> <tr> <td>< 25 years old</td> <td>492</td> <td>490</td> </tr> <tr> <td>25-45 years old</td> <td>2,849</td> <td>2,793</td> </tr> <tr> <td>> 45 years old</td> <td>391</td> <td>278</td> </tr> <tr> <td>Total</td> <td>7,293</td> <td></td> </tr> </tbody> </table>		2021			M	W	Employee hirings*			< 25 years old	931	947	25-45 years old	3,594	2,968	> 45 years old	276	146	Total	8,862		Employee dismissals			< 25 years old	492	490	25-45 years old	2,849	2,793	> 45 years old	391	278	Total	7,293	
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Goals impacted

BBVA initiatives

2021 BBVA Impact

	2021	
	M	W
Labor categories by gender		
Management committee and corporate directors	34	4
Executives	105	35
Middle management	4,014	2,978
Specialists	4,039	3,801
Sales force	5,292	5,916
Base positions	5,708	8,431
Other positions	26 employees	

- The message of the Sexual Harassment and Harassment Protocol was disseminated for the benefit of all Bank employees.
- The Rooney Rule was implemented in all internal and external promotion processes to increase the representation of women in the shortlists and promote gender equity in management positions.
- 17 group interviews were held with more than 200 people to detect the main barriers to growth in Grupo Financiero BBVA México, and launch initiatives for the visibility and development of female talent.
- A total of 41,167 women entrepreneurs were trained from August 2020 to December 2021.
- 25 women were integrated as part of the regional directors.
- 752 young men and women from 8 different countries, including Mexico, Spain, Colombia and Peru, developed innovative solutions in the "Hackathon".
- 15 women participated in the Engineering area as the first generation of Women in Data, receiving more than 90 hours of training.





Goal 8: Decent work and economic growth

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

By promoting economic growth and financial inclusion, Grupo Financiero BBVA México supports businessmen and entrepreneurs, as well as the creation of decent and dignified jobs that may be available to everyone. Similarly, it seeks to offer the best working conditions to its employees to attract the best talent through attractive benefits, as well as creating an environment based on respect and institutional values. Furthermore, the Global Eco-Efficiency Plan allows GFBB to align its activities to ensure a positive impact on society and mitigate any risks.

Economic impact for compliance with the SDG

To comply with this SDG, a total investment of MXN 24.85 million was made for the development, implementation and execution of various labor welfare initiatives, entrepreneurship programs, talent development and efficient use of resources, among others.

BBVA initiatives

The BBVA projects, programs, actions and initiatives that contributed to this SDG in 2021 are:



2021 BBVA Race: with a national scope, the race invites employees to run in favor of education, while promoting their physical well-being.



BBVA Art Scholarship: exchange and collaboration platform that supports the production and dissemination of outstanding art and culture initiatives through economic incentives with the aim of promoting cultural professionals and artists.



BBVA Momentum: acceleration, accompaniment and financing program under preferential conditions for social and environmental entrepreneurs in Mexico.



"Work Better, Enjoy Life": program that seeks the comprehensive well-being of employees through actions, courses and workshops to improve their physical, mental and emotional well-being (workshops on productivity, resilience, life balance, meditation, mental health and managers).



BBVA Female Entrepreneur: in partnership with Victoria 147, financial tools, digital skills and knowledge were provided to female entrepreneurs and businesswomen to help improve their personal and business financial health.



Summer Entrepreneurs: program aimed at employees who have children between the ages of 17 and 25, so that they can take a 4-week "Innovation and Entrepreneurship" diploma.



Bank volunteering: in a virtual manner, the oratory and singing team of Grupo Financiero BBVA México carries out creative activities to reach the hearts of children with needs in the network of institutions of the Fundación Quiera.



"Tu Bienestar" Challenge: encourages employees to improve their physical well-being by changing their eating and physical activity habits, through the support of specialized coaches and nutritionists, with monthly progress monitoring and support.



"Frida Pop" digital platform: strategic alliance with the Frida Pop platform to share stories that promote the growth of women's sports and financial education, with tools that help generate good habits and entrepreneurship in young women.



Virtual time organization workshops: they allow the children of employees who are in middle school, high school and university to learn how to manage their time.



Financial Inclusion Model: seeks to make its products and services available to everyone in order to support people to make informed decisions regarding their financial well-being and to raise awareness of possible risks and opportunities; this, by solving basic needs related to money, bringing basic financial services closer to the community and promoting digitization.



Gallup "Exceptional Workplace" Award: Grupo Financiero BBVA México won the "Exceptional Workplace" award, which reflects its commitment to the satisfaction, development, well-being and diversity of its workforce. GFBB stands out for being the geography of the Group with the highest level of commitment to its workforce and is positioned in the quartile of the most committed companies in Mexico.



Global Eco-Efficiency Plan (GEEP): Updated in 2021, the GEEP promotes Grupo Financiero BBVA México in its transition to a sustainable future through three axes of management of its direct environmental impacts: the reduction of consumption, the awareness of employees and other stakeholders, and the compensation of residual emissions. Ambitious targets for renewable energy and decarbonization were set for 2025.



PACOM: automatic system for turning off lights that are not indispensable in the branches through the security alarm system.



Compensation of emissions: purchase of compensation bonds to reduce the carbon footprint.



Renewable energy certificates: purchase of renewable energy certificates to support the energy transition.



“Granja las Américas”: workshop where elementary and middle school children learn by playing how to save energy, discovering the actions they could take to save electricity at home.



Sexual Harassment and Harassment Protocol: communication where GFBB makes public that it rejects harassment and sexual harassment.



Platform B Promos: allows all employees to know all benefits that GFBB has for them.



Remuneration and benefits: Grupo Financiero BBVA México has an advanced remuneration system based on the reciprocal generation of value. Also, it grants a series of complementary benefits to its employees in order to improve their quality of life in every way.



Wellness initiatives: Grupo Financiero BBVA México develops different initiatives to promote comprehensive well-being, as well as the quality of life and work-life balance of all its employees. These include:

- **Productive Thursday Afternoon:** on Thursdays from 2:30 p.m. to 8:00 p.m., the aim is to promote a space in which meetings are reduced to give employees the opportunity to focus on their own work, update themselves, complete their training and even give or receive feedback.
- **Birthday Free Day:** all employees whose birthdays are from Monday to Friday can enjoy their day off and share it with whoever they want.
- **Digital Disconnection:** different communication campaigns are launched to establish start and end times for work activities, lunch times, avoiding emails, meetings and connections outside of working hours.



Values Day: for a month, recreational activities are carried out, as well as a specific day, at a global level, to make employees aware of the relevance of GFBB values through a variety of tools that include workshops, videos and activities, among others.



Cocula "Cashless communities": program that consolidates the offer of Barrio Banking to promote the adoption of solutions such as: Digital Account, App BBVA México, CoDi®.



Scholarship Program for Young Boys and Girls that Inspire: these education scholarships support talented middle, high school, and college students who face economic barriers by encouraging school continuity and promoting social mobility. Derived from the impact of the COVID-19 pandemic in Mexico, the program includes new scholarships for Online Education and Young Boys and Girls with disabilities.



Youth Building the Future: this program consists of providing training scholarships to young people between 18 and 29 years old so that they have professional skills to face the challenges of the future.



Young Talent Programs:

- **Scholarship Program:** Scholarship Program: aimed at students in the last year of their degree who seek to boost their development and professional experience through the completion of a 6-month project.
- **Trainee Program:** aimed at recent graduates, with a duration of 12 months of training in leadership, values and business.
- **Summer Program:** aimed at master's students (MBA), who discover the different areas of GFBB and carry out a specific project, presented to a Head of unit.
- **Veranito Program:** exclusively for Fundación BBVA México scholarship recipients who are students between the fourth and fifth semesters of university, in order to provide them with their first work experience.
- **Semilleros Program:** Incorporation of recent graduates and university students to the organization.
- **Global MBA Program:** Focused on candidates who take an MBA in business schools so that they can develop and assume long-term leadership positions in Grupo Financiero BBVA México.
- **Women in Data Program:** Seeks to attract the best female talent in data science.

2021 BBVA Impact

Goals impacted	BBVA initiatives	2021 BBVA Impact
<p>8.3 Promote development-oriented policies that support productive activities, the creation of decent jobs, entrepreneurship, creativity and innovation, and foster the formalization and growth of micro, small and medium-sized enterprises, including through access to financial services.</p>	<ul style="list-style-type: none"> • Financial Inclusion Model • BBVA Momentum • Gallup “Exceptional Workplace” Award • BBVA Female Entrepreneur • Bank volunteering • BBVA Art Scholarship • Virtual time organization workshops • Wellness initiativesr <ul style="list-style-type: none"> ▪ Productive Thursday Afternoon ▪ Digital Disconnection or • “Frida Pop” digital platform 	<ul style="list-style-type: none"> • EUR 403.82 million were invested in financial inclusion in Mexico. • Support was given to 43 women and 57 men from 100 companies from various sectors with a social or environmental impact through “BBVA Momentum”. • A total of 41,167 women entrepreneurs were given training from August 2020 to December 2021. • 43 employees participated in union volunteering, gathering more than 2,265 hours of volunteering and benefiting 762 men and women.
<p>8.4 Progressively improve, by 2030, the efficient production and consumption of global resources and seek to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programs on Sustainable Consumption and Production Patterns, starting with developed countries</p>	<ul style="list-style-type: none"> • Global Eco-Efficiency Plan (GEEP) • Compensation of emissions • Renewable energy certificates • “Granja las Américas” Program 	<ul style="list-style-type: none"> • 8 artists were supported through the BBVA Art Scholarship. • 486 young men and women participated in the time organization workshops. • More than 6,000 employees participated in the “Your Wellbeing” Challenge, losing more than 13 thousand kilograms altogether.
<p>8.5 By 2030, achieve full and productive employment and decent work for all women and men, including young men and women and persons with disabilities, and equal pay for work of equal value</p>	<ul style="list-style-type: none"> • Sexual Harassment and Harassment Protocol • Platform B Promos • Remuneration and benefits • “Tu Bienestar” Challenge • Values Day • “Work Better, Enjoy Life” Program • BBVA 2021 Race • Wellness initiatives <ul style="list-style-type: none"> ▪ Productive Thursday Afternoona ▪ Birthday Free Day ▪ Digital Disconnection 	<ul style="list-style-type: none"> • 761,314 visits and 261,554 interactions were reported through the “Frida Pop” digital platform. • Advance 2021 of the GEEP (base year 2019): <ul style="list-style-type: none"> ▪ 12% reduction in water consumption. ▪ 31% reduction in paper consumption. ▪ 21% of certified real estate.. ▪ 100% reduction in CO₂e emissions. ▪ 77% reduction in waste generation. ▪ 75% of energy consumption came from renewable sources. ▪ 71% reduction in LP gas consumption.
<p>8.6 By 2020, substantially reduce the proportion of young people who are not employed and not in education or training</p>	<ul style="list-style-type: none"> • Scholarship Program for Young Boys and Girls that Inspire • Youth Building the Future • Young Talent Programs (Scholarship Recipients, Trainees, Summer, <i>Veranito</i>, <i>Semilleros</i>, Global MBA, Women in Data). • Summer Entrepreneurs • “Frida Pop” digital platform 	<ul style="list-style-type: none"> • 43% reduction in natural gas consumption. • 8% reduction in diesel consumption. • The “Granja las Américas” workshop managed to benefit 46,337 boys and girls. • The message of the Sexual Harassment and Harassment Protocol was disseminated for the benefit of all Bank employees.

Goals impacted	BBVA initiatives	2021 BBVA Impact																																							
<p>8.10 Strengthen the capacity of Mexican financial institutions to promote and expand access to banking, financial and insurance services for all</p>	<ul style="list-style-type: none"> Financial Inclusion Model Cocula “Cashless communities” 	<ul style="list-style-type: none"> In November 2021, the Platform B Promos had 37,603 registered users; 36,364 employees and 1,239 retirees. Employees have 583 agreements at the national level of the best brands. 29,442 men and women benefited from Values Day, held in person. 28 Resilience workshop sessions, with more than 3,000 attendees. 24 Mental Health workshops, together with Tecmilenio, for more than 2,000 attendees. 66 sessions of the Moment of Meditation were launched, for more than 3,000 employees and 10,000 attendees. More than 2,300 employees per month benefited from the “Birthday Free Day”. More than 8,000 employees in the central areas have been directly impacted through the “Productive Thursday Afternoon” program. Rotation <table border="1" style="margin-left: 20px;"> <thead> <tr> <th colspan="2">Rotation by age and gender 2021</th> </tr> </thead> <tbody> <tr> <td>Men</td> <td>20%</td> </tr> <tr> <td>Women</td> <td>17%</td> </tr> <tr> <td><25 years old</td> <td>30%</td> </tr> <tr> <td>25-45 years old</td> <td>18%</td> </tr> <tr> <td>>45 years old</td> <td>11%</td> </tr> </tbody> </table> Workforce by type of contract: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th colspan="3">2021</th> </tr> <tr> <th></th> <th>M</th> <th>W</th> </tr> </thead> <tbody> <tr> <td colspan="3">Workforce by contract and gender*</td> </tr> <tr> <td>Full-time contract</td> <td>17,776</td> <td>19,876</td> </tr> <tr> <td>Temporary work contract</td> <td>1,429</td> <td>1,285</td> </tr> </tbody> </table> Training and development <table border="1" style="margin-left: 20px;"> <thead> <tr> <th colspan="2">2021</th> </tr> </thead> <tbody> <tr> <td>Trained employees</td> <td>40,260</td> </tr> <tr> <td>Trained employees percentage</td> <td>99.7%</td> </tr> <tr> <td>Total courses on BBVA CAMPUS platform</td> <td>23,395</td> </tr> <tr> <td>Average Evaluation</td> <td>9.6</td> </tr> <tr> <td>Total investment in training</td> <td>\$199,190,378.97 MXN</td> </tr> </tbody> </table> 	Rotation by age and gender 2021		Men	20%	Women	17%	<25 years old	30%	25-45 years old	18%	>45 years old	11%	2021				M	W	Workforce by contract and gender*			Full-time contract	17,776	19,876	Temporary work contract	1,429	1,285	2021		Trained employees	40,260	Trained employees percentage	99.7%	Total courses on BBVA CAMPUS platform	23,395	Average Evaluation	9.6	Total investment in training	\$199,190,378.97 MXN
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Goals impacted

BBVA initiatives

2021 BBVA Impact

2021

Hours of in-person training	412,342
Hours of training through e-campus	1,460,244
Total	1,872,585
Average hours per employee	47

- Employees were trained on the “Mexican Sign Language”.
- 13,559 hours of mentoring were given in the BBVA Scholarship program for Young Boys and Girls that Inspire, the highest figure since the program’s existence.
- Scholarships awarded:

High School	15,245
Middle School	17,537
University	11,421
Online education	195
Disability	100
- Young Talent programs gave 207 students and recent graduates the opportunity to develop at BBVA.
- 107 scholarship recipients had their first work experience and 1,070 hours of training were invested in the Scholarship Program.
- More than 180 hours invested in the Summer, Veranito and Global MBA programs.
- 15 women participated in the Engineering area as the first generation of Women in Data, receiving more than 90 hours of training.
- 16 virtual sessions with 173 participants in the “Summer Entrepreneurs” program.
- In 2021, 126.6 million transactions for MXN \$180 billion.
- 556 digitized customers (apps), 494 customers registered in the digital collection platform (CoDi) and 370 new customers were reported.
- 692 direct beneficiaries were obtained from the 44 informative capsules of the Cocula initiative.
- 4,045,917 type N2 digital debit accounts were opened for previously unbanked customers.



Goal 9: Industry, innovation and infrastructure

Build resilient infrastructure, promote sustainable industrialization and foster innovation.

Grupo Financiero BBVA México promotes the development of sustainable infrastructures through products, services and financing focused on sustainable projects, in favor of the community and the environment that contribute to the economic growth of the country.

It also has different programs and strategies that seek to bring financial products and services closer to small businesses in a much more accessible manner that suits their needs.

Economic impact for compliance with the SDG

To comply with this SDG, a total investment of MXN 11,979.04 million was made through the financing of projects under the Equator Principles, sustainable infrastructure and agribusiness, and the Rebuilding Schools program, among others.

BBVA initiatives

The BBVA projects, programs, actions and initiatives that contributed to this SDG in 2021 are:



Financing under the Equator Principles: BBVA analyzes the financing of energy infrastructure, transportation and social services projects under the Equator Principles to assess their environmental and social risks and impacts.



Rebuilding schools: investment in the reconstruction and physical and technological re-equipment of educational spaces damaged in the 2017 earthquakes.



My Community: this program seeks to contribute to the regeneration of communities through interventions in subdivisions with high levels of non-performing portfolio, abandonment and vandalism, to recover the social fabric and the heritage value through social and urban improvement.



Support during natural disasters: Fundación BBVA México carries out humanitarian aid and support actions to communities experiencing emergency situations during natural disasters, risky or extraordinary situations. In cooperation with Fundación Televisa and the Ministry of National Defense, people from Chiapas, Tabasco, Guerrero, Oaxaca, Morelos, the State of Mexico, Mexico City, Quintana Roo and Yucatán have been aided.



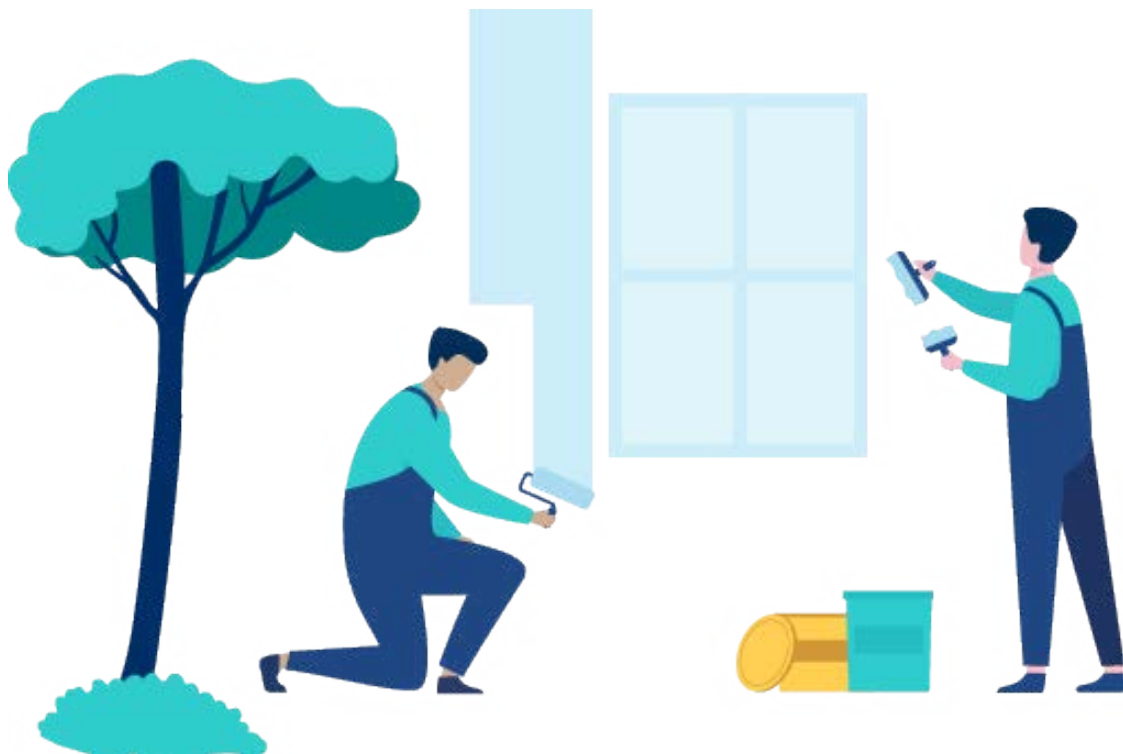
App BBVA Empresas: focused on offering a service that primarily empowers SME customers from their mobile devices, taking care of their health and putting the bank at their fingertips.



Barrio Banking: it consists of leveraging the presence of Grupo Financiero BBVA México to serve the country's SMEs.



SME Banking: it delivers products and services with added value that help the SME customers of Grupo Financiero BBVA México to grow. In turn, loans are made for small businesses allowing them to improve their financing and helping them grow and create jobs.



2021 BBVA Impact

Goals impacted	BBVA initiatives	2021 BBVA Impact
<p>9.1 Develop reliable, sustainable, resilient and quality infrastructure, including regional and cross-border infrastructure, to support economic development and human well-being, with particular emphasis on affordable and equitable access for all.</p>	<ul style="list-style-type: none"> • My Community • Rebuilding schools • Support during natural disasters 	<ul style="list-style-type: none"> • During 2021, “My Community” program helped 9,526 direct beneficiaries. • In the last ten years, 17 housing developments in Tijuana have been supported. This translates into 13,088 total homes and more than 42 thousand inhabitants benefited.
<p>9.2 Promote inclusive and sustainable industrialization and, by 2030, significantly increase industry’s contribution to employment and gross domestic product, consistent with national circumstances, and double that contribution in least developed countries</p>	<ul style="list-style-type: none"> • Financing under the Equator Principles 	<ul style="list-style-type: none"> • Rebuilding schools directly benefited 563 people, adding a total of more than 17 thousand benefited students and 26 delivered schools. • The Support During Natural Disasters program directly benefited 26,000 people.
<p>9.3 Increase access of small industries and other businesses, particularly in developing countries, to financial services, including affordable credit, and their integration into value chains and markets.</p>	<ul style="list-style-type: none"> • App BBVA Empresas • Barrio Banking • SME Banking 	<ul style="list-style-type: none"> • In the last ten years (2011-2021) the following results have been obtained: <ul style="list-style-type: none"> ▪ +47 cyclone mesh facilities ▪ +39 fences built ▪ +5,865 lighted homess ▪ +1,883 houses painted ▪ +17 1neighborhood committees formed and 132 neighborhood committee trainings

Category	Sector of operations	Total Amount (MXN)	Amount Financed by Grupo Financiero BBVA México
B	Oil and gas	\$ 10,139,350,000	\$ 2,027,870,000
B	Real estate	\$ 2,585,534,250	\$ 1,292,767,125
B	Real estate	\$ 4,055,740,000	\$ 2,027,870,000
B	Real estate	\$ 1,622,296,000	\$ 1,622,296,000
B	Real estate	\$ 1,004,090,381	\$ 444,006,902
C	Real estate	\$ 2,737,624,500	\$ 963,238,250
B	Real estate	\$ 1,850,938,343	\$ 1,850,938,343
B	Infrastructure-transport	\$ 2,027,870,000	\$ 1,216,722,000
Total	8		

- Financing under the Equator Principles
- More than 190,000 SME customers with recurring income used the BBVA Empresas App.
- More than 2.2 million monthly transactions were made in the BBVA Empresas App, for amounts operated in excess of MXN 34 million.
- More than 8,500 companies activated their BBVA Business App and signed more than 24,000 transactions remotely.
- A sustainability section was included in the BBVA Empresas App (GEMA).
- More than 2,000 credits were made to customers with the Adelanto POSs product using the BBVA Empresas App.



Goal 10: Reduction of inequalities

To reduce inequalities within and between countries, ensuring that no one is left behind.

In 2021, the beginning of the recovery from the COVID-19 pandemic has highlighted and accentuated the social and economic inequalities that we face in Mexico. For this reason, Grupo Financiero BBVA México seeks to increase the scope of its services and products by bringing basic financial services closer to more municipalities and connecting with a greater number of people through digital channels.

Grupo Financiero BBVA México also has various programs in place to communicate and promote the diversity and inclusion policy, together with the institutional values, to create a safe and favorable environment for all our employees regardless of their age, sex, race, ethnicity, national origin, religion, sexual orientation and politics.

Economic impact for compliance with the SDG

To comply with this SDG, a total investment of MXN 9,349.12 million was made for the financial inclusion model.

BBVA initiatives

The BBVA projects, programs, actions and initiatives that contributed to this SDG in 2021 are:



Financial Inclusion Model: seeks to make its products and services available to everyone in order to support people to make informed decisions regarding their financial well-being and to raise awareness of possible risks and opportunities; this, by solving basic needs related to money, bringing basic financial services closer to the community and promoting digitization.



Scholarship Program for Young Boys and Girls that Inspire: these education scholarships support talented middle, high school, and college students who face economic barriers by encouraging school continuity and promoting social mobility. Derived from the impact of the COVID-19 pandemic in Mexico, the program includes new scholarships for Online Education and Young Boys and Girls with disabilities.



Youth Building the Future: this program consists of providing training scholarships to young people between 18 and 29 years old so that they have professional skills to face the challenges of the future.



Cocula “Cashless communities”: program that consolidates the offer of Barrio Banking to promote the adoption of solutions such as: Digital Account, App BBVA México, CoDi®.



Bono social de BID Invest: IDB Invest’s first social bond that promotes gender equality, focused on women and aligned with the Green Bonds principles and the Social Bonds Principles issued by the International Capital Market Association.



Diversity and inclusion board: made up of 22 members representing each business unit, it seeks to guide the strategy and establish guidelines that promote a culture of respect for diversity, equality, non-discrimination and labor inclusion.

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



Soy Íntegro Program: seeks to emphasize the expected ethical behavior and the practical application of integrity in the development of each of the daily activities of all employees.



Values Day: for a month, recreational activities are carried out, as well as a specific day, at a global level, to make employees aware of the relevance of GFBB values through a variety of tools that include workshops, videos and activities, among others.



VIVA Award: recognition given to employees who are worthy representatives for living the values of Grupo Financiero BBVA México on a day-to-day basis.



Awareness events: panels and webinars held at various events to promote gender equality, inclusion and diversity on the International Women’s Day, the International LGBT Pride Day, Diversity Days, and the International Day for the Elimination of Violence against Women, among others.



Sexual Harassment and Harassment Protocol: communication where GFBB makes public that it rejects harassment and sexual harassment.



Transparent, Clear and Responsible (TCR) Communication: these are three principles that make it possible to generate solid links with stakeholders through various channels, establishing the guidelines applicable to any communication and/or advertising.

2021 BBVA Impact

Goals impacted	BBVA initiatives	2021 BBVA Impact										
<p>10.2 By 2030, empower and promote the social, economic, and political inclusion of all people, regardless of age, gender, disability, race, ethnicity, origin, religion, or economic or other condition.</p>	<ul style="list-style-type: none"> • Financial Inclusion Model • Scholarship Program for Young Boys and Girls that Inspire • Youth Building the Future • Board and Policy on Diversity and Inclusion • Cocula “Cashless communities” 	<ul style="list-style-type: none"> • In 2021, 126.6 million transactions for MXN \$180 billion. • 556 digitized customers (apps), 494 customers registered in the digital collection platform (CoDi) and 370 new customers were reported. • 692 direct beneficiaries were obtained from the 44 informative capsules of the Cocula initiative. 										
<p>10.3 Guarantee equal opportunities and reduce inequality of results, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and measures in this regard.</p>	<ul style="list-style-type: none"> • IDB Invest social bonus • Scholarship Program for Young Boys and Girls that Inspire • <i>Soy Íntegro</i> Program • Values Day • VIVA Award • Awareness events • Sexual Harassment and Harassment Protocol • Diversity and Inclusion Board 	<ul style="list-style-type: none"> • 4,045,917 type N2 digital debit accounts were opened for previously unbanked customers. • Scholarships awarded: <table border="1" style="margin-left: 20px;"> <tr> <td>High School</td> <td>15,245</td> </tr> <tr> <td>Middle School</td> <td>17,537</td> </tr> <tr> <td>Universidad</td> <td>11,421</td> </tr> <tr> <td>Online education</td> <td>195</td> </tr> <tr> <td>Disability</td> <td>100</td> </tr> </table> 	High School	15,245	Middle School	17,537	Universidad	11,421	Online education	195	Disability	100
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<p>10.6 Ensure greater representation and involvement of developing countries in decisions taken by international economic and financial institutions to increase the effectiveness, reliability, accountability and legitimacy of those institutions.</p>	<ul style="list-style-type: none"> • Transparent, Clear and Responsible (TCR) Communication 	<ul style="list-style-type: none"> • 1,485 virtual sessions were given as part of the “<i>Soy Íntegro</i>” program, benefiting 36,951 employees. • 29,442 men and women benefited from Values Day, held in person. • 37,000 beneficiaries of the “VIVA Award” program. • More than 44 sessions were held, with more than 15,000 employees registered for the International Women’s Day, Pride Day, Non-Violence Against Women Day and the global Diversity Days, among others. • The message of the Sexual Harassment and Harassment Protocol was disseminated for the benefit of all Bank employees. • More than 110 initiatives were developed to apply the TCR principles in digital solutions. 										





Goal 13: Climate action

Adopt urgent measures to fight climate change and its effects.

Grupo Financiero BBVA México seeks to contribute to a more sustainable world and is aware of its commitment to the environment to achieve it. That is why it has developed a series of policies, objectives, goals, products and services both inside and outside the organization with its customers and suppliers, to generate greater positive impact and deal with climate change and its effects in the planet.

Economic impact for compliance with the SDG

To comply with this SDG, a total investment of MXN 55,654.86 million was made for the Global Eco-Efficiency Plan and green financing, including the green bonds issued, among other Grupo Financiero BBVA México's sustainability initiatives.

BBVA initiatives

The BBVA projects, programs, actions and initiatives that contributed to this SDG in 2021 are:



Green bonds: Grupo Financiero BBVA México acted as intermediary in the offering of five green bonds. The funds will be used to finance projects for the efficient and sustainable use of water, renewable energy sources, reduction of emissions, protection of labor rights and the fight against the degradation of ecosystems.



Products and services: the offer of insurance for natural disasters.



Global Eco-Efficiency Plan (GEEP): updated in 2021, the GEEP promotes Grupo Financiero BBVA México in its transition to a sustainable future through three axes of management of its direct environmental impacts: the reduction of consumption, the awareness of employees and other stakeholders, and the compensation of residual emissions. Ambitious targets for renewable energy and decarbonization were set for 2025.



PACOM: automatic system for turning off lights that are not indispensable in the branches through the security alarm system.



Compensation of emissions: purchase of compensation bonds to reduce the carbon footprint.



Renewable energy certificates: purchase of renewable energy certificates to support the energy transition.



2025 Commitment: Grupo Financiero BBVA México is part of 2025 Commitment, under which BBVA will double its initial commitment and target to EUR 200,000 million in financing sustainable initiatives by 2022. Grupo Financiero BBVA México will finance a total of MXN 2,960.01 million in climate change and MXN 618.43 million in inclusive growth, adding a total of MXN 3,578.44 million.



2021 BBVA Impact

Goals impacted	BBVA initiatives	2021 BBVA Impact
<p>13.a Fulfill the commitment of developed countries that are parties to the United Nations Framework Convention on Climate Change to achieve by 2020 the goal of jointly mobilizing USD 100,000 million annually from all sources to meet the needs of developing countries regarding the adoption of concrete mitigation measures and the transparency of their application, and make the Green Climate Fund fully operational by capitalizing on it as soon as possible.</p>	<ul style="list-style-type: none"> • 2025 Commitment • Green bonds 	<ul style="list-style-type: none"> • Sustainable financing increased by 373% compared to 2020. • Grupo Financiero BBVA México has participated as an underwriter in 46% of the ESG issuances made in the local market. • Advance 2021 of the GEEP (base year 2019): <ul style="list-style-type: none"> ▪ 12% reduction in water consumption. ▪ 31% reduction in paper consumption. ▪ 21% of certified real estate. ▪ 100% reduction in CO₂e emissions. ▪ 77% reduction in waste generation. ▪ 75% of energy consumption came from renewable sources. ▪ 71% reduction in LP gas consumption. ▪ 43% reduction in natural gas consumption. ▪ 8% reduction in diesel consumption.
<p>13.b Promote mechanisms to build capacity for effective climate change planning and management in the least developed countries and small island developing States, with particular emphasis on women, young boys and girls, and local and marginalized communities.</p>	<ul style="list-style-type: none"> • Development of sustainable solutions for customers • Global Eco-Efficiency Plan • Products and services • Compensation of emissions • Renewable energy certificates • Sustainable infrastructure and agribusiness 	<ul style="list-style-type: none"> • Purchase of compensation bonds equivalent to 56,853.02 tCO₂e • Purchase of 110,000 renewable energy certificates equal to 110,000 MWh • Energy consumption

	2021	Unit
Electricity consumption by non-renewable sources	69,938	MWh
	251,777	GJ
Electricity consumption from renewable sources	210,823	MWh
	758,962	GJ
Electrical energy consumed per occupant	7.27	MWh/FTE
Total LP gas consumed	39,336	Liters
	1,028	GJ
Total natural gas consumed	39,210	m ³
	1,435	GJ
Total diesel consumed	285,939	Liters
	10,773	GJ
Total gasoline consumed	443,912	Liters
	14,712	GJ
Total R410A refrigerant consumed	9,261	kg
Total R407C refrigerant consumed	230	kg
Total R438A refrigerant consumed	23	kg
Total R22 refrigerant consumed	614	kg

Goals impacted

BBVA initiatives

2021 BBVA Impact

		2021	Unit
Water withdrawal	Pipe water	445	m ³
	Municipal water	693,255	m ³
	Total extracted water	693,700	m ³
	Extracted water by occupant	17.94	m ³ /FTE
Water discharge	Municipal drainage	659,240.38	m ³
	Treatment plants	34,459	m ³
Water consumption	Total annual water consumed	728,158	m ³

• Water consumption

		2021	Unit
Total paper consumed		866,824	kg
Total paper consumed per occupant		22.42	kg/FTE

• Paper consumption

		2021	Unit
Non-hazardous waste		252,201	kg
Hazardous waste		15,751	kg

• Generated waste





Goal 16: Peace, justice and strong institutions

Promote just, peaceful and inclusive companies.

Grupo Financiero BBVA México is convinced that the way to achieve sustainable development must be based on the creation of solid and transparent institutions; therefore, it focuses on being an Institution governed by the highest standards of integrity and ethical conduct, as well as principles of transparent, clear and responsible communication. It also reflects its institutional values in its daily activities based on the Code of Conduct and institutional communication and training campaigns.

Economic impact for compliance with the SDG

To comply with this SDG, a total investment of MXN 25.36 million was made to carry out continuous training programs on integrity, values and ethics.

BBVA initiatives

The BBVA projects, programs, actions and initiatives that contributed to this SDG in 2021 are:



Soy Íntegro Program: seeks to emphasize the expected ethical behavior and the practical application of integrity in the development of each of the daily activities of all employees.



Values Day: for a month, recreational activities are carried out, as well as a specific day, at a global level, to make employees aware of the relevance of GFBB values through a variety of tools that include workshops, videos and activities, among others.



VIVA Award: recognition given to employees who are worthy representatives for living the values of Grupo Financiero BBVA México on a day-to-day basis.



Code of Conduct: it represents the commitment to stakeholders, as it seeks to promote ethical behavior principles across the organization to maintain the best standards of integrity and honesty.



#Hazlocorrecto institutional campaign: anti-corruption communication and training programs aimed at monitoring potential risks.



Whistleblower channel: channel that invites employees, customers and suppliers to raise their voices in case of identifying defaults or breaches of the Code of Conduct.



Transparent, Clear and Responsible (TCR) Communication: these are three principles that make it possible to generate solid links with stakeholders through various channels, establishing the guidelines applicable to any communication and/or advertising.



Diversity and Inclusion Board: made up of 22 members representing each business unit, it seeks to guide the strategy and establish guidelines that promote a culture of respect for diversity, equality, non-discrimination and labor inclusion.

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



2021 BBVA Impact

Goals impacted	BBVA initiatives	2021 BBVA Impact
<p>16.5 Considerably reduce corruption and bribery in all its forms.</p>	<ul style="list-style-type: none"> • “Soy <i>Íntegro</i>” program • Values Day • VIVA Award • Code of Conduct • #Hazlocorrecto institutional campaign • Whistleblower channel 	<ul style="list-style-type: none"> • 1,485 virtual sessions were given as part of the “Soy <i>Íntegro</i>” program, benefiting 36,951 employees. • 37,000 beneficiaries of the “VIVA Award” program. • 1,301 whistleblower complaints were received. • No actions of corruption were reported that affect the reputation of Grupo Financiero BBVA México or its employees. • Grupo Financiero BBVA México and BBVA Seguros México obtained ranked first in the 500 Companies Against Corruption published by Expansión magazine. • A new Whistleblower Channel was launched the fundamental principles of which are the confidentiality and protection of the whistleblower. • More than 110 initiatives were developed to apply the TCR principles in digital solutions. • 541 great leaders make up the Regional Boards and promote the progress and growth of Grupo Financiero BBVA México. • 25 women were integrated as part of the regional directors.
<p>16.6 Create effective and accountable transparent institutions at all levels.</p>	<ul style="list-style-type: none"> • Transparent, Clear and Responsible (TCR) Communication • “Soy <i>Íntegro</i>” program • Values Day • Code of Conduct 	<ul style="list-style-type: none"> • A new Whistleblower Channel was launched the fundamental principles of which are the confidentiality and protection of the whistleblower. • More than 110 initiatives were developed to apply the TCR principles in digital solutions. • 541 great leaders make up the Regional Boards and promote the progress and growth of Grupo Financiero BBVA México. • 25 women were integrated as part of the regional directors.
<p>16.7 Ensure inclusive, participatory and representative decision-making at all levels that responds to needs.</p>	<ul style="list-style-type: none"> • Diversity and Inclusion Board 	<ul style="list-style-type: none"> • More than 110 initiatives were developed to apply the TCR principles in digital solutions. • 541 great leaders make up the Regional Boards and promote the progress and growth of Grupo Financiero BBVA México. • 25 women were integrated as part of the regional directors.
<p>16.10 Guarantee public access to information and protect fundamental freedoms, in accordance with national laws and international agreements.</p>	<ul style="list-style-type: none"> • Transparent, Clear and Responsible (TCR) Communication 	<p>Training:</p> <ul style="list-style-type: none"> • 2,810 hours of anti-corruption training were given. • 60,856 hours of training in values were given.





Goal 17: Partnerships to achieve the goals

Revitalize the global partnership to achieve sustainable development through inclusive partnerships (at the global, regional, national and local levels) with a shared mission, vision, values and principles centered on society and the environment.

Economic impact for compliance with the SDG

Due to the importance this SDG represents in the fulfillment of the other Goals, a total investment of MXN 5.41 million was made in finances and the formation of strategic alliances.

2021 BBVA Impact

Goals impacted	BBVA initiatives
<p>17.16 Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, specifically developing countries.</p>	<p>BBVA Mexico is part of and contributes through the following initiatives:</p>
<p>17.17 Encourage and promote the formation of effective partnerships in the public, public-private and public sectors, taking advantage of the experience and strategies for obtaining funds from the partnerships.</p>	<ul style="list-style-type: none"> • Member of the United Nations Global Compact since 2004 • Active participation at the local level in the United Nations Environment Program Finance Initiative (UNEP FI) • Adherence to the Principles for Responsible Banking since 2019 • Adherence to the Equator Principles since 2004 • Adherence to the United Nations Principles for Responsible Investment since 2019 • Asociación de Bancos de México (ABM) • Asociación Mexicana de Intermediarios Bursátiles (AMIB) • Asociación Mexicana de Instituciones de Seguros (AMIS) • BVA Mexico is not part of the Mexican Stock Exchange (BMV), however, by confirmation of the broker-dealer, it is a member to carry out operations and brokerage activities • Cámara Nacional de la Industria de la Vivienda (CANADEVI)

Our commitment to the SDGs

2021 presents the beginning of the economic recovery due to the COVID-19 pandemic; 2020 slowed the rollout of climate and sustainability initiatives just as the Decade for Action on the Sustainable Development Goals kicked off. This represented a turning point for the United Nations 2030 Agenda and increased the urgency, not only to make the transition to a sustainable model, but also to reach a bridge to survival, as underlined by United Nations Environment Programme (UNEP).

Grupo Financiero BBVA México is committed to amplifying its contribution to the SDGs; therefore, its priority is to focus on the SDGs in which it can generate a greater positive impact by taking advantage of its presence and the multiplier effect of banking. As the main objective for the coming years, the Group seeks to develop a strategy to support its customers with two specific focus areas. The main one, aimed at environmental issues, considers SDG 7: Affordable and non-polluting energy, 12: Responsible production and consumption, and 13: Climate action, and provides for an action plan focused on promoting energy efficiency, the circular economy and the reduction of carbon intensity; and the second, aimed at inclusive growth through SDG 8: Decent work and economic growth and 9: Industry, innovation and infrastructure, seeks to mobilize investment towards inclusive infrastructure

and promote entrepreneurship, inclusion and financial health.

As the main effort towards sustainable development and the decarbonization of the global economy, in 2018 BBVA presented its 2025 Commitment in line with the Paris Agreement and the SDGs, based on three lines of action:

- 1. Finance:** mobilize by 2025, EUR 100,000 million in green financing, social infrastructures and sustainable agribusiness, entrepreneurship and financial inclusion. This goal has doubled to EUR 200 billion in 2021.
- 2. Manage:** environmental and social risks associated with the Group's activity to minimize its potential direct and indirect negative impacts.
- 3. Involve:** approach all stakeholders to collectively promote the contribution of the financial sector to sustainable development.

To achieve this, BBVA has defined and incorporated a series of values, principles and criteria within the Sustainability Policy to continue creating greater value and long-term positive impact for shareholders, employees, customers and society in general.

Consolidated financial statements

To view the consolidated financial statements of Grupo BBVA México, visit: https://investors.bbva.mx/es/inf_financiera/

