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Presentatio

Grupo Financiero BBVA México (GFBB) has been publishing annual Environmental, Social, and Governance (ESG) performance reports for 14 years. The 2022 Integrated Annual Report addresses the issues most relevant to GFBB and its stakeholders, and reflects the collective work of those contributing to our business model, which prioritizes sustainability. The report is prepared by the Investor Relations and Responsible Business and Sustainability teams.



Report of the Chairman of the Board of Directors

At Grupo Financiero BBVA México, we work in a crossfunctional manner to achieve our goal of leading sustainable financing with our customers, maintaining responsible commitment to our employees and communities, as well as developing a responsible value chain.

To achieve these objectives, we strive to maintain the quality and strength of our traditional products and services while integrating innovative initiatives and activities into our operation. This allows us to generate seamless experiences for our customers, and technology has played a crucial role in this endeavor. In fact, our efforts have earned us recognition as the best digital bank in Europe and Latin America in 2022 (awarded the Innovation in Digital Banking Awards by The Banker).

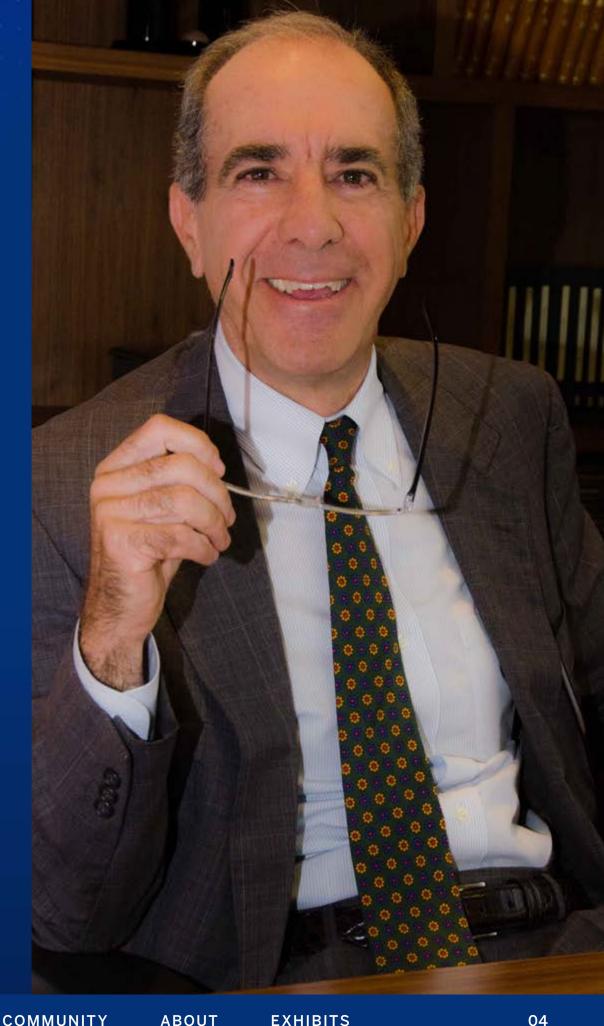
We are building increasingly inclusive work environments as part of our responsible commitment to our employees. To this end, we continue to promote inclusion initiatives in our processes for attracting, developing and retaining human talent. We have a workforce of more than 40 thousand employees, 52% of whom are women. In addition, we have implemented a specific plan for labor inclusion for individuals with disabilities. BBVA México continues to position itself as one of the most attractive companies

to work for and this year we earned the second place in Universum's "Most Attractive Employers" ranking.

One of our main commitments is to the community, to whom we provide value through what we do best: assisting them in keeping their finances healthy. During 2022, we offered financial education face-to-face and remote workshops, benefiting more than 90,000 people, more than twice as many as in 2021.

From Fundación BBVA we reaped a series of achievements that impacted thousands of people with education, recovery of public spaces and culture. Through the "My Community" program, we impacted more than 30 thousand people through the recovery of public spaces. And we brought culture closer to more than 1.4 million people through different initiatives financed by Fomento Cultural.

In connection with **sustainable financing**, BBVA Group increased its goal of mobilizing resources by 50%, so now EUR 300,000 million are earmarked for this purpose for the period from 2018 to 2025. BBVA México is definitely an important player in achieving this goal and we have already made significant progress. In 2022 we doubled our placement of sustainable bonds, and we increased

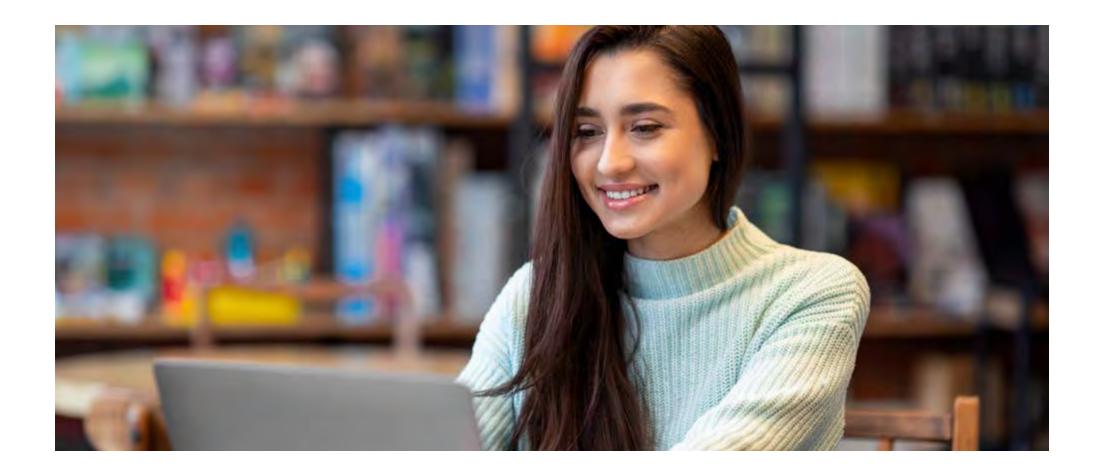


bank financing for projects that promote environmental conservation by more than 60%. In addition, we closed the year with MXN 11,726 million in assets in the BBVA México and S&P Dow Jones Indices ETF MEXTRAC, which, as of 2022, incorporates ESG criteria.

To ensure a **responsible value chain**, we updated our evaluation process in 2022, which assesses financial and non-financial aspects such as anti-corruption, labor, reputational issues, among others. More than 4,000 suppliers participated in the evaluation process. As a result, 99% of our purchases were obtained from suppliers who underwent this process, demonstrating our commitment to responsible procurement.

To coordinate all these efforts, we maintain an organizational structure with a Global Sustainability Area, which coordinates and permeates the sustainability strategy throughout the organization.

From an environmental perspective, this year we added four more buildings certified under the ISO 14001:2015 standard for Environmental Management Systems, reaching a total of 10 buildings. To contribute to the reduction of greenhouse gas emissions, 100% of the electricity consumed by Grupo Financiero BBVA México comes from renewable sources. We were also neutral in direct carbon emissions by offsetting our environmental footprint with carbon dioxide (CO2) mitigation projects,



which also generate a positive impact in the communities of Chiapas and Oaxaca, where they were developed.

BBVA México reaffirms its commitment to the Ten Principles of the United Nations Global Compact. Through various sustainability initiatives outlined in this document, we strive to create a more equitable environment that provides greater opportunities for all, while contributing to the achievement of the Sustainable Development Goals and the 2030 Agenda.

We express our gratitude to all those who joined us throughout the year, particularly our customers and employees who have placed their trust in our bank and our commitment to sustainable development.

Jaime Serra Puche
Chairman of the Board
of Directors of BBVA México

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Report of the Vice Chairman of the Board of Directors and Chief Executive Officer GRI 2-22

Business Evolution, Fiscal Year 2022

The year 2022 presented us with complex challenges due to the lingering effects of the COVID-19 pandemic, disruptions in production chains, and geopolitical conflicts at the global level. All of these factors have had a significant impact on the economy.

Despite these challenges, at BBVA Mexico we have seized the opportunities presented by the new realities. We have adapted quickly to the changing environment, while maintaining our focus on our main objectives of customer-centricity, proactivity, and a service-oriented culture. Our strong commitment to Mexico has enabled us to demonstrate a high degree of flexibility.

BBVA México has been a steadfast companion to Mexican families for 90 years, fostering opportunities for them to achieve their goals while continually contributing to the country's growth. Our legacy dates back to 1932 when the Sistema de Bancos de Comercio was established, paving the way for other institutions such as Probursa, Multibanco Mercantil de México, Promex, Banca Cremi, and Banco de Oriente. In 2000, the successful merger of Bancomer and BBVA, two influential financial groups in Mexico and

Spain, cemented our position as a leader in the industry. Throughout the decades, we have remained committed to driving change, innovation, and transformation.

At BBVA México, our top priority is to provide responsible credit that fosters the growth of families and businesses. We place our customers at the heart of every decision we make, while also actively investing in projects that generate employment and support economic development.

Our leadership position in the industry has been further consolidated, with an impressive 50 basis point increase in market share, reaching 24.4% by the close of December 2022, as confirmed by the National Banking and Securities Commission (CNBV). The total portfolio exceeded MXN 1.4 trillion at the end of December, registering an annual growth of 15.6%.

BBVA México's commercial portfolio has reached MXN 828 billion, equivalent to an annual increase of 16.2%. The exceptional performance of corporate loans and the business segment have contributed significantly to this achievement. Additionally, we are delighted to highlight



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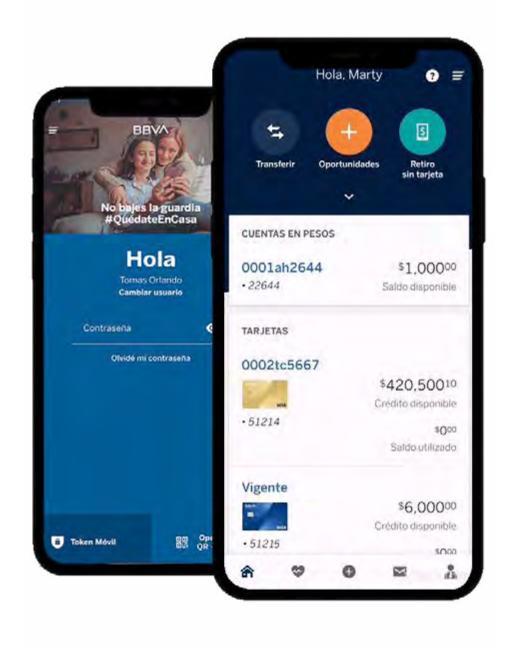
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60%

of transactions conducted digitally vs. 54% in 2021.

the evolution of SMEs, which have demonstrated outstanding dynamism thanks to the recent strategies implemented to improve our services and attention to this crucial segment. Our innovative business model, Banca de Barrio (Neighborhood Banking), has proven highly effective in serving small businesses within a delimited perimeter around the branch. This model has enabled us to attract a greater number of customers, develop closer relationships, and enhance the service experience through a wide range of specialized products. We have a team of 3,800 specialized executives who have helped us increase our customer base by over 165,000 since 2020. We have also deployed 140,000 new POS terminals, attracted 412,000 new payrolls, and acted as advisors to small businesses, resulting in insurance underwriting worth over MXN 2,000 million to protect against any type of damage.

Loans to individuals showed an increase of 13.8% year-on-year, reflecting the momentum of our digital strategy and the gradual economic recovery. In detail, consumer and credit card loans, which together recorded an increase of 16.1% in annual terms, stand out. Meanwhile, housing finance continues to show solid dynamism, with a balance 11.3% higher than in 2021, which allows us to continue to place one out of every four mortgages in private banking.

In terms of asset quality, the evolution of the delinquency rate showed a positive trend, registering an annual improvement of 15 bps, reaching 1.6% at the end of the

year. This is the result of our robust risk models. The coverage ratio stood at 207.9% at the end of 2022.

With respect to deposits, the constant promotion of savings is reflected in the 10.1% increase in bank deposits (demand + time deposits) in annual terms. Demand deposits were the most dynamic with an annual growth of 10.0%. This has also allowed BBVA México to consolidate its leadership position in bank deposits, with a market share of 24.4%, an annual increase of 15 bps, according to public figures from the CNBV at the end of December 2022.

On the other hand, the focus on the continuous adoption of ideas of innovation and modernity that we have had in these 90 years of transformation, today places us as a relevant player in digital experiences. Technology is immersed in the design of solutions to understand the new needs of customers and build a closer, more inclusive, open and secure banking for all.

As an active participant in the constantly evolving banking industry, BBVA México operates within a highly competitive system where innovation is crucial. Our unwavering commitment to innovation is evident in the number of financial transactions we have processed, exceeding 2,935 million by the end of 2022. It is particularly noteworthy that 60% of these transactions were carried out through our mobile application or website, compared to 54% the previous year, indicating a significant increase in digital banking.

Digital channels have played a pivotal role in promoting financial inclusion, and one of our noteworthy achievements in this area has been the launch of 100% digital accounts. As of the end of December 2022, we are proud to report that the total number of digital accounts has exceeded 2.4 million, representing an impressive 5% increase over the previous year.

This has allowed BBVA México to achieve 74.8% of total sales through one of our digital channels.

Through our extensive physical and digital offerings, our customer base grew by 2.7 million new customers, reaching a total of 28 million customers at the end of the year, reflecting our resolute financial inclusion strategy. Of our total base, 68.6% of our customers are users of some of our digital channels.

At BBVA México, we believe that continuous social action is essential in realizing our vision of creating a country of opportunities for all. In line with this, we have made education a top priority, recognizing it as a vital tool for empowering children and young people to achieve their dreams. Through our Foundation, we provide financial support to middle school, high school, and university students. Our "Young Boys and Girls that Inspire" (Chavos que inspiran) program has been an incredible success, supporting over 47,000 scholarship recipients to date. We have extended the program to young people with disabilities, and in the first edition, we provided scholarships to 652 recipients.

Over the course of 90 years, BBVA México has consistently pursued objectives that make a positive impact on the community we serve. Sustainability has become a fundamental aspect of our mission, as all companies have a responsibility to take action to improve our interactions with the environment and society at large. In this regard, we are proud to have mobilized over MXN 160 billion as of 2022, through our two lines of action focusing on climate change and inclusive growth.

As part of our strategic priority to support our customers in transitioning to a more sustainable future, we're proud to have taken a significant step in this direction. We became the first private bank in Mexico to place a sustainable bond worth MXN 10 billion. The proceeds of this bond will be used to finance projects that promote climate action and inclusive growth.

At BBVA México we will continue working to provide the best service to families, individuals, businesses and governments for many more years to come and thus continue creating opportunities for all. Our main objective is to be a bank of people for people. In 2023 we will maintain the wave of transformation, a renewed focus on customer service by offering relevant products, tailored to their needs with faster and more efficient processes, making the most of global trends such as digitalization, to advance in the construction of an increasingly inclusive and sustainable society.

It is time to acknowledge and express gratitude to each member of our exceptional team for their unwavering dedication and hard work in 2022. Let's celebrate the opportunity to strive for continuous improvement and to continue serving our customers and contributing to our country in the roles that have been entrusted to us.



Let us continue to create opportunities.

Eduardo Osuna Osuna

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Vice Chairman of the Board of Directors and Chief Executive Officer of BBVA México



Continuous transformation

Our commitment to social responsibility is decisive, and we demonstrated this by reaching a total of 28 million customers with the best net recommendation rate, a result far ahead of our next competitor.

With our **digital offering**, we have been able to reach **18.9 million mobile customers**, which represents 68% of our total customer base. In 2022 alone, we conducted over 2.9 billion transactions. 60% of which were completed through digital channels. As a result, we have achieved 74.8% of our total sales through some digital channel.

Promoting the country's development

One of BBVA México's key strategic priorities is to drive the growth of our SME customers, which totaled 748,000 by the end of 2022, with a portfolio valued at MXN 95 billion. Our Banca de Barrio program has been instrumental in attracting more than 165,000 new customers, deploying 140,000 Point-of-Sale Terminals, and facilitating 412,000 payrolls.

We support individuals and families in their financial needs by surpassing pre-pandemic levels, with 2 million new credit cards and double-digit sales in all consumer products.

Thanks to these initiatives, the **current portfolio** grew by 15.6% to reach **MXN 1.4 trillion** with adequate risk management, a non-performing portfolio ratio of 1.6% and a coverage ratio of 207.9%. We have the best financial profitability (ROE) in the system, 25.8%, and the best efficiency ratio of 32.1%.

To encourage household savings, we have achieved double-digit growth in both demand and time deposits, with increases of 10.0% and 10.6%, respectively.

ര് Commitment to sustainability

Sustainability is a strategic priority for BBVA. Committed to the environment and inclusive growth, we mobilized more than MXN 160 billion.

As a Group, we tripled our sustainable financing target to 2025, which now stands at EUR 300 billion. In 2022, we were the first private bank in Mexico to issue a Sustainable Bond, in the amount of MXN 10 billion.

Furthermore, as we firmly believe that education can transform lives, we are proud to continue our scholarship program "Young Boys and Girls that **Inspire,"** which will provide support to over **47,000** scholarship recipients across 1,700 municipalities throughout the country during the 2022-2023 school year. This program is made possible by the generous donations of our over 16,000 employees and 380,000 customers who share our commitment to education.

In 2023, we will strive to maintain our leadership position and continue to be recognized as one of the most desirable companies to work for, with a strong commitment to corporate integrity.



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Profile GRI 2-23 **Aspiration** Improve customer relationships by: • Providing relevant advice to **help them** make the best financial decisions. Offering the best solutions that inspire trust: clear, simple, transparent,

- and with fair conditions.
- Delivering an easy and convenient experience, either through DIY options, digital channels, or human interaction.

Redefining our value proposal focused on the genuine needs of our customers.

Purpose

Make available to all the **opportunities** of this new era.

♦ Values

At Grupo Financiero BBVA México, employees live the company's values in their daily activities.



THE CUSTOMER COMES FIRST

- We are empathetic
- We have integrity
- We solve their needs



WE THINK BIG

- We are ambitious
- We break the mold
- We surprise the customer



WE ARE A TEAM

- I am committed
- I trust the other
- I am BBVA

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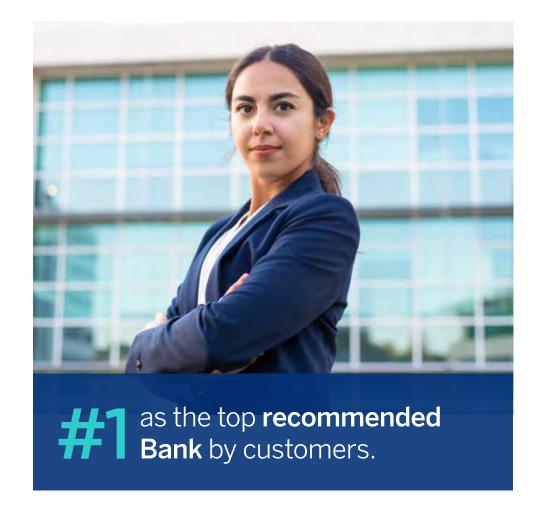
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Presence GRI 2-1, 2-6



Grupo Financiero BBVA México offers a comprehensive range of financial services to its customers through various channels including branches, ATMs, banking correspondents, point-of-sale terminals, internet, and mobile applications. Moreover, it has a team of specialized executives who provide personalized and differentiated services to both individual and corporate customers, as well as government entities.

1,732 **Branches**

14,019 **ATMs**

673,395 Point of sale terminals

28 millions **Total active customerss**

19.2 millions **Digital customers**

18.9 millions Mobile customers 36,522 Correspondents banks*

1,492,329 MXN millions Performing portfolio

84,840 MXN millions **Net income**

1,609,334 MXN millions Bank deposits (demand + term, general public)

604,683 MXN millions Assets managed in investment funds

*Includes banking and foreign exchange



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NATIONAL

1,732 Branches

14,019 ATMs



State	Branches	ATMs
Aguascalientes	20	177
Baja California Norte	52	415
Baja California Sur	20	142
Campeche	14	114
Chiapas	37	283
Chihuahua	53	435
Mexico City	254	2,212
Coahuila	43	407
Colima	10	77
Durango	23	151
Estado de México	172	1,618

State	Branches	ATMs
Guanajuato	80	564
Guerrero	31	209
Hidalgo	30	290
Jalisco	181	1,198
Michoacán	79	553
Morelos	27	197
Nayarit	21	137
Nuevo León	107	748
Oaxaca	27	224
Puebla	60	549
Querétaro	32	292
Quintana Roo	24	298
San Luis Potosí	29	232
Sinaloa	39	291
Sonora	49	397
Tabasco	33	243
Tamaulipas	44	438
Tlaxcala	7	85
Veracruz	74	661
Yucatán	36	239
Zacatecas	24	143

* BBVA México scope, does not include a branch belonging to the Houston agency.



Banco de Comercio, S.A. is founded in Mexico.

1957

El Nuevo Mundo, S.A. changed its name to Financiera Bancomer, S.A. 1982

The Mexican government nationalized banks, including Bancomer, becoming Sociedad Nacional de Crédito.



BBVA BBVA capitalized Bancomer with USD 1.4 billion and created Grupo Financiero BBVA Bancomer, S.A. de C.V. (hereinafter "GFBB") as a result of the merger of Grupo Financiero Bancomer, S.A. de C.V., the merging company that survived, and Grupo Financiero BBV-PROBURSA, S.A. de C.V., the merged company that was extinguished.

Bancomer, S.A. merged Banca Promex, S.A., Institución de Banca Múltiple and is consolidated as the largest financial institution in Mexico.

2009

The merger of BBVA Bancomer, as surviving company, and BBVA Servicios, as disappearing company, takes place.

2016

Sale of the subsidiaries of Bancomer USA.



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Global unification of the brand in all locations where BBVA operates. With this, in Mexico from that date the brand, "BBVA Bancomer," becomes "BBVA".

2021

BBVA's Global Sustainability area was created. BBVA Bancomer, S.A., Institución de Banca Múltiple, Grupo Financiero BBVA Bancomer, changed its name to BBVA México, S.A., Institución de Banca Múltiple, Grupo Financiero BBVA México. Grupo Financiero BBVA Bancomer, S.A. de C.V., changed its name to Grupo Financiero BBVA México, S.A. de C.V.

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BBVA México Leadership

22.9% ATMs

25.6%
Mortgage loans

14.6%
Branches

29.4% Auto loans

54.4% POS terminals

29.2%
Government loans

22.0%
Total Assets

24.4% Bank deposits (demand + full term)

24.4%

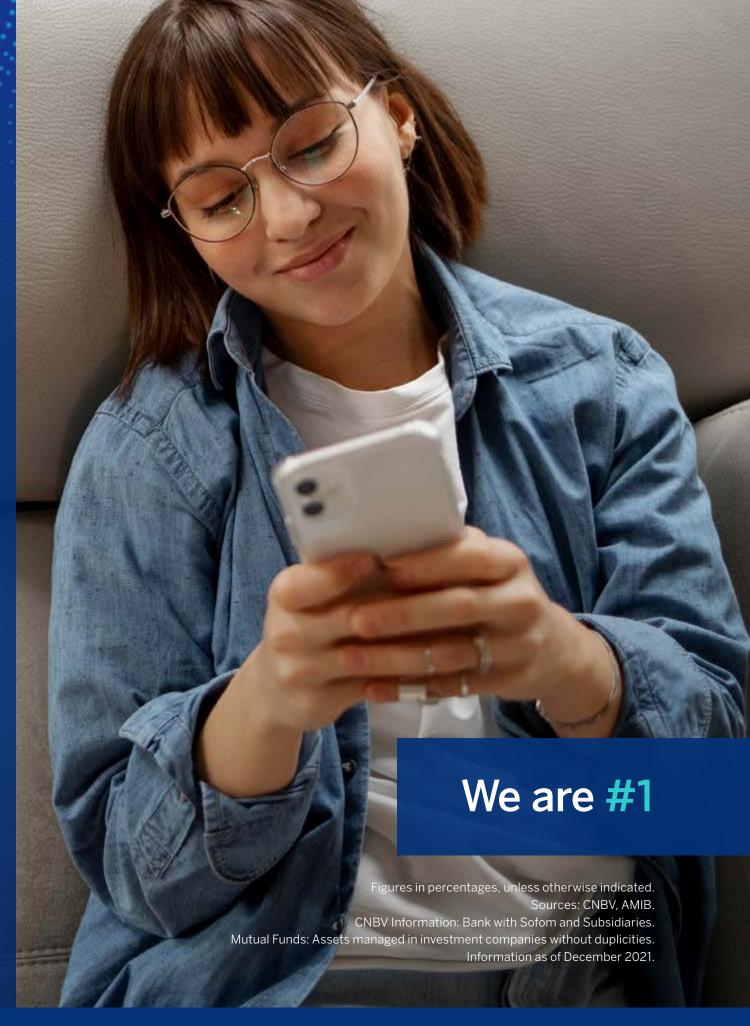
27.8% Demand deposits

Performing Portfolio

22.3%

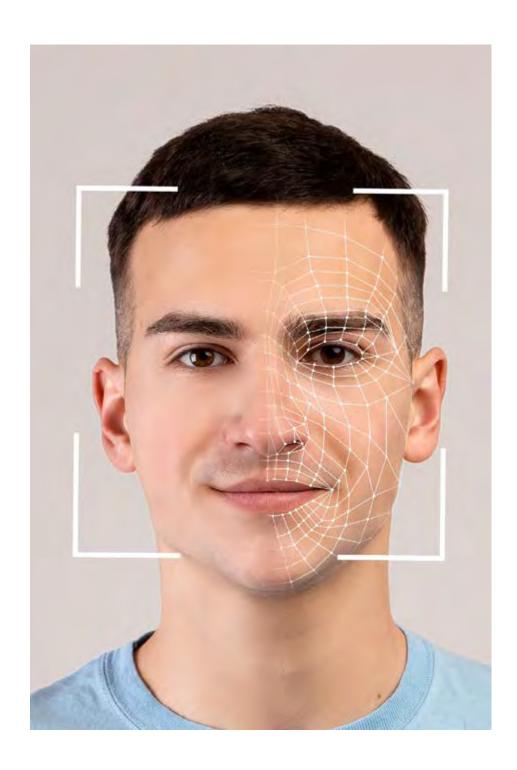
30.0%

Consumer + Credit Cards Mutual funds



MARKET SHARE

2022 awards and accolades



Grupo Financiero BBVA México was recognized by different entities in Mexico, the Americas and Europe for its outstanding performance in areas such as innovation, job creation, organizational climate and responsible investment, among others.

Best digital bank in Europe and Latin America in Innovation in Digital Banking Awards – The Banker Grupo Financiero BBVA México was recognized by the British magazine "The Banker" for its efforts in its digitalization strategy to provide

customers with convenient, simple and accessible channels so that they can interact with BBVA when and how it is most convenient for them.

BBVA, leader in Mexico in digital identity verification Global Finance and Contact Center Hub

Veridas' voice recognition tool for BBVA's Mexican pension customers has been honored by the consulting firm Gartner at the Identity & Access Management Summit in 2022. At the identity issues benchmark event, BBVA and Veridas showcased their successful adoption of new identity and access management (IAM) approaches and technologies.

The project has garnered significant recognition, with Global Finance naming it the most innovative fraud detection tool in its Innovators 2022 awards, and Contact Center Hub honoring it as the best IT project for customer engagement in the Platinum Contact Center Awards.

Mexico's 2022 Most Attractive Employers Universum

Grupo Financiero BBVA México has been ranked as the top bank and second-best company for university students in Mexico in the 2022 Most Attractive Employers in Mexico ranking. This achievement highlights GFBB's leadership in job stability, professional development, innovation in financial solutions, inclusion, and social responsibility. The ranking is based on the feedback of over 42,000 students from 165 universities across the country.

Merco, ESG Responsibility Ranking Merco

The company secured the 4th position in the overall ranking of the Most Responsible Companies in Mexico and emerged as the topranking company in the financial sector.

18

First place in the financial sector

Employers for Youth México

Grupo Financiero BBVA México once again ranked first in the financial sector in the Employers for Youth (EFY) survey, in which young professionals of 35 years of age or younger in Mexico highlighted the job development opportunities, innovation and diversity culture of BBVA México.

Gallup Survey

At BBVA México, we prioritize listening to our employees to create the best workplace. In the Gallup 2022 survey, 35,867 employees participated, and our overall average score of 4.51 places us among the most committed companies in Mexico. Moreover, we have the highest employee engagement score within the Group in this geography.

2022 Best Investment Bank in MexicoLatin Finance

BBVA was recognized as Best FX Bank in Latin America by Global Finance, which compiles its ranking based on transaction volume, market share, scope of global coverage, customer service, competitive pricing and innovative technologies.

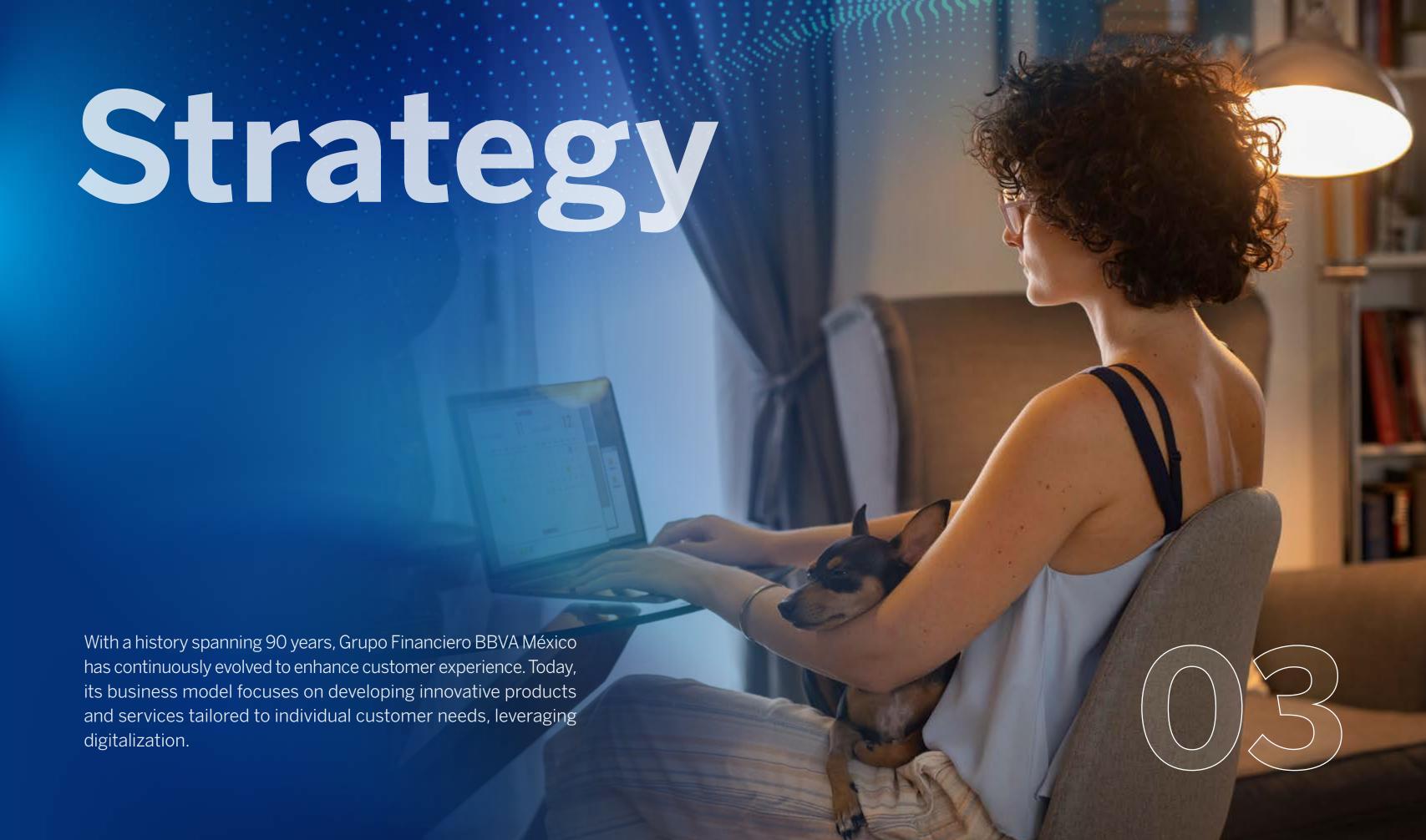
Excellent rating for the Fiduciary area *S&P Global Ratings*

S&P Global Ratings confirmed for the second consecutive year BBVA México's Excellent Fiduciary rating; this rating recognizes management capacity, organizational structure, as well as operational capacity.

For 22 years in a row, Grupo Financiero BBVA México has been recognized with the **Socially Responsible Company Distinction** by CEMEFI. Additionally, it secured the **top spot in the IC 500 Corporate Integrity Ranking** by Expansión Magazine.

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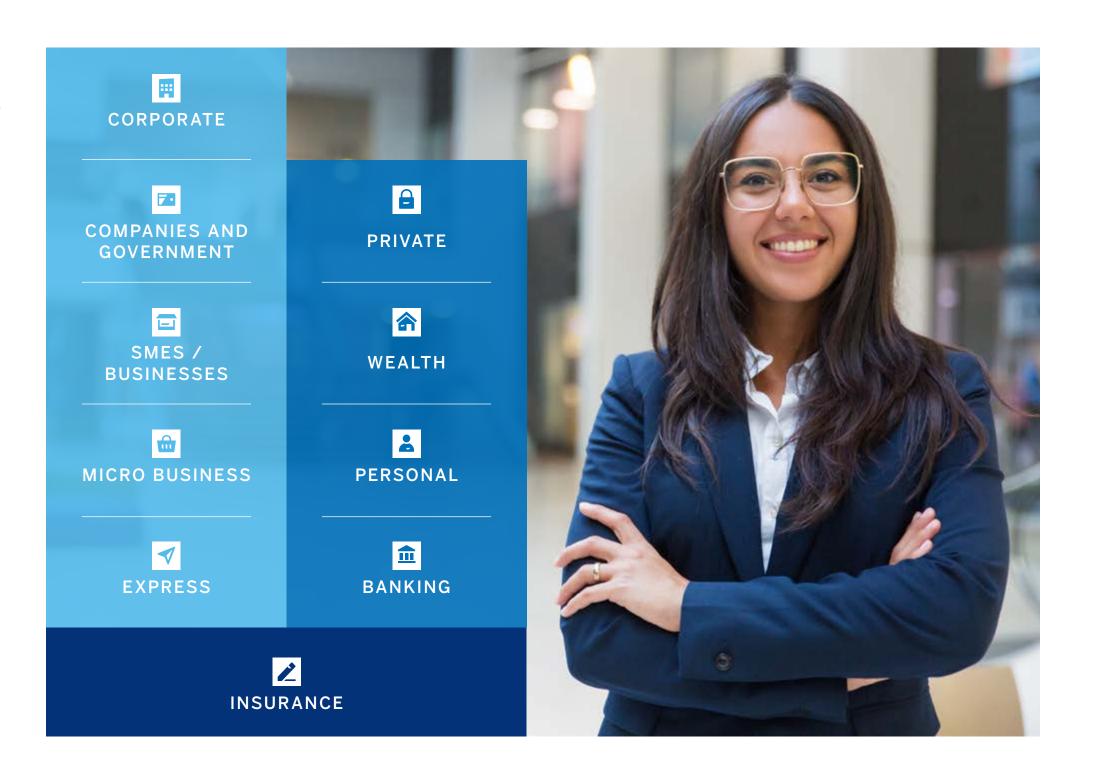
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Business Units

BBVA México is in constant transformation. evolving every day to improve the customer experience, through the wide range of traditional products and innovating the offer of digital products and services.

Customer segmentation is a key element of our business model. It enables us to provide specialized attention through our Business Units, which focus on developing products and services tailored to our customers' needs. Along with a robust Support Units structure, our businesses and networks generate the best possible experience, aimed at maintaining business recurrence and enabling continuous growth through synergies.



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Retail Network

Retail Network manages the entire branch network, which offers services and serves all segments of individual customers, from Ultra High Net Worth, Private, Wealth and Personal, to the banking and express segments. This unit also serves micro businesses and small companies. All of them with a specialized offer for each customer segment to meet their needs.

Retail Network has been an important pillar for the redesign of BBVA México's branch structure by adding larger self-service spaces to enhance the customer experience by improving the flow within the branches and adding intelligent ATMs that allow consumer credit, cash deposits and payments, payment of services, among many other financial and non-financial transactions.

In line with BBVA México's ongoing transformation, significant investments have been made to continue developing alternative channels and digital innovation to boost in-branch sales, improve service and increase loyalty. In this regard, during 2022 there was high migration of payroll accounts, reaching a total of 516,061 new payroll

accounts that have been transferred to the bank as a reflection of customer confidence in BBVA México.

516,061 new payrolls in 2022.

Together with Business Development, continuous innovation has allowed BBVA México to generate a wide range of products and services, including consumer loans, auto loans, savings products such as demand deposits, time deposits, mutual funds, and life, auto, home and natural disaster insurance. During 2022, BBVA México made a change in the insurance business model, which was reflected in a 50% increase in annual terms in per capita insurance productivity.

Wealth and Private Banking has initiated the "Business Center" model for closer customer service, optimizing the location of branches, integrating them into a Business Center and sharing the location with other banks, allowing it to offer a more comprehensive service to customers.





The figure of Digital Advisor has been implemented, creating 3,800 new positions to support sales through the BBVA México mobile application. As a reference, at the end of the year, 74.8% of total sales have been made through some digital channel and 68.6% of the total customer base is a user of digital channels.

During 2022, BBVA México continued to transform its customer service strategy with the aim of consolidating long-term relationships and being able to address their

needs in advance with specialized solutions. In this sense, the new service model for SMEs has been differentiating and has registered positive results with the attraction of new customers. BBVA México has surpassed MXN 95 billion in loan portfolio, which has allowed it to generate a significant gain in market share, making it the market leader. In addition, BBVA México continues to promote digital channels to strengthen and differentiate its offer with innovative collection solutions (CoDi, electronic payment, e-Commerce and POS).

74.8%

of total sales have **been** made through a digital channel.

23

Government and Commercial Banking

With the aim of increasing cross-selling opportunities, the level of customer loyalty and improving experiences, this unit offers services and specialized attention to customers in the following segments:

Business Entities

With savings, credit, cash management and collection solutions. Through the BBVA Empresas App, it is possible to manage and administer the business from your cell phone and, in addition, through this medium a wide variety of services and digital offers are offered. During 2022, the first Alliance of a Commercial Bank was formed with the Consejo Nacional Agropecuario (National Agricultural Council) to strengthen its presence in this sector.

Home Developers

Offers loans to developers for construction purposes.

Consumer Financing

Within banking, this specialized unit was created exclusively to meet the diverse requirements of the automotive industry, including loans for the distribution and acquisition of vehicles, and is also part of Corporate and Investment Banking, since it provides services

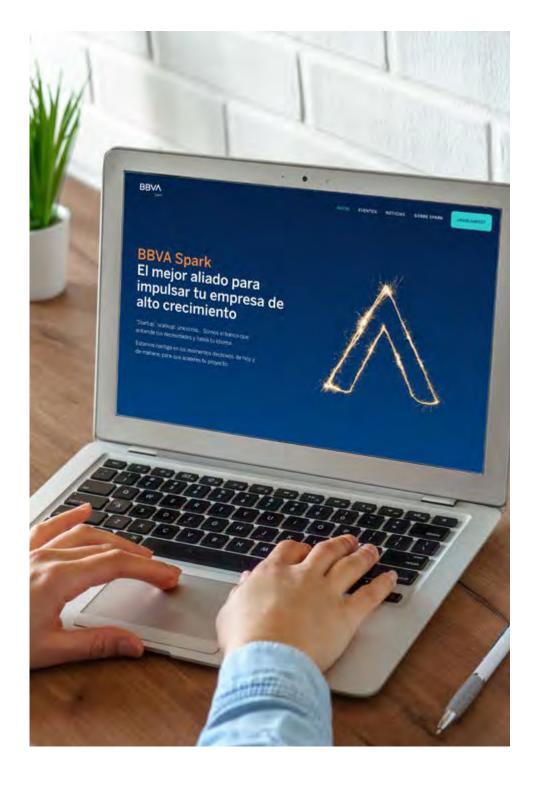
to meet the financial needs of car dealers. During 2022, we were able to regain market share, improve profitability, and increase our proximity to customers.

Government Entities

Offers specialized and tailored service to meet the needs of the Mexican Federal Government, the States and Municipalities of Mexico and other government agencies. The wide range of products for this segment includes paycheck services for government employees and checking accounts, as well as tax collection and payment services for States and Municipalities through products such as "Multipagos" and "CIE online". In 2022, the Municipal Platform was created to consolidate the segment's presence at the national level as the main bank in the management of government treasuries.

Creation of BBVA Spark

BBVA initiative to help high-growth companies (Start-up, Scale-up, Unicorn, Growth, etc...) with the agility and flexibility they need to achieve success. To do this, it has exclusive bankers to develop the segment giving reduced response times to financing needs and has adapted risk processes.



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Corporate and Investment Banking

Offers credit products and services to corporate and institutional customers, mergers and acquisitions services, market transactions (equity and fixed income), cash management, online banking and investment products. Bankers in this unit strive to ensure that customers receive the best service tailored to their needs. Some examples of products offered to this customer segment are:

BBVA Net Cash

A global electronic banking solution that enables efficient and secure banking transactions to be executed through a safe and easy-to-use platform

BBVA Trader Mx

A platform that allows investors to perform their own trading online and in real time, this service also offers market information, analysis, news and technical tools, which can be customized, to assist customers in making financial decisions.





Corporate and Investment Banking also includes Global Markets and, in association with the Broker-Dealer, offers more sophisticated products and services for individuals and companies, such as public offerings and debt and equity issuances and structured financing, among others. It stands out that BBVA México has headed the SHCP and Banco de México classification of market makers since 2012.

During 2022, Corporate and Investment Banking remained the segment leader in most of its products. An increased number of transactions leveraged on product digitalization and e-Commerce.

As part of our global strategy, we have advised and supported customers in their sustainable transition, mobilizing over MXN 117 billion in environmental impact projects and MXN 44 billion in social impact projects.

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Strategy GRI 2-12, 2-28 To continue creating opportunities for millions of customers, employees, the community and the environment, six strategic priorities have been established.

Grupo Financiero BBVA México uses technology and data analytics to understand customers' income, expenses, future needs and savings capacity in order to provide them with personalized financial advice that contributes to their financial health.

Help customers in transitioning to a sustainable future

BBVA helps mitigate the negative effects of climate change and promote inclusive growth for its customers through responsible financing, advice, innovative products and services, facilitating the investments needed to accelerate the transition to a sustainable future.

Grow in customers, to drive profitable growth

Grupo Financiero BBVA México is focusing its operations in areas such as payments, insurance, asset management, value segments such as SMEs and private banking, and Corporate and Investment Banking (CIB) activities in order to focus its efforts on the most profitable segments and products.

Pursue operational excellence

GFBB concentrates its efforts on the most valueadded operations for the customer to provide the best customer experience, including ensuring easy access to its products and services, by transforming the relationship model through automation and improved productivity, all while maintaining optimal management of financial and non-financial risks.

The best and most committed team

BBVA seeks to create growth opportunities for all, especially for its employees, consolidating a diverse, inclusive and empowered workforce, with a differential culture based on the Group's purpose and values.

Data and technology

Technology and data analysis are fundamental to create different, innovative and high-quality solutions. For this reason, Grupo Financiero BBVA México continues to move forward to develop an increasingly robust security and privacy model.

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Sustainability strategy



In 2022 Grupo Financiero BBVA México mobilized more than **\$160 billion in sustainable financing.**

Sustainability is one of the BBVA Group's six strategic priorities, as evidenced by its support for the Principles of Responsible Banking.

- One of the most important sustainable financing initiatives in the international arena, which is part of the United Nations Environment Programme Finance Initiative (UNEP FI).
- BBVA is also part of the **Net-Zero Banking Alliance** (NZBA), adheres to the Ten Principles of the Global Compact and seeks to contribute to the achievement of the Sustainable Development Goals (SDGs), a set of United Nations initiatives.

Grupo Financiero BBVA México promotes sustainable financing and contributes to the global commitment to mobilize EUR 300 billion by 2025. In 2022, GFBB mobilized more than MXN 160 billion of sustainable financing, including its participation as bond placement intermediary for more than MXN 65 billion.

Strategic pillars of Responsible Banking of Grupo Financiero BBVA México

Grupo Financiero BBVA México has adopted a Responsible Banking model applicable to the entire organization. With this approach, the bank seeks profitability in accordance with ethical principles, strict compliance with the law, good practices and the creation of long-term value for all stakeholders. By adopting a responsible banking approach, BBVA México seeks to contribute to the well-being of society and protect the environment. This philosophy is reflected in each of its decisions and actions, and is an integral part of the bank's culture.

- Responsible customer experience Balanced relationships with its customers, based on transparency, clarity and responsibility.
- Responsible commitment to the employee Responsible practices with employees, suppliers and other interest groups.
- Sustainable finance Actions to combat climate change, respect human rights and achieve the SDGs.
- Investment in the community Promote social change and create opportunities for all.



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General Sustainability Policy

GRI 2-23

establishes the general principles, and the main management and control objectives and guidelines to be followed by the Group in matters of sustainable development. In 2022, the second version of this policy was updated and among its changes is the updating of principles, objectives and provisions related to sustainability. With this incorporation and updating of content, the Corporate Social Responsibility Policy is repealed.



General principles of action in sustainability matters

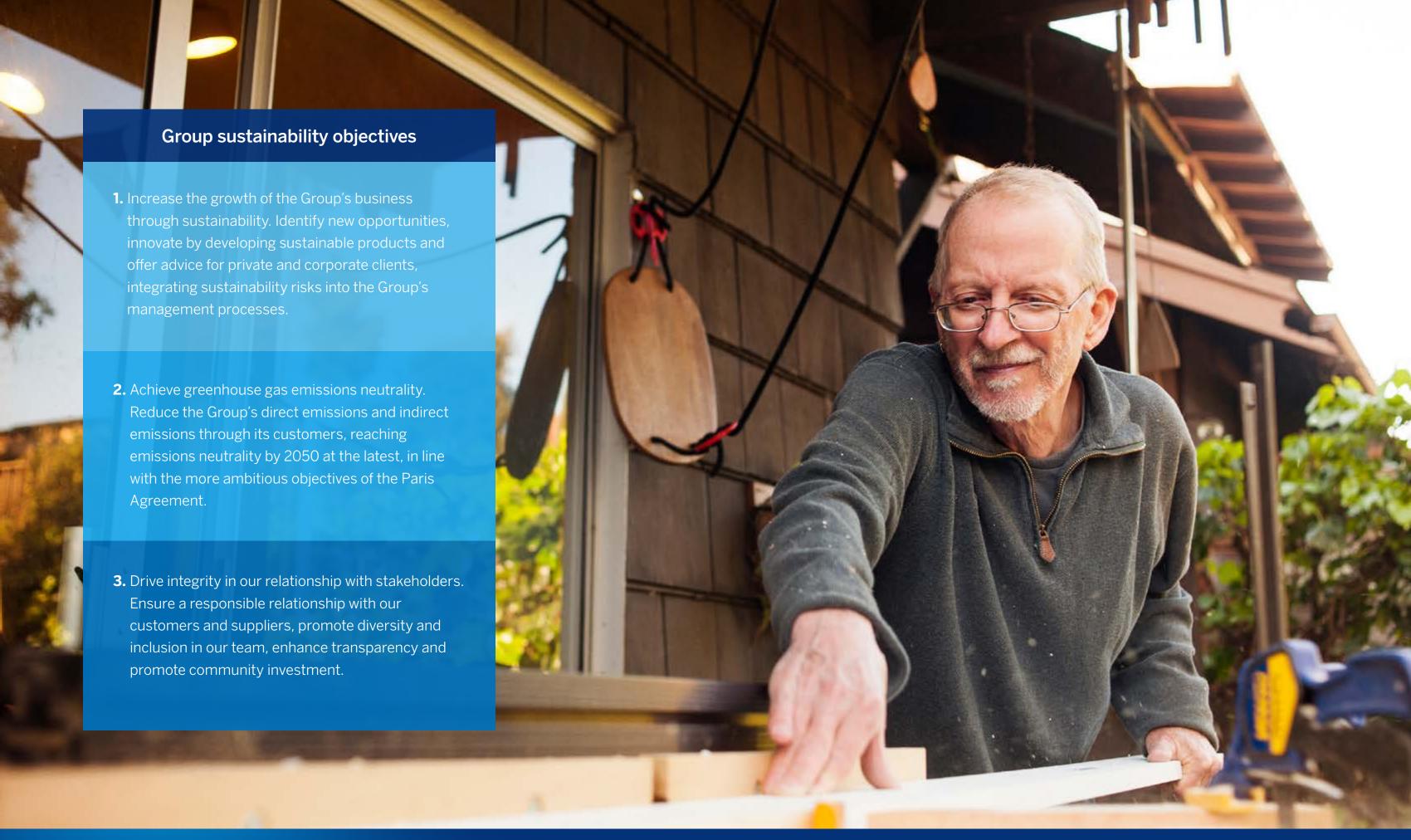
- Support customers in their transition to more sustainable business models by acting as a lever to encourage such behaviors or actions.
- Progressively incorporate opportunities and risks related to sustainability in its strategy, business, processes and risk management.
- Ensure the direct and indirect environmental and social impact in the most relevant areas that its businesses and activities may generate, promoting positive impacts and reducing negative impacts.
- Respect the dignity of people and the human rights inherent to them in accordance with various commitments of broad national or international recognition to which it has adhered.
- Develop community investment programs and activities to address the most relevant challenges of the communities in which the Group is present, with the aspiration of creating opportunities for all.

 Involvement as an agent of social change together with other stakeholders (employees, shareholders, suppliers or society in general) with the aspiration to create opportunities for all, and to dedicate its competencies and business knowledge, capabilities and resources to this end.

The focuses of action in sustainability matters provided in the Sustainability Policy are as follows:

- The fight against climate change and the protection of natural capital, so that the Group acts as a driver of the joint global effort to accelerate the shift to a net-zero emissions economy by 2050, and the preservation of natural capital.
- Inclusive growth, so that the Group acts as a catalyst for change, increasing the well-being and economic growth of society, leaving no one behind and making the opportunities of this new era available to all.

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Alliances

GRI 2-28

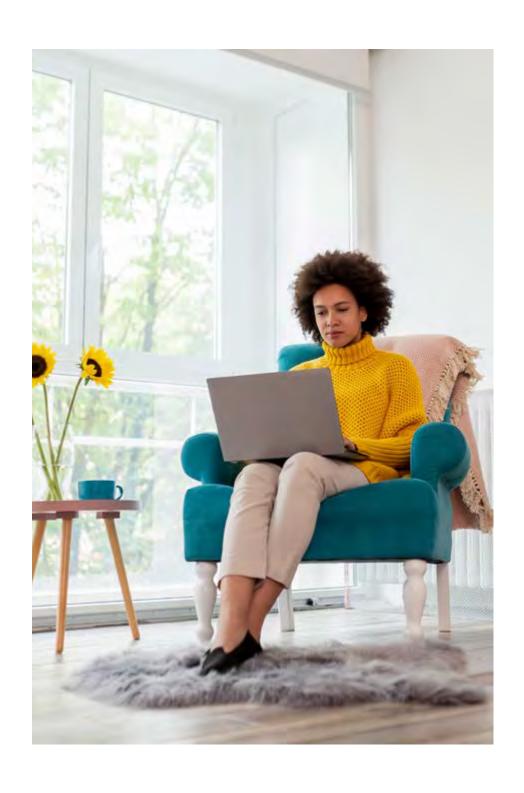
Helping customers in their transition to a more sustainable future through partnerships with experts in sustainability, mobility, transportation, photovoltaic systems and energy efficiency is one of our contributions to enhancing positive impacts on society and the environment.

Different collaborations or alliances have been created with entities such as the German Agency for International Cooperation (GIZ), the environmental consulting firm Ectagono, the entrepreneurship company Victoria 147 and the Green Finance Advisory Council (Consejo Consultivo de Finanzas Verdes, CCFV), now the Mexican Sustainable Finance Council, seeking to strengthen the sustainability strategy and position BBVA as one of the strongest sustainable banks.

See the principles and policies that govern the activity of Grupo Financiero BBVA México in the following link.



Economic impact



The great work of Grupo Financiero BBVA México as an essential economic entity for the growth and development of the country is reflected in the continuous granting of credit, making the opportunities of this new era available to all. Grupo Financiero BBVA México also encourages savings among its customers, supporting them to have an excellent financial health with innovative solutions and constant improvements in both physical and digital infrastructure.

This, with a clear focus on caring for the quality of financial assets, as well as expense control, following the strategy of seeking the highest profitability, driving inclusive growth.

2022 was a year of economic recovery and great uncertainty derived from international conflicts. Grupo Financiero BBVA México continues to demonstrate its strength in solvency and liquidity, turning moments of crisis into opportunities that benefit its customers, who are at the center of the business.

Grupo Financiero BBVA México's growth and success are a result of its constant investment in technology. This investment has not only enabled the company to navigate complex economic situations but also to promote financial inclusion in the country, providing high-quality financial services to more Mexicans.

Grupo Financiero BBVA México will continue working to provide the best service to families, individuals, companies and governments to continue creating opportunities. Its main objective is to be a bank of people for people.

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In 2023, it will maintain its transformation, with a renewed focus on customer service, offering its products with faster and more efficient processes, taking advantage of global trends such as digitalization, building an increasingly inclusive and sustainable society.

Evolution of activity

GRI 201-1

During 2022, the steady recovery of the country's economy has been confirmed. This, together with BBVA México's solid commitment to promoting development, can be seen reflected in the continued granting of credit, which recorded a balance of MXN 1,492,329 million. This consolidates BBVA México's leadership with a market share of 24.4%, according to the most recent figures published by the CNBV at the end of November 2022.

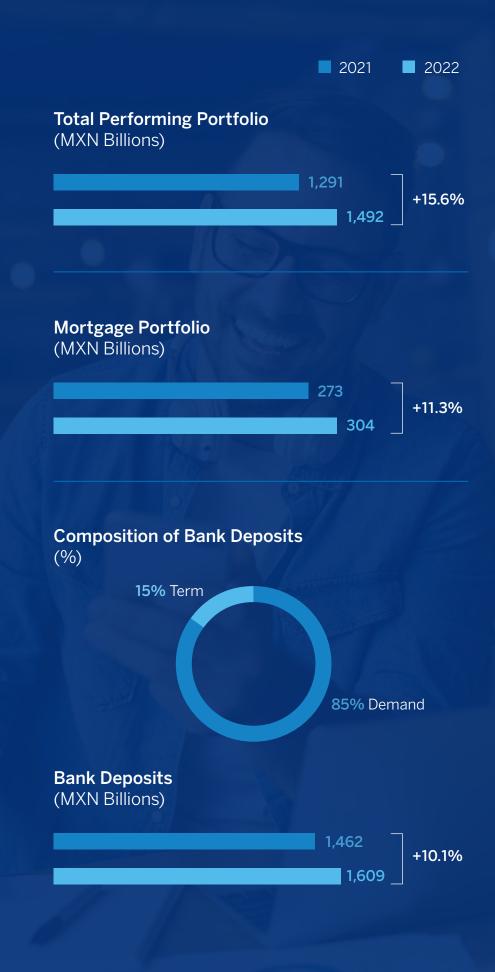
Commercial loans totaled MXN 827,894 million, of which 74% of the portfolio is made up of the business segment (including corporate and medium-sized companies), through which we continue to support the economic growth of the country's productive sector, and the remaining 26% corresponds to the sum of the government and financial institutions portfolio.

Grupo Financiero BBVA México considers supporting small and medium-sized enterprises (SMEs)¹ as one of its top strategic priorities. Currently, the SME portfolio exceeds MXN 95 billion, representing an impressive annual growth rate of 19.7%, with 20.9% more loans granted to this segment. As part of this initiative, the Banca de Barrio (Neighborhood Banking) business

model was launched in July 2020, with a team of 3,900 specialized executives providing tailored services to SMEs. This resulted in an increased customer base of 165,000, with the installation of over 140,000 point-of-sale terminals to further business growth.

The loans granted to individuals showed a positive trend in terms of both balance and loan originations. In 2022, credit cards were particularly dynamic, with balances reaching MXN 144,625 million, and more than 1.9 million customers received new credit cards, representing a 51.9% increase in new credit cards granted compared to last year. Payroll and personal loans closed with a combined balance of MXN 164,383 million, and this growth was supported by the innovation strategy, with 75% of total sales made through digital channels.

Mortgage loans has also been boosted, maintaining a trend of constant growth over the last two years. This has allowed Grupo Financiero BBVA México to maintain its leading position by granting one out of every four new mortgages in private banking, according to information from the CNBV at the end of December 2022.





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 $^{^{\}rm 1}\,\text{SMEs}$ segmentation according to internal management criteria in BBVA México.

Our ongoing strategy of financial inclusion and promotion of savings among customers is reflected in the 10.1% increase in bank deposits (demand deposits + time deposits)² in annual terms. This has allowed Grupo Financiero BBVA México to consolidate its leadership position by registering a market share in bank deposits of 24.4%, according to public figures from the CNBV at the end of 2022.

Evolution of results

During 2022, Grupo Financiero BBVA México recorded solid results to close the year with a net income of MXN 84.84 million, supported by growing recurring income.

Net income of MXN 84.84 million.

The result has benefited from an improvement in the financial margin derived from higher loan portfolio activity, as well as from an environment of higher interest rates. This was accompanied by a higher level of transaction activity, which is reflected in a positive result in fees and commissions.

The financial margin performed positively, as a result of the constant growth of commercial activity and in those segments with higher profitability, as well as the increasing path of the reference interest rate and the optimization of liabilities with a profitable mix of deposits that allows maintaining an adequate cost of funding.

During 2022, net commissions amounted to MXN 32,421 million, supported by a higher level of customer transactions with credit and debit cards, where the invoicing of these products has had a favorable double-digit growth of more than 20%. Also, mutual fund commissions have performed favorably during the year, also derived from a higher level of customer transactions.

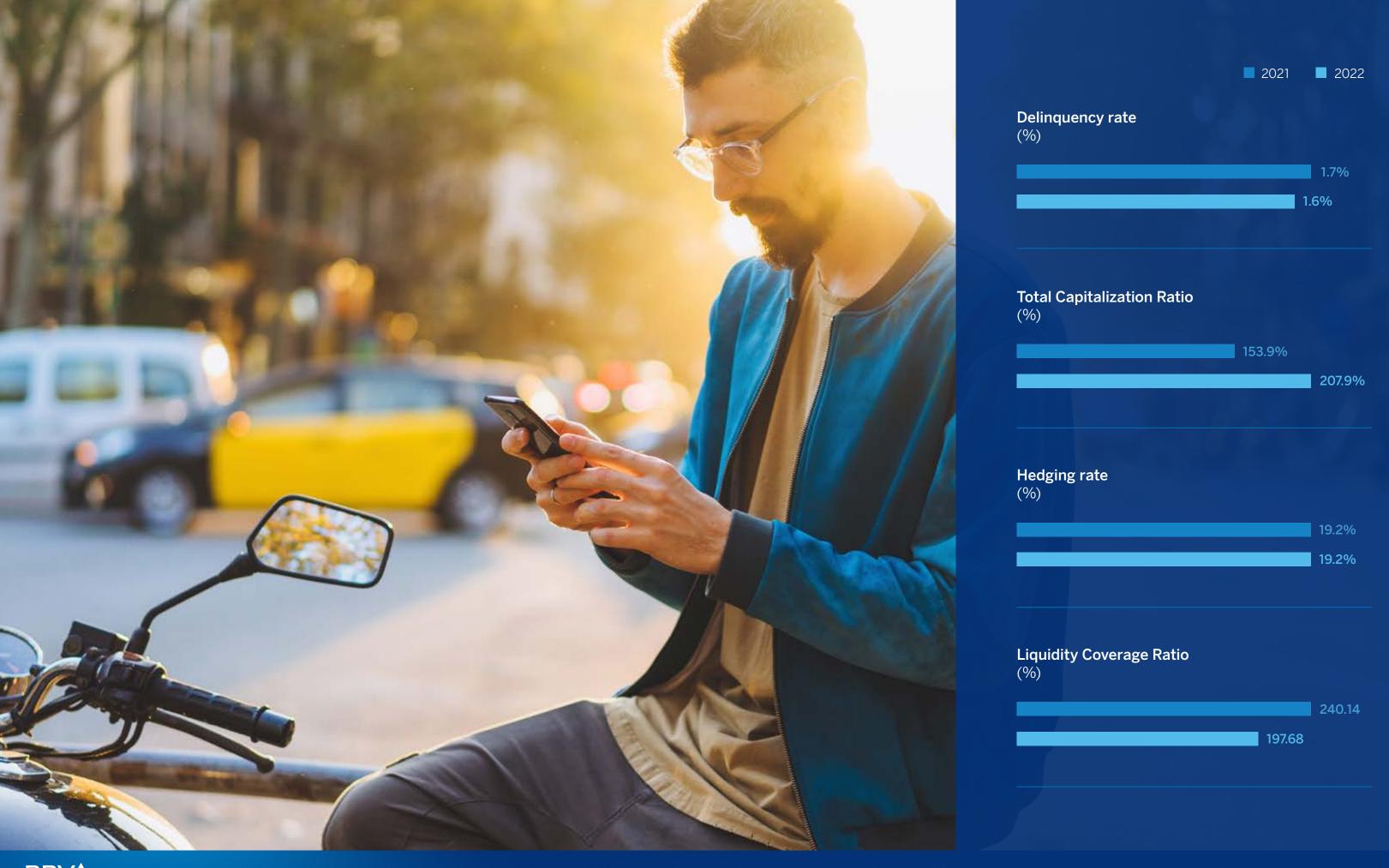
Operating expenses will reach MXN 71,110 million during 2022. Despite the high levels of inflation observed during 2022, the company has managed to contain the evolution of expenses, which is reflected in an adequate level of efficiency ratio (measured as expenses divided by revenues) located at 32.1% accumulated at the end of December 2022.

The resilience of the results reflects the daily effort and commitment of our employees who faced a challenging environment with dedication, providing excellent customer service and experience.

BBVA

²⁰²¹ 2022 Net Income (MXN million) 65.502 +29.5% 84.840 **Total Revenue** (MXN million) 158,813 +17.2% 186,151 **Total Expenses** (MXN million) 67.990 +4.6% 71,110

² Bank deposits = demand + term total



Material information

December 2022 (Financial Groups)			
Indicators (%)	GFBB	Market*	
Return on equity (ROE)	25.8	17.4	
Net Interest Margin	6.4	5.1	
Efficiency ratio	32.1	43.8	
Delinquency rate	1.6	2.1	

^{*}Financial Groups Market includes: BBVA, Banorte, Inbursa, HSBC, Scotiabank, Santander and Citibanamex. Latest available information.



General Indicators of Full-Service Banks (CNBV Data)	
	Dec.22
Total Full-Service Banks	50 institutions
Branches	11,831
Employees	265,560
Bank total assets (MXN thousand)	12,524,311
Constant GDP (MXN thousand)	18,495,649
GDP %	67.7%
Total gross banking portfolio (MXN thousand)	6,241,838
GDP %	33.7%
Traditional deposits (MXN thousand)	7,202,444
Demand	4,917,697
Term	1,997,740
Securities	287,007

Relevance of Grupo Financiero BBVA México in the Economy		
	Dec.22	
Total Assets (mp)	3,087,967	
Performing Portfolio	1,492,329	
Market Share (Performing Portfolio)	24.4%	
Traditional Deposits (mp)	1,704,869	
Market Share (Deposits)	24.4%	
Traditional Deposits / Total Assets	55.21%	

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Material information

Economic Value Added (EVA)			
	2021	2022	
Personnel expenses	25,317	31,820	
Interest expense	41,846	62,862	
Administrative and operating expenses	18,251	20,196	
Taxes	25,516	30,455	
Contributions to the community: funds allocated	110,930	145,333	

Economic value generated and distributed		
	2021	2022
Economic value generated	185,422	226,373
Financial margin	142,470	186,319
Net commissions	28,140	32,421
Other ordinary income	14,812	7,633
Economic value distributed	99,705	151,050
Dividends	11,080	53,945
General administrative expenses	37,792	34,830
Taxes	25,516	30,455
Personnel expenses	25,317	31,820
Economic value retained	85,717	75,323
Loan loss reserves	26,401	35,640
Other	59,316	39,683



Source: Grupo Financiero BBVA México. Figures in MXN millions.

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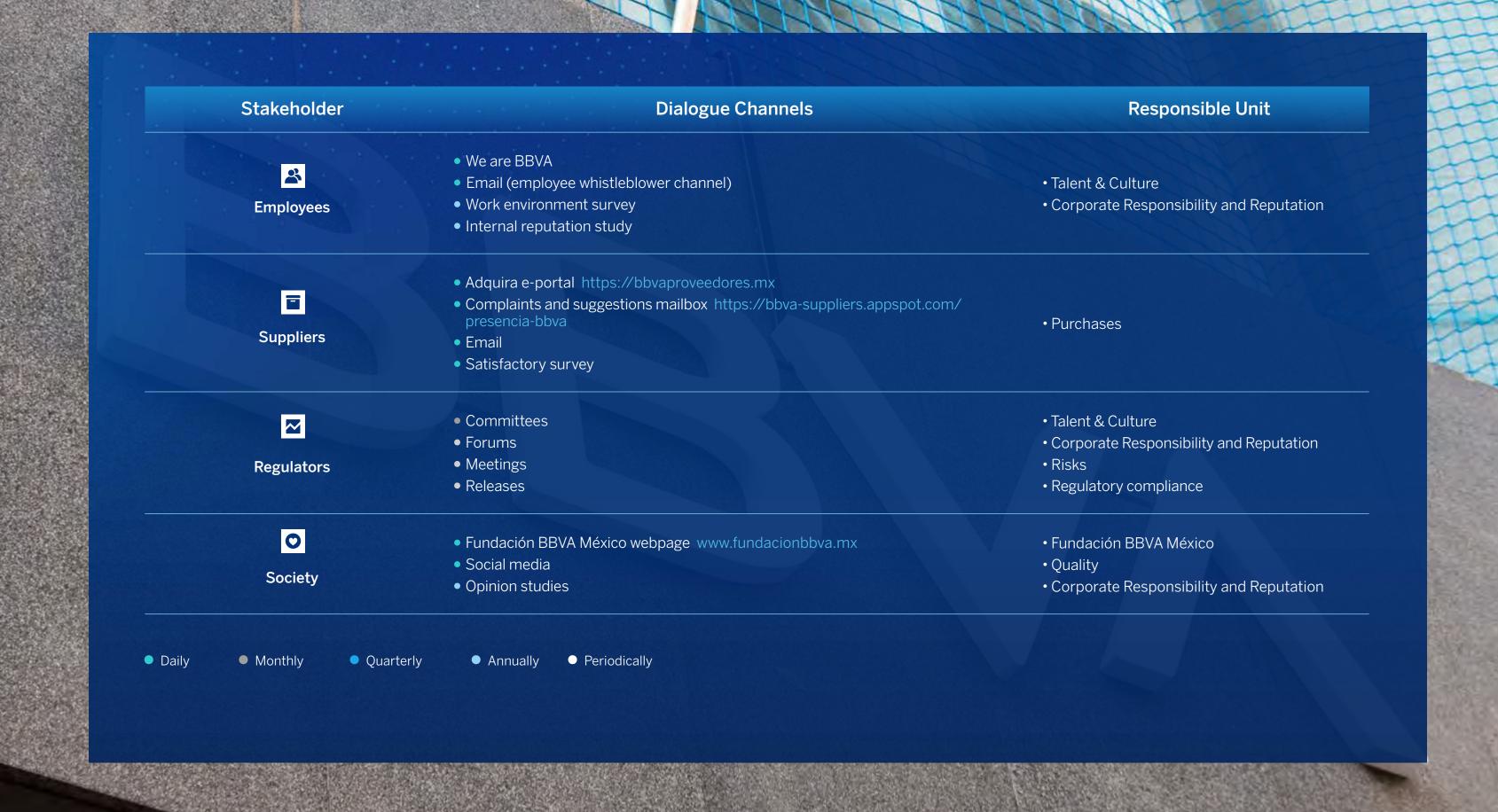
Stakeholders and materiality_

Stakeholders and dialogue channels

Stakeholders of Grupo Financiero BBVA México were defined following the criteria established by the AA1000 Stakeholder Engagement Standard and represent people or groups of people who have some interaction with the Group.

Stakeholder	Dialogue Channels	Responsible Unit
	• Legal Department	
Ħ	Shareholders' Meeting	• Investor relations
Shareholders	Annual Report	https://investors.bbva.mx
	Quarterly Financial Information	
	Branches	
 BBVA Hotline https://www.bbva.mx/personas/servicios-digitales/linea-bbva.html 		
	Website https://www.bbva.mx	
Customers	 Press (newspapers, magazines, inserts, direct mail, television and radio, among others) 	Wholesale and investment bankingBusiness development
	Satisfaction survey	
	Social media	
	Opinion studies	





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Materiality analysis

GRI 3-1, 3-2

In 2022 Grupo Financiero BBVA México conducted an update to its materiality exercise, which identified the issues that generate the greatest impact -positive or negative, current or potential, on the economy, the environment, people and human rights- or those issues that impact the business or stakeholders.

To identify the material issues, we first identified ESG trends for the financial sector from sources such as the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), Task Force on Climate-related Financial Disclosures (TCFD), Dow Jones Sustainability Index (DJSI), Morgan Stanley Capital International (MSCI), Sustainable Development Goals (SDGs), World Economic Forum (WEF), United Nations Environment Programme Finance Initiative (UNEP FI), and Standard & Poor's Global (S&P), among others.

Furthermore, an evaluation was conducted to assess BBVA's sustainability management regarding the identified issues. This was followed by a comparison of the level of relevance and performance in relation to the issues among competitors in the sector. A particular weighting was assigned to the stakeholders evaluated, as well as to the organization's interests. As a result, 15 material issues were identified, and their objectives, management, and performance are presented in this report.



Progress in assessing dual materiality

With the update of the materiality analysis, and aligned with the dual materiality vision of the GRI recommendations, for the first time an exercise was carried out to identify and weigh the real or potential risks, as well as the opportunities, related to material issues, which may be caused directly by the Group or affect it through its value chain, and which in turn may generate financial, reputational or operational impacts.

As a result of this preliminary analysis, 10 ESG risks associated with BBVA México's 15 material issues were identified. A group of representatives from the Bank's areas participated in this exercise, who, through a high-level qualitative assessment exercise, weighted the issues that, according to its experience and knowledge of the transactions, could represent a risk for the Group in terms of their probability and impact.

Probability: the likelihood of a given event happening.

Impact: severity of the effects when the risk materializes.

Initial developments in the dual materiality assessment show that the main risks associated with material issues in terms of potential frequency and severity are climate change, financial inclusion and education, ethics and cybersecurity.3

Ε	Sustainable Finance	Greenwashing		
	Supply Chain	Inefficient use of resources		
	Environmental Footprint			
	Climate Change	physical effects of climate change		
	Financial Education and Inclusion	Banking and Financial Education		
	Cybersecurity	Theft and leakage of information		
	Equality, Diversity and Inclusion			
	Human Rights	Gaps in Diversity and Inclusion		
	Contribution to society	Customer service and reputation		
	Health and safety			
	Labor practices	Turnover and talent drain		
	Employee engagement and talent management			
G	Innovation	Lack of product and service innovation		
	Corporate governance			
	Ethical behavior	Ethical dilemmas		
	Solvency and financial performance			

³ In 2023 we will continue BBVA's dual materiality assessment in Mexico with a more comprehensive analysis of these developments, with the aim of presenting the final results in the next reporting period. At a global level, the results of the BBVA Group's Dual Materiality assessment can be found on page 19 of this link.



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Governance

Transparency, integrity, responsibility and adherence to the best corporate governance practices make up the governance system of Grupo Financiero BBVA México, which, together with ethical values and efficient management of financial and non-financial risks, guarantees the sustainability of the business in the long term.



Governance Corporate

BBVA México's corporate governance system is made up of four key institutional principles:

- 1. The appropriate composition of its governing bodies
- 2. Clear delimitation of roles for the Board of Directors, its Committees and Senior Management
- 3. A sound decision-making process and a consolidated information model
- **4.** A system of monitoring, supervision and control of

Since 2021, BBVA México's corporate governance system has been governed by the Group's **General Corporate** Governance Policy, which aims to maintain coherent management in line with international standards of good governance, minimum requirements in terms of structure, composition, operation and diversity, as well as the parent-subsidiary relationship model.

Corporate Structure of Grupo Financiero BBVA México

As of December 31, 2022



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Management Structure

As of February 28, 2023

Audit Committee

General Management of Grupo Financiero BBVA México and Vice-Chairman of the Board of Directors

Eduardo Osuna Osuna

General Management - Audit

(area independent of the General Management)

Adolfo Arcos González

General Management - Company and Government Banking

Alejandro José Cárdenas Bortoni

General Management - Finance

Luis Ignacio de la Luz Dávalos

General Management -Regulation and Internal Control

Jesús María Verdugo Borja

General Management -Commercial network

Guillermo Estrada Attolini

General Management - Legal Services and Secretary of the **Board of Directors**

Jacobo De Nicolás y De Benito

General Management -Risks Mexico

Blanca Cecilia Muñoz Martínez

General Management -CIB Mexico

Álvaro Vaqueiro Ussel

General Management -**Engineering & HoD MX**

Rafael Juan Rosales Gómez

General Management -Talent and Culture

Enrique José Fernández Gutiérrez

General Management -Customer Solutions México

Hugo Daniel Nájera Alva

General Management -**Seamless Experience**

Rafael Humberto Del Río Aguirre

Chief of Cabinet

Luisana Carrasco Casas

SUPPORT

BUSINESS

Composition of the Board of Directors of Grupo Financiero BBVA México⁴

Management of GFBB is entrusted to the Board of Directors, whose members are appointed by the General Ordinary Shareholders' Meeting. The selection criteria are based on GFBB's bylaws, Chapter V, Article 25, as well as the processes and requirements of the applicable law. The General Ordinary Shareholders' Meeting is also responsible for assessing the Board's performance by approving its Annual Report, the audited financial statements, and ratifying its members.

Appointment and selection of the Board of Directors is governed by the provisions of Articles 23 and 45-K of the Banking Law of Mexico. The criteria applicable to the delegated Board Committees are those described in Articles 70. 145 and 168 Bis 8 of the General regulations governing credit institutions.

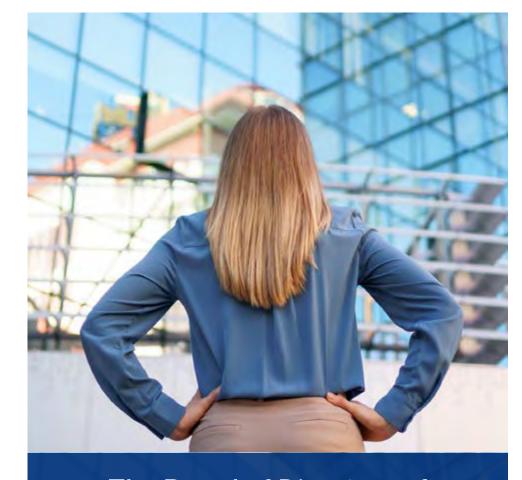
BBVA México's Board of Directors is the highest governing body of GFBB and is responsible for approving objectives, guidelines and policies on the organization and administration of credit, which must be consistent, compatible and complementary to those established for Comprehensive Risk

Management. It is also responsible for appointing the Committees and officers of the Group in charge of developing these objectives, guidelines and policies.

One of the powers of the Board of Directors is to elect the members of the various committees. It also approves the objectives and guidelines of the internal control system proposed by the Audit Committee.

To prevent potential conflicts of interest among its employees, directors and officers, the Institution's Code of Conduct was approved by the Board of Directors. This document contains the guidelines that must be followed to ensure that the actions of any person related to BBVA México are in accordance with its principles and values.

Part of the responsibilities of the Board of Directors is to establish mechanisms for the relevant management to keep GFBB informed on the financial, administrative, operating and legal condition of all financial entities and other companies under its control. For this reason, it ensures that everything is clear and well defined to ensure efficient management.



The Board of Directors of BBVA México is made up of nine members and nine alternates, of whom six are independent and two are women.

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⁴ In this **link** are the documents related to the Board of Directors and other information considered of interest in relation to this matter.

Board of Directors of BBVA México

Members and information as at 31 December 2022

The **average tenure** of BBVA México directors is 9.22 years.

MEMBERS

Jaime Serra Puche

Chairman of the Board

Seniority: 15 years

Eduardo Osuna Osuna

Vice Chairman of the Board Seniority: 7 years **Onur Genc**

Seniority: 4 years

Carlos Torres Vila

Seniority: 6 years

Vicente María Rodero Rodero

Seniority: 10 years

Carlos Vicente Salazar Lomelín*

Seniority: 17 years

Ricardo Guajardo Touché*

Seniority: 31 years

Jorge Saenz-Azcunaga Carranza

Seniority: 6 years

Cristina de Parias Halcón

Seniority: 3 years

ALTERNATES

Alejandro Mariano Werner Wainfeld

Seniority: 1 year

Armado Garza Sada

Seniority: 4 years

Juan Asúa Madariaga

Seniority: 4 years

Fernando Gerardo Chico Pardo

Seniority: 13 years

Eduardo Javier Garza Fernández

Seniority: 4 years

Arturo Manuel Fernández Pérez*

Seniority: 28 years

Ana Laura Magaloni Kerpel*

Seniority: 1 year

Enrique de Jesús Zambrano Benítez

Seniority: 3 years

Alejandro Ramírez Magaña

Seniority: 9 years

* Independent member.



Meetings of the Board of Directors

They are held on a quarterly basis and may also be called when requested by the Chairman, Secretary, Assistant Secretary, one of GFBB's Statutory Examiners or when at least one quarter of the directors so request. To hold a meeting, the attendance of at least 51% of the members, including one independent member, is required.

In 2022, seven meetings of the BBVA México's Board of Directors were held on the following dates:

January 20

October 4

March 23

October 27

April 28

• December 15

• July 21

Remuneration

Non-BBVA Group directors are compensated for their attendance at each Board of Directors meeting by multiplying the value of 2 (two) fifty-peso gold coins, commonly referred to as "Centenarios," by 1.53846 for residents of Mexico, or 1.33333 for non-residents.



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Regional boards FS5

Regional Boards aim to foster progress and growth of Grupo Financiero BBVA México by providing a forum for discussion and creating an active business community to contribute to the development of the country. They serve as a platform to gather feedback on the banking activity, service levels, and local business culture. Additionally, they facilitate business referencing and establish strong relationships between GFBB officials, the community, and local authorities. The Regional Boards also actively participate with the Fundación BBVA México.

Structure of the Regional Advisory Boards:

- At least 10 members, depending on the size of the region
- The Coordinator of the Board must be an office of BBVA México.



Regional Advisory Boards are composed of 540 leaders.

52 women participated in the Regional Advisory Boards in 2022.

In 2022 we held the following meetings of the Regional Advisory Boards:

- 3 Chairmen Boards
- 1 National Board of Members
- 7 Divisional Meetings
- Local Boards in all 27 Boards
- 2 Trade Missions: to the United Arab Emirates and Silicon Valley
- Multi-regional Board of Members
- Summer Courses in Mexico and Spain for the children of the Directors

NORTHWEST

Baja California Chihuahua Sinaloa Sonora

NORTHEAST

Tamaulipas La Laguna Nuevo León

WEST

Colima Jalisco Michoacán Nayarit

METROPOLITAN AREA

Toluca Metropolitana

BAJÍO

Guanajuato Aguascalientes San Luis Potosí Querétaro Hidalgo

SOUTH

Morelos Puebla Guerrero Oaxaca Veracruz

SOUTHEAST

Chiapas Peninsular Quintana Roo Tabasco



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Sustainability governance

GRI 2-13

At BBVA, sustainability is a strategic priority. This means doing business at the same time as making a decisive contribution to solving the environmental and social problems of our times and creating opportunities for all. To this end, we have a Global Sustainability Office whose management model is replicated in Mexico and is operated by sustainability professionals located in the bank's different business units.

This area is responsible for creating the strategic sustainable plan and coordinating the management of sustainability-related issues through various functions such as the

development of sustainable and innovative products, the dissemination of specialized knowledge through differential advice to customers, and the establishment of marketing methodologies and relationships with strategic partners.

We have implemented this model as part of our Global Sustainability Policy, which has been approved by BBVA's Board of Directors. As the highest supervisory body of the Bank, the Board of Directors will oversee the implementation of the Policy, either directly or through its Committees. This will be based on periodic or *ad hoc* reports received

from the leader responsible for sustainability, the various areas of the Bank that will integrate sustainability into their day-to-day business and activities, and, if necessary, the heads of the different control functions within BBVA.

Financial risk management

Organizational Structure

BBVA México's General Risk Department reports directly to the Institution's General Management, thus guaranteeing its independence from the Business Units and allowing it the necessary autonomy to carry out its activities.

In general terms and considering the best national and international practices, three teams specialized in Credit Risk have been created, the first one targeting the Wholesale portfolio, with the functions of admission, monitoring and recovery. The second team focuses on the SME sector and the last one on the Individuals sector, both with the functions of admission and monitoring. The three teams are supported and complemented by an area dedicated to the management of recovered Non-Financial Assets (NFA). For the SME and Retail sectors, there is also a specific area that concentrates the recovery functions given the common characteristics and synergies involved in performing the function for these sectors. The management of market, structural and liquidity risks is also integrated in

a single unit, which includes risk management in non-banking businesses and asset management.

There is also Advanced Analytics, Risk Solutions and Risk Transformation to support the aforementioned units.

Advanced Analytics

addresses the specialized needs of the Risk areas in terms of methodologies and technologies.

Risk Solutions

ensures that the areas have the necessary technological resources to carry out their functions and leads the portfolio of projects in this area.

Risk Transformation

seeks the efficient execution and continuous improvement of the Risk areas' processes.



The Portfolio Management, Data & Reporting unit has been implemented for the preparation, monitoring and generation of reports for the management of the areas, as well as for the measurement of operational risk and loss management. This area is also responsible for disclosing information within the Risk area in strict compliance with national and international regulations.

In accordance with the regulatory requirements of the CNBV regarding the disclosure of the policies and procedures established by credit institutions for Comprehensive Risk Management, the measures implemented for this purpose by BBVA México's management, as well as the relevant quantitative information, are presented below.



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Qualitative information Participation of corporate bodies

The risk governance model in Grupo Financiero BBVA México is characterized by the direct involvement of its corporate bodies, both in establishing the risk strategy and in the continuous monitoring and supervision of its implementation.

The Board of Directors of Grupo Financiero BBVA México and of each one of its subsidiaries in Mexico approves, at the proposal of the Risk Committee:

- The objectives, guidelines and policies of Comprehensive Risk Management, and any potential modifications
- The global risk exposure limits and, where appropriate, the Specific Risk Exposure Limits, considering the Consolidated Risk, broken down by business unit or risk factor, as well as, where appropriate, the Risk Tolerance Levels
- The special cases or circumstances in which both the Global Risk Exposure Limits and the Specific Risk Exposure Limits may be exceeded
- The Capital Adequacy Assessment including the capital estimate and, where applicable, the capitalization plan
- The Contingency Plan and its amendments

The Delegate Risk Committee of the Board of BBVA México approves:

- The Specific Risk Exposure Limits and Risk Tolerance Levels, and liquidity risk indicators
- The methodologies and procedures to identify, measure, monitor, limit, control, inform and disclose the different types of risk to which BBVA México is exposed, and their potential modifications
- The models, parameters, scenarios, assumptions, including those related to stress tests, which are used to conduct the Capital Adequacy Assessment and which will be used to carry out the valuation, measurement and control of the risks proposed by the Comprehensive Risk Management Unit, which must be in accordance with BBVA México technology
- The methodologies for the identification, valuation, measurement and control of the risks of new transactions, products and services that BBVA México intends to offer to the market
- The correction plans proposed by the CEO
- The evaluation of the aspects of Comprehensive Risk Management

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• The level of effectiveness that the mechanisms of validation of the security elements of the identifications presented by potential clients, as well as the technology to carry out the biometric recognitions contemplated in the law.

As well as other activities in accordance with the applicable regulations and those that are delegated by the Board of Directors of Grupo Financiero BBVA México and each of its subsidiaries.

Politics and procedures

There are risk manuals that reflect the strategy, organization, operational framework, technological framework, methodological framework and regulatory processes according to the needs of each procedure or policy of Comprehensive Risk Management of Grupo Financiero BBVA México.

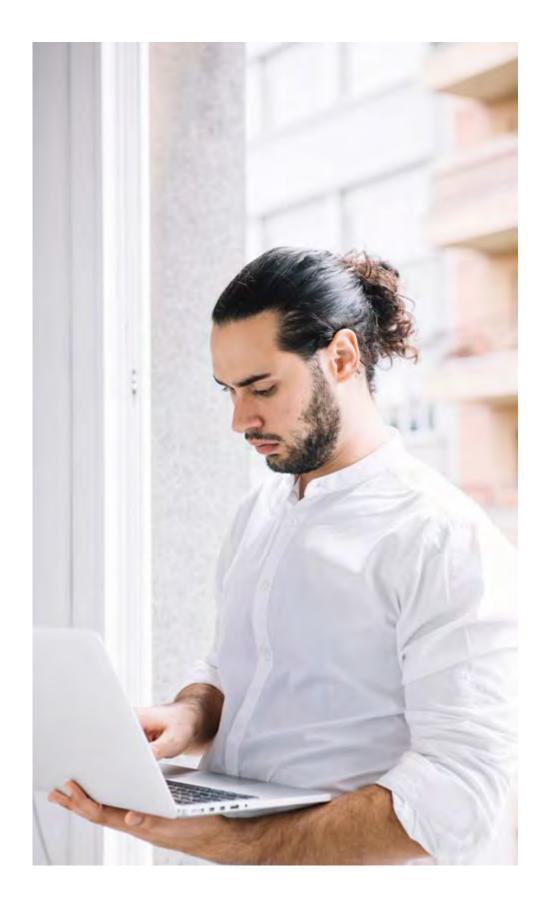
A training program on risks and disclosure of regulations is carried out, including the defined and delimited liability of third parties.

Tactical decision making

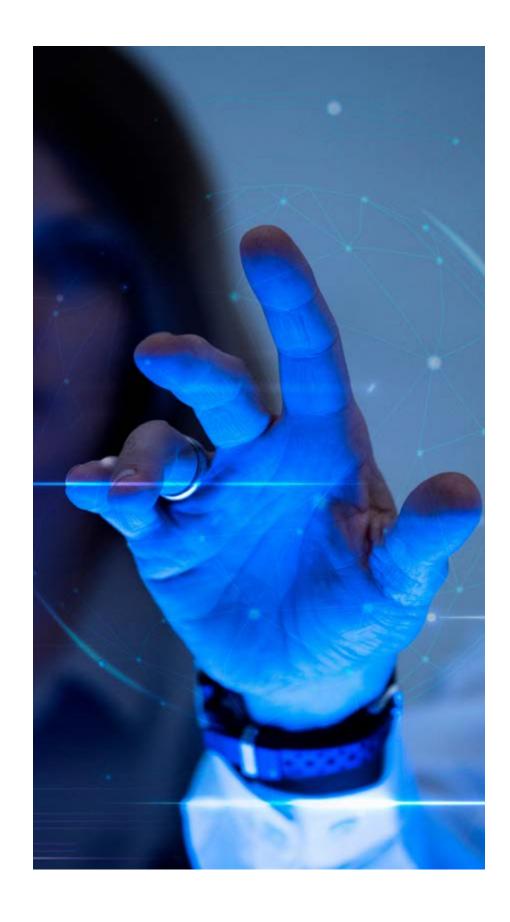
The management model of Grupo Financiero BBVA México and each of its subsidiaries ensures the independence of the Comprehensive Risk Management Unit. It establishes monitoring processes through reports and alerts to timely detect deterioration and deviations from business objectives and the limit structure defined by type of risk.

Regarding the risk appetite, the different risk units participate in the preparation of the Risk Appetite that Grupo Financiero BBVA México is willing to assume to achieve its business objectives and that must be submitted in general terms and particular exposures and sub-limits by the Risk Committee and/or the Board of Directors, for approval, where appropriate.

Appropriate authorization processes are carried out for new products and/or services that involve risk for BBVA México, which include the ratification of the new product and/or service by the Risk Committee.



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Tools and analytics

Continuous measurement of credit, market and liquidity risks under consistent methodologies and parameters. Budgets are prepared for these metrics, which serve as the axis of direction of risk management.

In the reports, the risks incurred by the different business units of BBVA México are monitored and analyzed. Said monitoring considers Risk Metrics, Risk Appetite, Main Concentrations, Compliance with Regulatory Limits, Analysis of Credit Stress, Calculation of Regulatory Capital Requirement, Structural Risks, Market Risks, Liquidity Risk, Operational Risk and Legal Risk.

Methodologies and parameters used to measure risks are periodically calibrated and submitted for approval to the authorized bodies.

The establishment of periodic processes for sensitivity analysis, stress testing and review and calibration of models are carried out.

The establishment of methodologies for the monitoring and control of operational and legal risks is also carried out according to international standards.

Information

Information is an essential pillar in risk management and is used to carry out early management through the definition and establishment of early warning indicators and metrics that make it possible to anticipate movements –positive and negative– in the risk profile (customers, portfolios, products, asset classes), prevent deterioration and point out deviations and potential threats, in all risks, by all defined axes, in all its phases (current, impaired and in recovery), at all organizational levels of the function (risk units in the business areas, corporate area and specialist areas) and corporate bodies, ensuring compliance and coherence with regulatory requirements in this area.

It ensures that the data used in the preparation of the reports come from unified sources by type of risk, reconciled, traceable, automated to a greater extent (or if they are manual, have controls), with a single definition, guaranteeing the frequency, distribution and confidentiality of reporting among other aspects.

Technological Platform

The source and calculation systems for risk measurements are periodically reviewed and a process of continuous improvement is carried out in order to guarantee the quality and sufficiency of data and aiming, as far as possible, at the automation of processes.

Audit

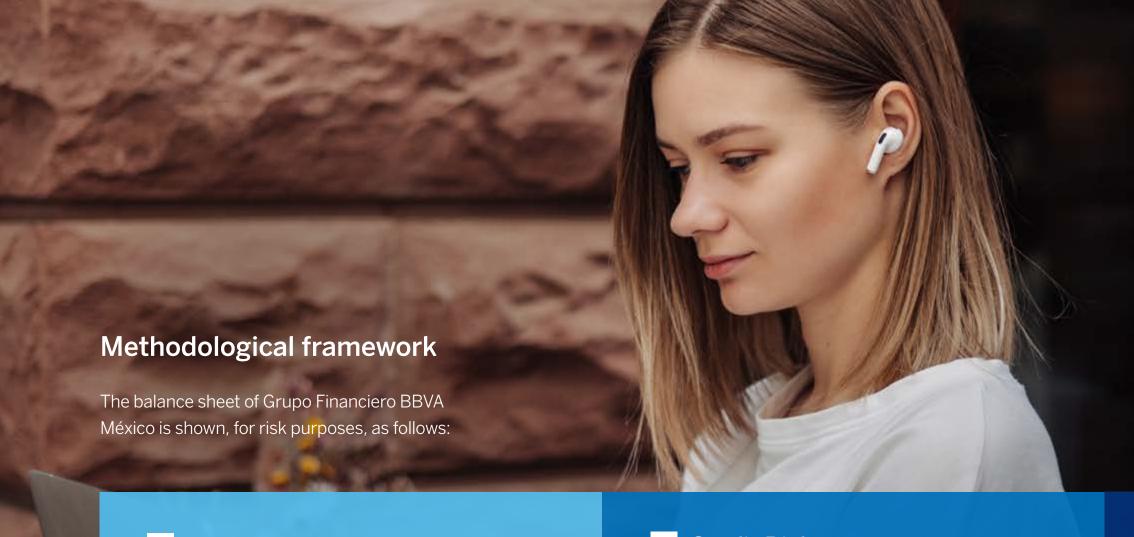
Annually, in compliance with the obligations set forth in the General Regulations applicable to Credit Institutions ("CUB"), Internal Audit performs a Comprehensive Risk Management Audit in accordance with the legal provisions applicable to the matter, which is sent to the CNBV. The recommendations in each of the audits conducted are followed up periodically by the Audit Committee delegated by the Board of Directors.

Also, audits of compliance with the Banking Law, the CUB and other legal provisions applicable to Grupo Financiero BBVA México and its subsidiaries BBVA México are conducted by independent experts, through which it has been concluded that the models, systems, methodologies, assumptions, parameters and risk measurement procedures comply with their functionality in view of the characteristics of the operations, instruments, portfolios and risk exposures of Grupo Financiero BBVA México.



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BBVA México considers that to date it fully complies with the provisions regarding Risk Management, and it continues with improvement projects in measurements and limitations, process automation and methodological refinements.



▲ Market Risk

- Portfolios of transactions and investments.
 Investments in securities for trading, repos and transactions with derivative financial instruments.
- Structural Balance
 Available-for-sale, other transactions, including held-to-maturity securities and derivative financial instruments to manage structural risk of interest rates and exchange rates.

▲ Credit Risk

- Companies and Corporations

 Traditional credit portfolio, including small and medium-sized companies, as well as exposures for investments in issues as counterparties in derivative financial instruments.
- Consumer Credit cards and financing plans.
- Mortgage
 Mortgage portfolio.

▲ Liquidity Risk

 Banking business
 With on and off balance sheet positions, including loans, traditional deposits, investments in securities, derivatives and wholesale financing, among others.

Also, with respect to contractual obligations, the monitoring and control of the liquidity risk of the banking business integrates the liquidity that its subsidiaries, entities belonging to the same financial group or relevant related persons may require, and liquidity that the banking business itself may require from any of the related entities or persons mentioned.

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Regulatory compliance.

Grupo Financiero BBVA México (through its subsidiaries) has a Compliance System designed to mitigate risks related to issues such as anti-money laundering, conduct with customers, corporate compliance, data protection, and the securities market.

The system includes the implementation of various elements, such as risk identification, procedures, communication and training actions that provide for rigorous ethical standards for daily conduct. In addition, there is a compliance function charter that regulates the performance of the Compliance Department in the Group.

The system consists of seven basic pillars:





mechanisms and policies





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Non-financial risk management.



Just as Grupo Financiero BBVA México is exposed to risks and opportunities on financial, regulatory, market and tax issues, it is also exposed to social, ethical and climate change-related risks, which could have adverse effects on customers, the business and communities should they materialize.

In this regard, there is a Corporate Policy for Non-Financial Risk Management, which contains the guidelines and regulations for the management of operational risks inherent to the activities; this is in addition to the financial risk management and control model.

In accordance with this policy and with the support of the Business and Support Areas, the Non-Financial Risk Units and the Specialized Control Units, procedures and methodologies are developed to prioritize, assess and monitor potential risks on a regular basis, which allows for the implementation of appropriate mitigation and control measures.

Reputational risk management

Institutional reputation is an extremely important issue for Grupo Financiero BBVA México. For this reason, methodologies and tools were implemented to assess, identify and prioritize reputational risks based on the strength of Grupo Financiero BBVA México with respect to risk and the impact perceptions of stakeholders.

As part of the mechanisms for identifying and assessing reputational risk, mitigation controls and action plans are generated to reduce the risk and maintain or improve our reputation.

Since 2020, GFBB has implemented a manual that guides and supports the Operational Risk Admission Committee in the identification and assessment of reputational risks. Each year, the results of the assessment are reported to the Board's Standing Committee and the Global Corporate Assurance Committee of Grupo Financiero BBVA México.

Risk management associated with climate change

GFBB recognizes the effects and negative impacts of climate change and therefore manages the potential related risks through governance processes and mechanisms in the credit, market, liquidity, operational and non-financial risk management frameworks.



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Human Rights

As part of its commitment to human dignity and rights, Grupo Financiero BBVA México abides by the standards provided in the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights and the Global Compact.

To this end, it strives to create a favorable environment that preserves well-being and contributes to the integral development of the societies where it operates, and for this, it generates sustainable actions that improve the well-being of these communities.

Respect for human rights and human freedoms is fostered and put into practice on a daily basis for employees, customers, suppliers, business partners and other stakeholders.

As part of the Grupo Financiero BBVA México's efforts in this area, in 2022 a human rights due diligence process was carried out in line with the United Nations Guiding Principles on Business and Human Rights. With a preventive approach, the objective was to identify the possible impacts of operations on human rights and establish the necessary procedures to repair any damage in case of violation.

The following six topics for the prevention, mitigation and repair of impacts on human rights were evaluated:



Conditions of employment

Hiring and fair compensation, labor rights and relations, and health and safety.



Projects and products

Impact on human rights derived from the credit activity.



Supply chain

Fair contract conditions, supplier control and responsible purchasing policies.



Customer welfare

Accessibility and service, security and respect.



Respect for communities

Environmental protection and inclusive businesses.



Cross-cutting issues:

Data protection and the impact of new technologies on human rights.





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The human rights due diligence process conducted by Grupo Financiero BBVA México evaluated the inherent and residual risks related to six issues with respect to its stakeholders, including employees, suppliers, customers and local communities. The results determined a medium-high effectiveness of the management and mitigation measures and allowed the detection of improvement opportunities and the establishment of action plans for strategy, disclosure and processes of Grupo Financiero BBVA México. With a preventive approach, the impacts of the transactions were evaluated and the appropriate procedures were identified to repair any damage in the event of a breach.

BBVA and human rights

2002

- Publication of the Code of Conduct
- Members of the UN Global Compact

2004

1st Spanish bank to adhere to the Equator Principles

2005

Publication of the 1st Regulation of the defense sector

2007

Publication of the 1st Commitment on human rights

2008

Adherence to the United Nations Principles for Responsible Investment (UN-PRI)

2011

Launch of the Diversity Plan

2012

- Adherence to the Thun Group of Banks
- Publication of the Responsible Purchasing Policy
- Publication of the Low-Income Housing Policy

2014

Review of the defense sector standard

2017

1st global human rights due diligence in human rights Publication of the Code of Ethics for suppliers

2018

- Update of the Commitment on human rights
- Publication of the Human Rights Action Plan 2018-2020
- Publication of Sector Standards for environmental and social due diligence

2019

Expansion of the scope of the Sector Standards and the scope of the Defense Sector Standard

2020

- New CSR policy
- Update of the human rights commitment
- Publication of the Environmental and Social Framework for due diligence in the mining, agribusiness, energy, infrastructure and defense sectors
- Update of the Code of Ethics for Suppliers
- General Procurement Principles

2021

- 2nd Global Human Rights Due Diligence Process
- Expansion of the scope of the Environmental and Social Framework
- Update of the General Procurement Principles

2022

3rd Global Human Rights Due Diligence Process with results and action plans by country

In **2023** we will be working on the Business and Human Rights Accelerator of the Global Compact in Mexico.



Compliance System

The Compliance function is included in the Compliance Statute of Grupo Financiero BBVA Mexico, which consists of a series of elements that together address the risks associated with Anti-Money Laundering Prevention, Customer Conduct, Corporate Compliance, which oversees the expected ethical behavior standards in the Group, the Protection of Personal Data in our possession, and the behaviors to be observed in the Securities Market.

The foregoing is achieved through compliance programs that include the proper identification of risks, the design of policies and procedures, communication actions, training, and the government model that oversees the application of the programs to establish standards of ethical behavior to conduct daily activities and mitigate eventual risks that may appear.

Thes statute has the following elements that regulate the framework of action of the Compliance Department within Grupo Financiero BBVA México.



This system consists of seven basic pillars:

- 1. Adequate organizational structure
- 2. Policies and procedures
- **3.** Mitigation processes and compliance controls
- **4.** Technological infrastructure
- **5.** Communication and training mechanisms and policies
- **6.** Monitoring metrics and indicators

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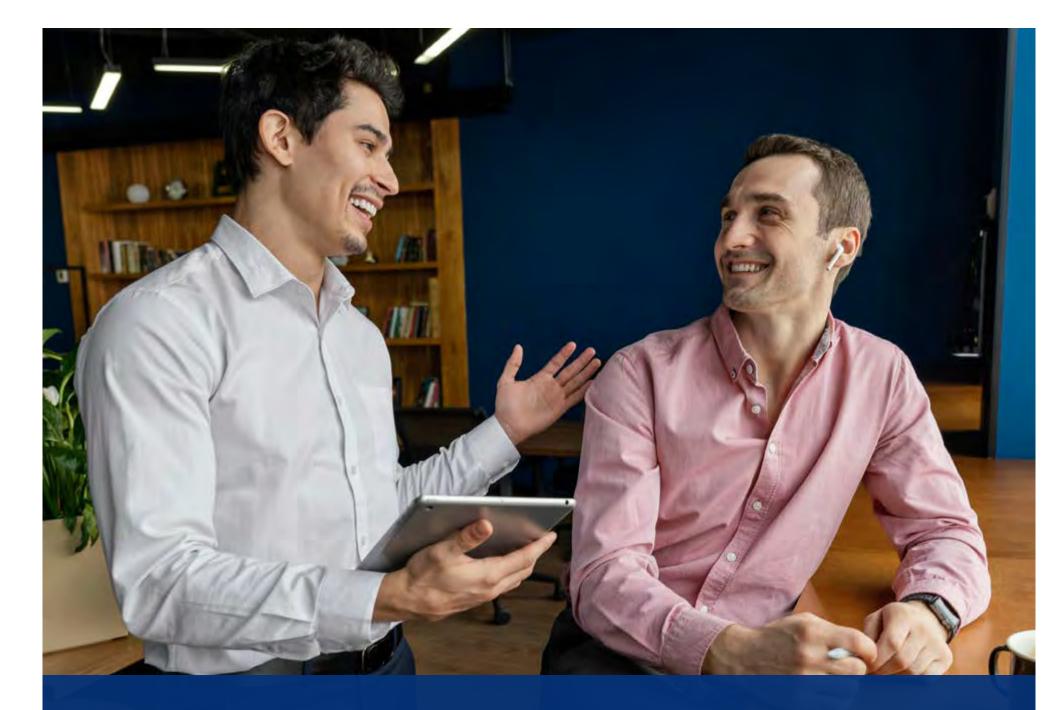
7. Independent periodic review

Integrity Program

For Grupo Financiero BBVA México, integrity is a fundamental value in the development of its activities and a requirement towards the different Stakeholders. Within the institution, everyone must act honoring the Code of Conduct, the applicable laws and regulations in a comprehensive, transparent and professional manner, in accordance with the social impact of the financial activity carried out and the trust placed in the Group by its shareholders and customers.

As part of the efforts of Grupo Financiero BBVA México and to reinforce the culture of integrity, the "Soy Íntegro" Program was implemented, the first phase concluded in July 2021, where 1,485 virtual sessions were given benefiting 36,951, which includes an interactive miniseries called "Friends and Judges" where situations or ethical dilemmas are presented to be solved in each of the chapters.

Given the positive impact on employees, it was decided to continue this program online in 2022 for new employees and for those who were unable to take it in the first phase.



During 2022, in the second phase, **8,266 employees have taken the online course,** achieving a progress of 88.2% and 85.8% in Central Areas and Commercial Network, respectively.

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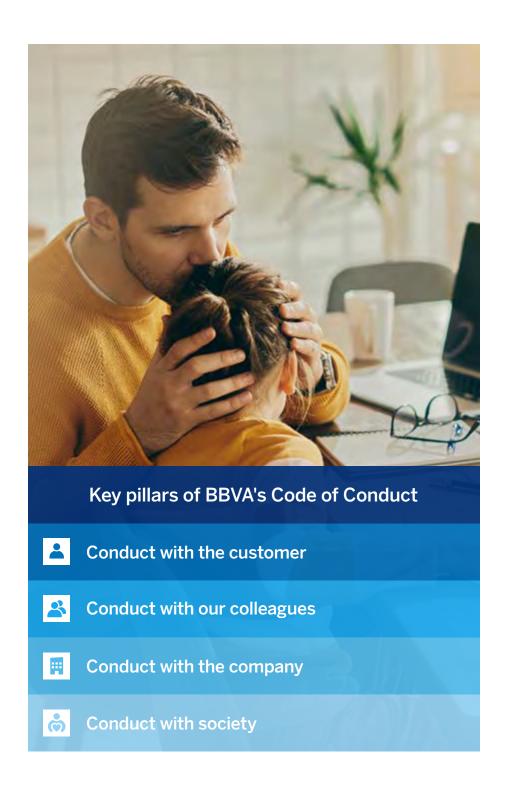
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Code of Conduct

Grupo BBVA México, through its Board of Directors, approved the **new Code of Conduct** on March 23, 2022, which provides for the guidelines for action and ethical behavior expected of all those who make up the Group. This new Code of Conduct includes new sections that are adjusted to the current needs of the social environment, however, it still retains the essential fundamentals of the previous Code.

BBVA's Code of Conduct represents an ethical commitment to its main stakeholders, as it seeks to promote principles of upright behavior throughout the organization, in order to maintain the highest standards of integrity and honesty. Strict standards of conduct are established for the development of Grupo BBVA México's activities, focused on safeguarding customer information in accordance with legal provisions.

In order for everyone to know and become aware of the importance of the **Code of Conduct**, nearly 42 thousand Group employees were enrolled, of which by the end of 2022, 35,395 had been accredited, equivalent to 84% progress. The course will continue to be offered at Campus BBVA until we achieve the goal of having 100% of our employees complete the course, which is the target we have set for the end of the first quarter of 2023.



In May 2022, another significant milestone was reached, as the **Emotional Support Hotline** that Grupo BBVA México makes available to employees who need support in matters of Emergencies, Health, Domestic Violence, Harassment and Sexual Harassment was publicized.

The line is available 365 days a year, 24 hours a day, by calling 55 5621 - 4357 in Option 3, or from the corporate cell phone by dialing 814357. Throughout the year, this effort can be seen in different instances of the corporate buildings and is in a process of maturing.

In May 2022, as an additional effort to consolidate a culture of anti-corruption and conflict of interest prevention, we launched the **Gift and Event Registration Tool**, in which the Group's employees must register:

- Receiving gifts from third parties
- Delivery of gifts from third parties
- Events organized by BBVA, and
- Attendance at third party events

Whistleblower Channel and Consultation Channel

The Whistleblower Channel and the Consultation Channel continue to be available to customers, suppliers and employees who wish to report any possible non-compliance with the Code of Conduct, regulations or unlawful practices. The channels are available 24/7, 365 days a year.

▲ The channels are:

www.bkms-system.com/bbva

Q Consultation Channel:

www.bkms-system.com/consultas

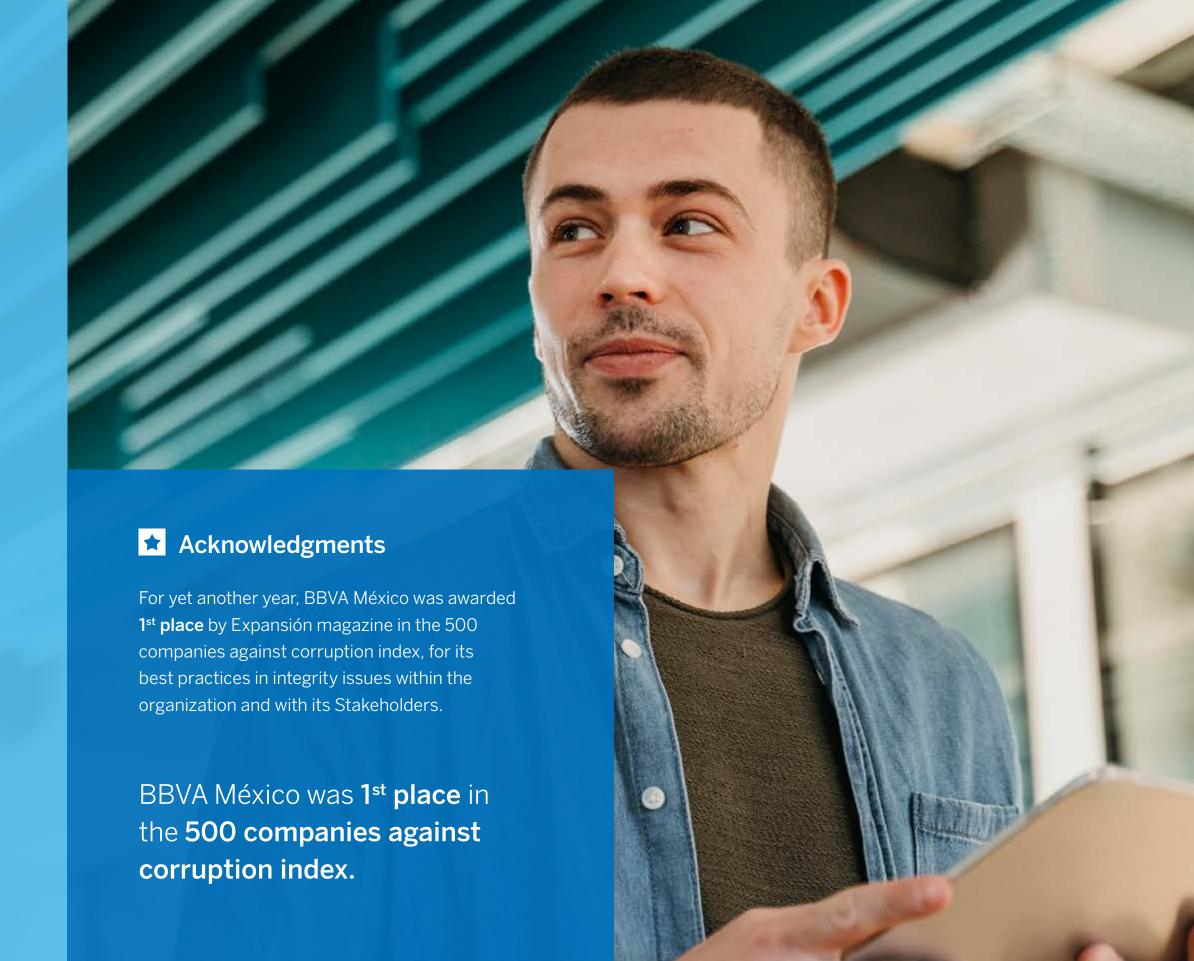


2023 Objectives

By 2023, we seek to consolidate the Culture of Integrity through the relaunch of the Integrity Program, focused mainly on ensuring that employees continue to act in accordance with the values of our corporate culture and in line with the leadership model promoted by Grupo BBVA: Empowerment, Entrepreneurship and Accountability.

In a corporate manner, we expect to launch and implement a tool to declare conflicts of interest and the declaration of other professional activities, which will tentatively be available for 2Q 2023 and aims to have an adequate means of declaration to support the management of conflicts of interest and to have an inventory of the second activities of employees to help identify conflicts of interest for their proper management.

In addition, the Antitrust, Anti-corruption, Conflict of Interest and Corporate Criminal Liability Programs will be reinforced in order to strengthen the ethical behavior of the Group's employees, who are more exposed to the risks contained in the Program.



Anti-Money Laundering and Financing of Terrorist Activities



Grupo Financiero BBVA México commitment to Anti-Money Laundering (AML) and the financing of terrorism (FT) is a priority objective for the company.

In order to preserve the well-being of the communities in which it operates, GFBB works actively in the fight against drug trafficking, terrorism and other forms of organized crime. To achieve this, it has adopted a series of measures such as the following:

- · Collaborate with government agencies.
- Establish corporate criteria and procedures aimed at mitigating the risk of its products and services being used for criminal purposes.
- Design and implement an organizational structure with the necessary resources to manage this function and a clear assignment of responsibilities.

- Create a regulatory body that determines the obligations for AML and TF, with special emphasis on Know Your Customer (KYC) measures.
- Implement measures for monitoring and filtering customers and their operations, aimed at identifying potential suspicious activities and ensuring their reporting to the competent authority.
- Implement a new and robust international sanctions⁵ program, which provides for the basis for managing the program through: an expansion of the internal regulatory framework; a comprehensive assessment of the bank's risks and controls; standardization of key processes; and socialization and awareness of the program.
- To act as a consultative body within BBVA with respect to the application of the rules, criteria and procedures for anti-money laundering and financing of terrorism.

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⁵Economic, financial sanctions, arms embargoes, admission/diplomatic restrictions (collectively referred to as "international sanctions" or "sanctions") are foreign policy tools used by countries or international organizations to safeguard their national security interests. The foregoing through the prohibition to establish business or commercial relations with certain actors (individuals, legal entities or jurisdictions) that are considered harmful to national security and that are generally related to money laundering, terrorism, proliferation of weapons of mass destruction or violations of human rights.

• Execute annual communication and training plans for employees, which are designed by the Asociación de Bancos de México (ABM), based on the level of exposure of each group to the risk of money laundering and in order to provide them with the necessary skills to comply with applicable regulations.

GFBB is committed to being an internal consultation body to ensure the application of AML and FT rules and procedures.

Training of employees, members of the Board of Directors and Executives in AML and FT includes the disclosure of Know Your Customer policies, as well as the criteria, measures and procedures for due compliance with the applicable regulations;

the dissemination of the provisions and their modifications. It also considers information on techniques, methods and trends to prevent, detect and report transactions that could be intended to favor, provide aid, assistance or cooperation of any kind for money laundering and terrorist financing.

Once the employee takes the course, he/she is accredited through the application of evaluations on the knowledge acquired.

AML and FT training			
	2020	2021	2022
Participants in AML training activities	36,472	37,967	39,565
Specialists in activities on anti-money laundering and terrorist financing activities	347	352	371
AML and TF Management Committee and Board of Directors	31	31	31



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Responsible value chain

Grupo Financiero BBVA México is committed to creating responsible, sustainable and inclusive value for its stakeholders and particularly for its customers, for whom it continually strives to improve their experience and satisfaction through innovative, safe and high-quality products and services. With its employees, it focuses on providing a safe and diverse work environment where they can develop professionally. With the environment, the commitment is to minimize the negative impact through the Global Eco-Efficiency Plan. And with the supply chain, to rigorously evaluate its suppliers so that they maintain practices aligned with BBVA México's sustainability strategy.



Seamless experience

As in previous years, GFBB maintained the goal of providing a seamless customer experience. To achieve this, employees received the necessary tools and training to provide exceptional and tailored service. The goal is to have employees who are sensitive to customer needs and capable of offering solutions tailored to each interaction.

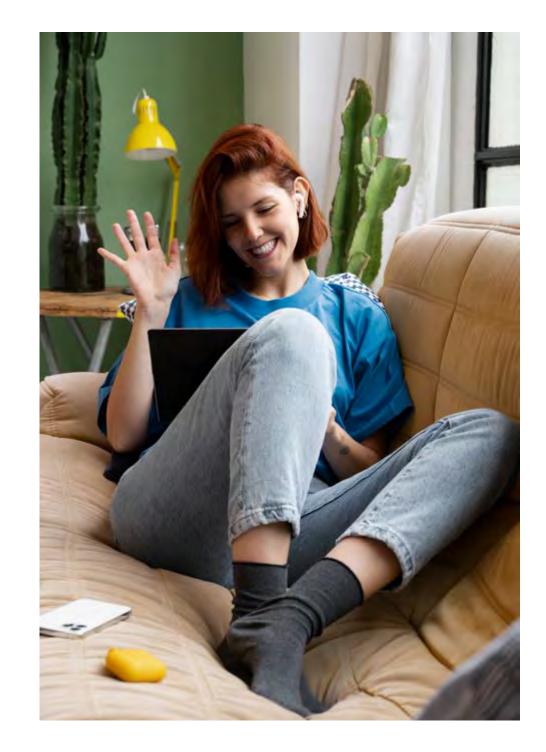
Quality and customer service

Grupo Financiero BBVA México uses an index based on a survey in which, on a scale of 0 to 10, the degree to which customers would recommend the bank is measured. This tool is fundamental for improving financial products and services, as well as aligning them with customers' needs. Thanks to this method, it has managed to increase customer trust and be recognized as one of the safest and most recommendable banks in the country.

Open market recommendation index

In addition to the quality index and customer service, brand perception is measured through the open market recommendation index. In 2022, GFBB maintained the first position in this annual average index for Commercial Banking, Government and Commercial Banking and different channels, achieving recognition as a leader in these segments.

Open market recommendation index		
Points above the nearest competitor		
+27		
+29		
-1		
+8		
+24		
+27		



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Internal customer recommendation index

In addition to the Open Market Recommendation Index, surveys are conducted, mostly electronically, which has allowed us to increase the scope to include the opinion of employees in the continuous improvement process. The evaluation is carried out through profiled surveys via e-mail that measure the perception of the Commercial Networks on the service received from internal suppliers in customer service.

The Net Recommendation Index (IReNe) is measured monthly and a consolidated figure is presented at the end of the year. In 2022, the cumulative IReNe was 66, 26 points above second place.

Customer perception		
Banking	2021 vs. 2022 Change	
Commercial Banking	+3	
Wealth and Private Banking	-1	
SME Banking	+12	
Corporations and Government Banking	+4	
Mortgage Banking	+3	
Consumer Finance	+3	

Internal employee perception		
Banking	2021 vs. 2022 Change	
Commercial Banking	-1	
Wealth and Private Banking	-3	
SME Banking	-1	
Corporations and Government Banking	-3	
Mortgage Banking	-4	
Consumer Finance	+5	

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Specialized Customer Service Unit (UNE)

SASB FN-CF-270a.4, FN-IN-270a.2

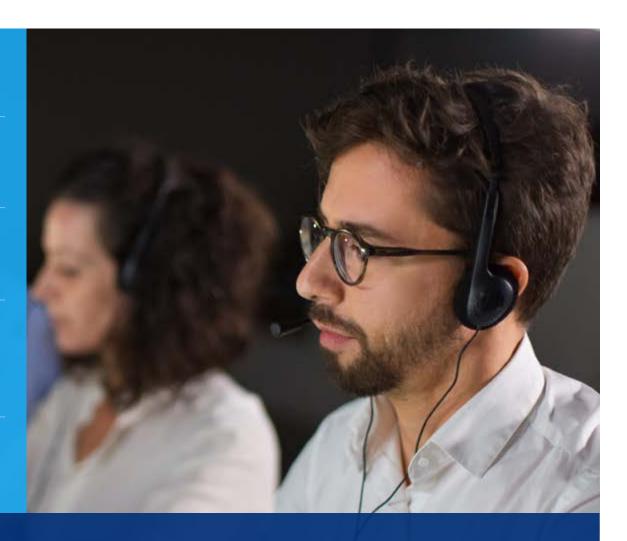
To ensure customer satisfaction and well-being, BBVA México offers a channel where complaints and claims can be submitted. The Specialized Customer Service Unit (UNE) is in charge of guaranteeing an optimal resolution, through timely follow-up to address requests. This customer feedback is essential to improve the bank's customer service, services and products.

In 2022, 24,059 claims were filed, a decrease of 5,34% with respect to 2021. The average days to resolve claims remained the same as in 2021, at 7 days.

When customers require advice or filing a complaint, service is provided directly at BBVA México's corporate offices. In 2022, 1,137 customers were served in Torre Parques Polanco and 862 in Guadalajara.

Also, a historic result was achieved in the User Service Performance Index (IDATU) with a score of 9.98, placing GFBB in 1st place in the G7. In addition, BBVA México obtained 1st place in annual G9 favorability with the National Commission for the Protection and Defense of Financial Services Users (CONDUSEF).

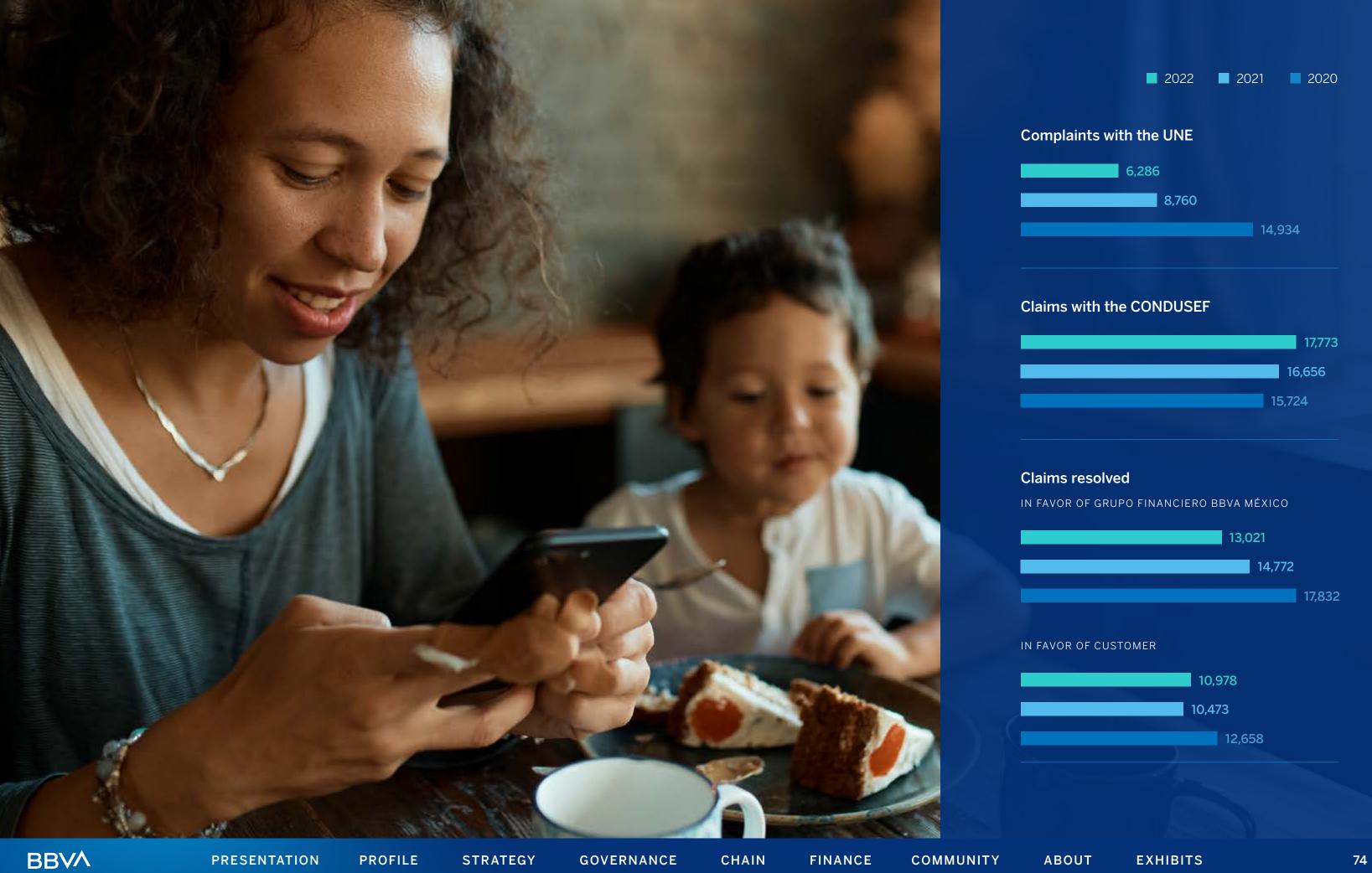
- National e-mail une.mx@bbva.com
- National call center 800 112 2610
- International call center 55 1998 8039
- Webpage www.bbva.mx/personas/centro-de-ayuda/ quejas-y-reclamos.html
- **Corporate offices** Mexico City and Guadalajara



Grupo Financiero BBVA México is ranked 1st in the G7 with a historical score of 9.98 in the Customer Service Performance Index (IDATU).

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Innovation and digital transformation

In recent years, BBVA México has invested in stateof-the-art technology to guarantee the security of customer data and the confidentiality of transactions. These advances seek to offer a more agile, efficient and secure banking experience, both for online transactions and for telephone and face-to-face services.

By focusing on innovation, technology and continuous improvement,
BBVA México seeks to maintain its leadership position in the Mexican financial market.

Opening of 100% digital accounts

This year, 1.6 million 100% digital accounts were opened for previously unbanked customers, thus contributing to financial inclusion.

Digital Economy

In 2022, BBVA launched the first Investment Fund specialized in Blockchain and Digital Economy, the first with these characteristics offered by a bank in the country to all types of investors and can be purchase from a instrument through the BBVA México App. The BBVADIG Investment Fund offers exposure based on three general concepts of Blockchain and Digital Economy: Fintech, Web3 and Tokens.

Apartados

During 2022 we continued to consolidate the Apartados functionality of the BBVA México App, our tool that allows to organize money in up to seven "electronic envelopes," separating their recurring expenses, such as rent, tuition and electricity, among others. With these initiatives we encourage savings among our more than 28 million customers.



Remote Banking enables customers to make informed decisions and do more, with less effort.

BBVA's Megatendencias Fund

BBVA México added the Megatendencias Fund (BBVAMT) to its investment catalog, which is made up of three main pillars or categories: Planet Earth, Technology and Demographics, investing in global companies that are attractive for their future economic momentum. This fund is aimed at all types of investors and can be accessed through the BBVA México App or the website.

Customer relationship models

For several years, Grupo Financiero BBVA México has promoted Remote Banking to provide customers with a seamless experience without the need to visit branches. During 2022, we will continue to promote personalized products leveraged on technology such as:

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- Life and home insurance
- Non-preapproved credit Consumer and Credit Card Renewal of investments
- Pre-approved auto loan
- Pre-approved mortgage loans

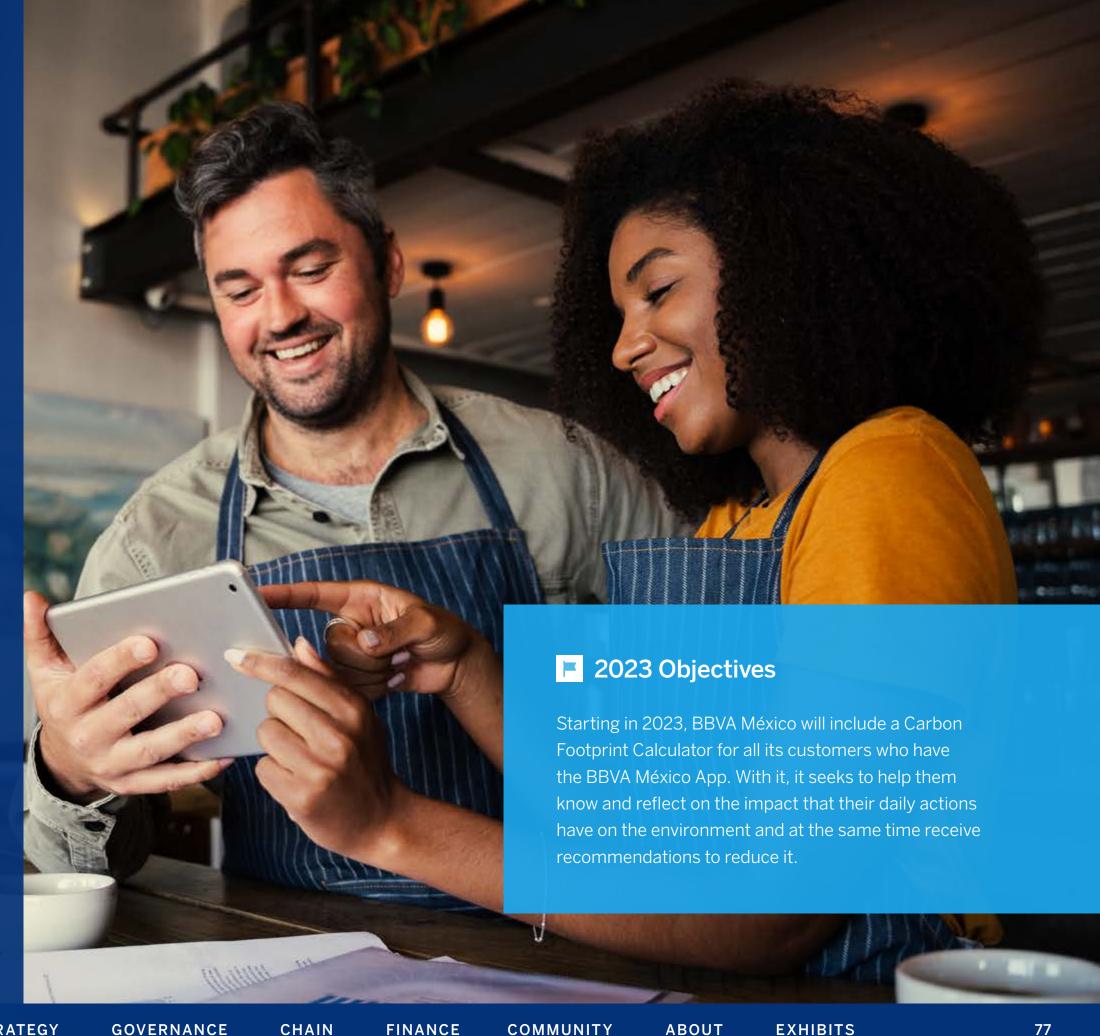
Digital banking for SMEs

The SME strategy of Grupo Financiero BBVA México relies on Banca de Barrio as one of its pillars. This initiative provides attractive solutions in finance and digitization to boost the banking penetration and formalization of small and medium-sized companies in Mexico. In 2022, Banca de Barrio was deployed through 3,800 specialized executives that have allowed increasing the customer base by more than 165 thousand since 2020, placing 140 thousand new POSs, with the attraction of 412 thousand new payrolls and the underwriting of insurance in more than MXN 2,000 million to insure any type of damage.

It is worth noting that in 2022, BBVA México and Coparmex entered into an alliance to benefit and support more than 35,000 SMEs in the country that will be able to choose new sales channels for their business and collect payment remotely, either through POS terminals, digital payment with CoDi and payment link with the BBVA Empresas App.

BBVA App for companies

Starting in 2022, BBVA México made available to companies the dispersion of payments and payroll at any time and from anywhere through its internet banking service BBVA Net Cash and by authorizing it from their cell phones with the BBVA Empresas app.

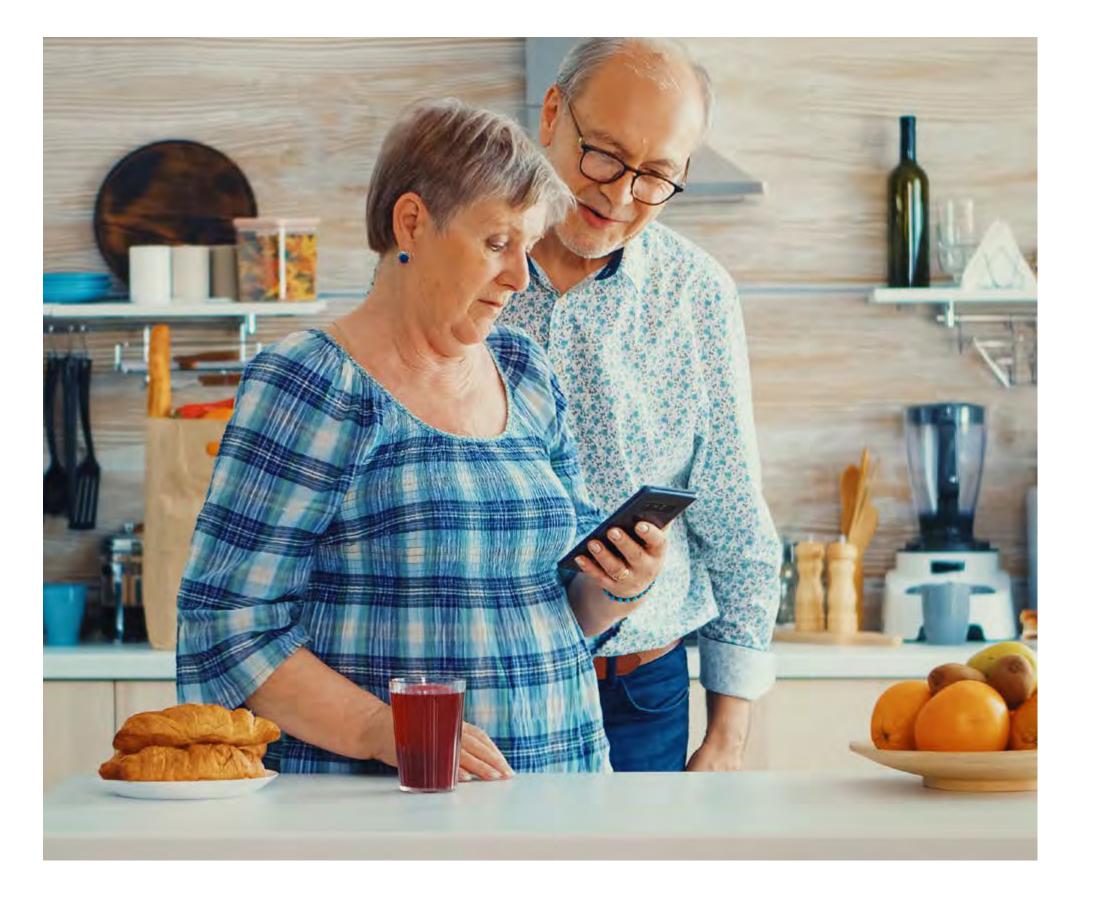


Transparent, Clear and Responsible (TCR) Communication

GRI 3-3, 417-1 SASB FN-AC-270a.3, FN-IN-270a.4

Transparent, Clear and Responsible (TCR) communication establishes basic criteria for action and guidelines necessary to apply the maximum possible simplicity in the communication of products and services and at all points of contact with customers and stakeholders using the following channels:

Commercial documents
 Public web
 Digital solutions
 Customer service
 Campaigns



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TCR Principles Clear communication Responsible communication **Transparent communication** It must be honest, always oriented to the It must be honest, stick to the facts and It must be direct and understandable, in order customer's interests, and committed to to present the characteristics of the product always be based on the truth, avoiding all information that could be misleading and or service in an agile and precise manner, and the elimination of all exclusion, promoting the making of unwanted decisions: complete, that is, adequate and sufficient for financial education and the development of the communities where it operates: correct and responsible decision making. • Provides the customer with all relevant information • Employs a good structure and Accompanies the customer Gives equal visual relevance to advantages/ uses visual elements to facilitate • Promotes the customer's financial health benefits and risks/costs/requirements comprehension and navigation • Ensures that the main message is valid • Gives the customer control over • Makes sure that the graphic elements for the majority of the audience their relationship with the bank give a realistic and intuitive image • Keeps in mind that relevant information • Uses responsibly the customer's personal data • Uses clear language (no varies according to customer profile, technicalities, but precise) • Promotes change towards a time of process and product greener and fairer future • Limits the use of small print as much as • Uses the right channel: the one that possible (when used, make it clear) allows to tell what is relevant • Promotes accessibility. In audiovisual pieces,

uses subtitles and locution when relevant

In addition, we adhere to the Transparency Standard for product advertising of Grupo Financiero BBVA México, which provides for the obligations of GFBB with respect to any communication or advertising of the products it offers to customers or users. It also allows us to apply the behavioral guidelines in connection with:

- Compliance with applicable laws and regulations in a complete and transparent manner, in line with the trust that shareholders and customers place in GFBB.
- The use of clear and truthful information to communicate in a transparent manner both the characteristics and the risks of products and services.
- Not conditioning the granting of products and services to the obtaining of personal benefits or advantages, among other guidelines.

During the year, more than 100 collaborations were developed by Scrum teams of the Digital Factories of Business Development and Corporate Banking, in which the TCR principles are applied in digital solutions.

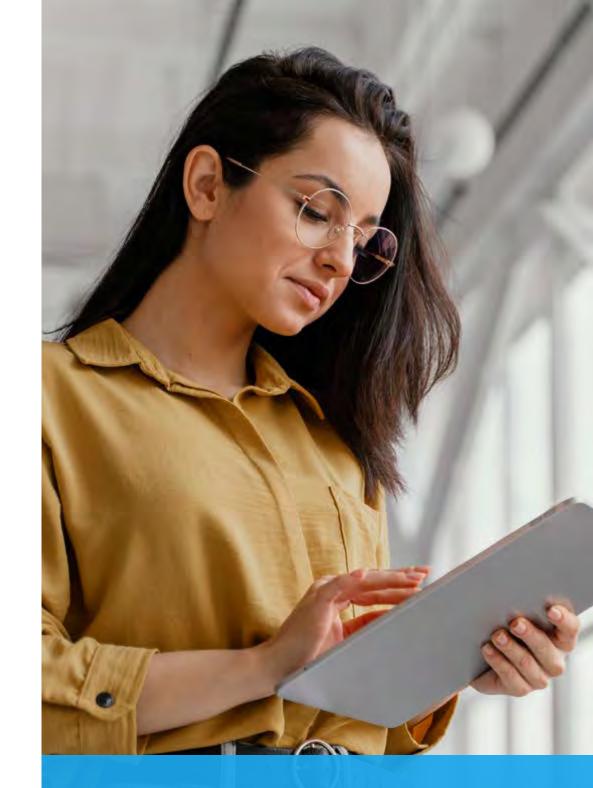
In 2022, 500 online TCR awareness and training interactions were conducted at BBVA.

100% of the significant categories of products or services are covered and evaluated in relation to to compliance with TCR Communication procedures.

In addition, during 2022, GFBB has focused on designing solutions for people with visual, hearing, motor or cognitive disabilities, in order to increase the accessibility of its designs, products and services.

On the other hand, Grupo Financiero BBVA México measures its performance in TCR. The results as of December 2022 show that BBVA is a leader in Mexico. which means that it is perceived by customers as a transparent and clear bank, compared to its competitors.

Grupo Financiero BBVA México was ranked 1st for its TCR score in the **Recommendation Index**, with a score of 51.77.



2023 Objective

To give continuity to the TCR practices enriched with the application of Behavioral Economics models and reinforced by the follow-up of the integrity lines in customer and user service.

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Security, Privacy and Customer Protection

GRI 3-3, 418-1 SASB FN-CF-230a.3, FN-CB-230a.2, FN-CF-220a.1, FN-CF-220a.2

Data Protection Office

In 2021, Grupo Financiero BBVA México established the Data Protection Office (DPO) to ensure the privacy, security and protection of its customers.

The DPO is responsible for verifying that each initiative involving the processing of personal data has adequate administrative, technical and physical security measures to protect the data and ensure its confidentiality, integrity and availability. In addition, it works hard to ensure compliance with personal data regulations under three typologies.

Administrative security

The mechanisms employed include the creation of policies, procedures and training and communication actions that enable employees to comply correctly with the law.

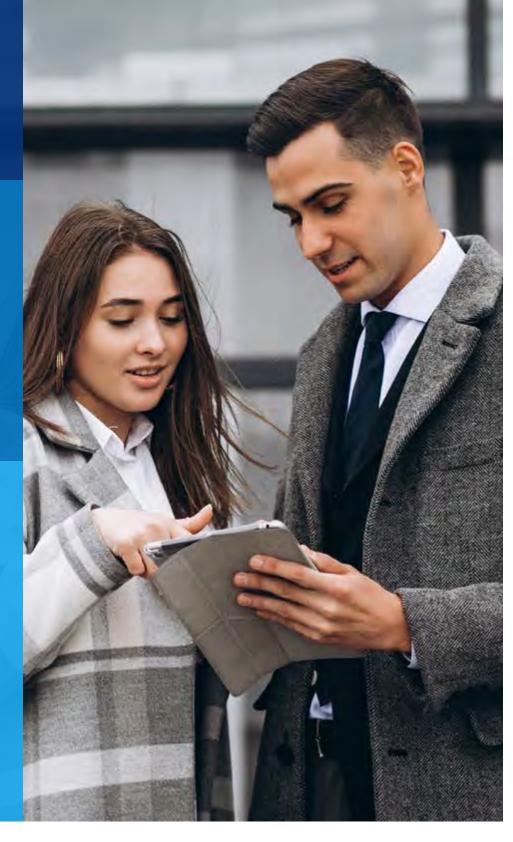
Technical security

Actions and mechanisms that use technology related to hardware and software to protect the digital environment of personal data and the resources involved in its processing are considered. The actions include profiling for access and identification of entry to systems or databases, as well as a correct configuration of software in work tools, among others.

Physical security

Actions and mechanisms to protect the physical environment of personal data and the resources involved in its processing are verified. Examples include preventing unauthorized access to personal data or unauthorized departure of any mobile or portable resource outside the organization.

In addition, the DPO focuses on protecting the rights of the holders of personal data, avoiding any type of damage, loss, alteration, destruction or unauthorized access to them.



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Data security and protection

In the area of privacy and information security, the following actions were taken this year as part of BBVA México's continuous improvement process:

- Improvement of the ARCO Rights process for customers and users in order to create a much more agile and technological process outside branches.
- 2. Restructuring of Privacy Notices that allow for transparency of the data BBVA collects from its customers, as well as full compliance with the principle of information provided by the Federal Law for the Protection of Personal Data in Possession of Private Parties.
- 3. Creation of the Data Privacy Week, which allowed us to have closer contact with employees and customers in relation to awareness of personal data, as well as the positioning of the DPO as the area responsible for ensuring compliance with regulations on personal data.
- **4. Creation of the DPO Community of Practice**, where monthly training talks were given to BBVA employees on various topics of impact related to personal data.
- **5.** Adequate results in the audit reviews, as well as **Compliance Testing** performed to DPO.

6. Review, approach and training to suppliers that treat personal data.

Grupo Financiero BBVA México considers it essential to raise the awareness of all its employees on privacy and personal data protection issues in order to guarantee information security. To this end, awareness campaigns were carried out, including:

- 1. Data Privacy Week. A massive awareness campaign was created that included more than a thousand employees and customers connected in different webinars, in addition to a podcast in which the regulator was present to raise awareness among customers regarding personal data.
- 2. More than 60 periodical publications through all institutional channels aimed at the branch network and central areas (Banca al día, Red al día, Wiki Red, Para Mí, HDP and Somos), as well as at customers and users.

We carried out the institutional regulatory course on **Personal Data Protection**, and 41,293 employees successfully completed it.



Personal Data Protection Mailbox

To allow customers to report any type of complaint, comment or situation related to the protection of customer and user data, BBVA Financial Group makes available the Personal Data Protection Mailbox.

proteccion de datos per sonnales mx@bbva.com

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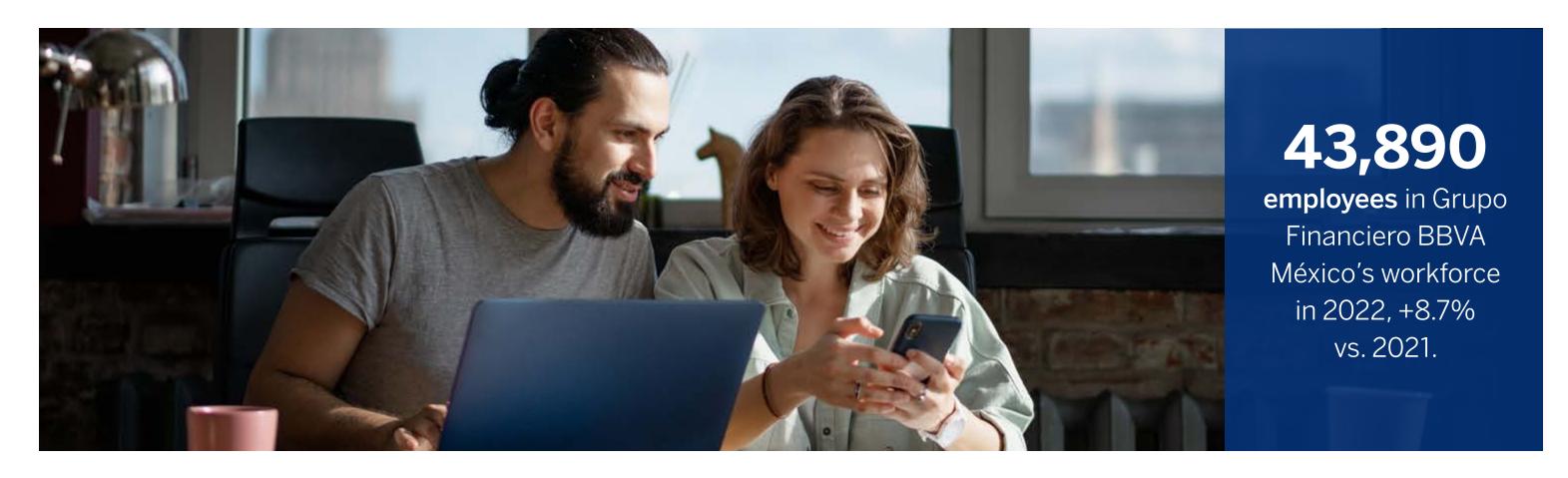
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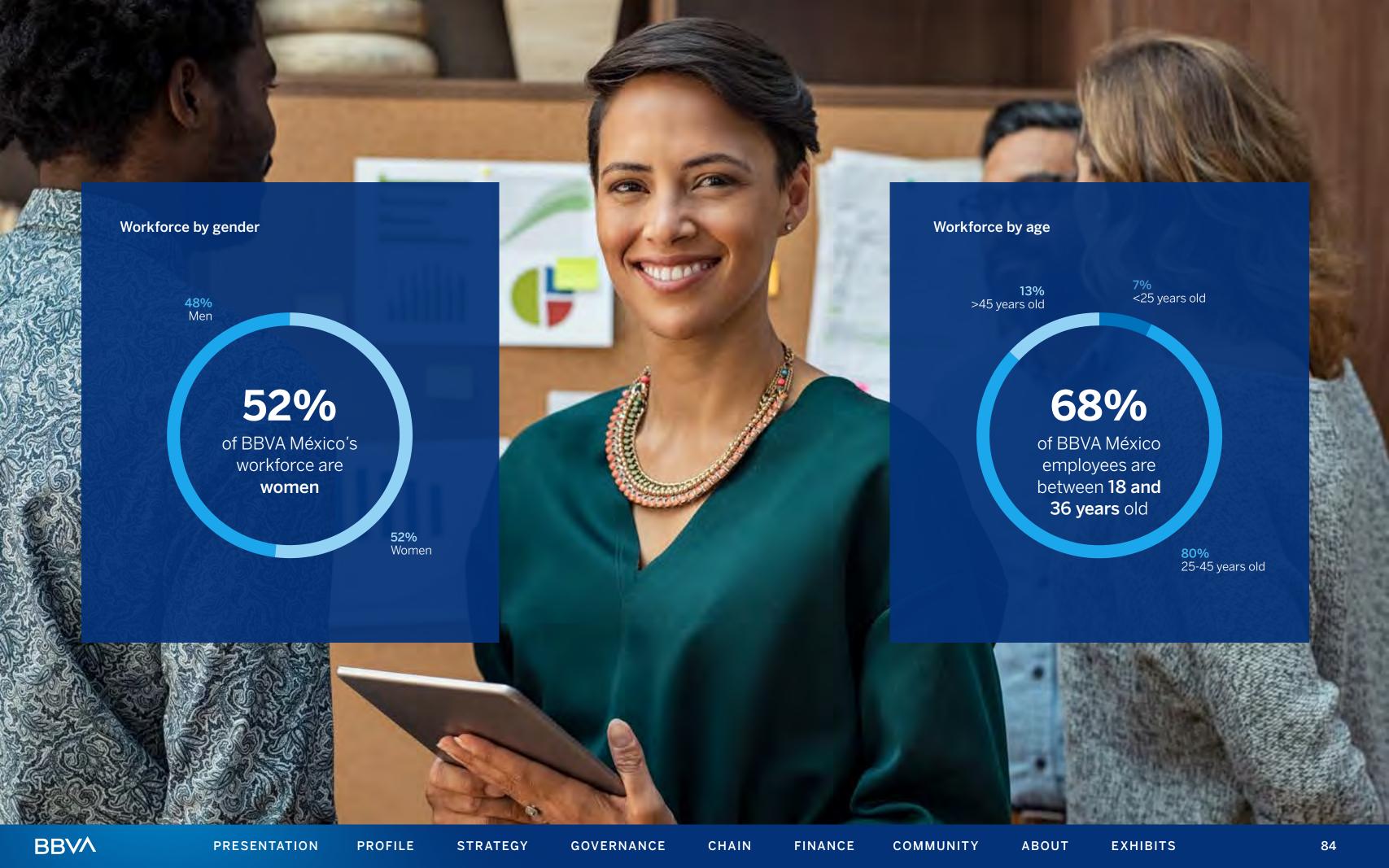
Responsible commitment to employees____

GRI 2-7, 2-30, 3-3, 401-1, 401-3, 405-1 SASB FN-IB-330a.1, FN-AC-330a.1, FN-MF-270a.4, FN-CF-270a.1



Workforce by gender							
	2020			2021		22	
Women	19,924	53%	21,172	52%	22,644	52%	
Men	17,334	47%	19,211	48%	21,246	48%	
Total	37,258		40,383		43,890		

Workforce by age						
	2020	2021	202	22		
<25 years old	9%	8%	3,283	7%		
25-45 years old	78%	78%	34,983	80%		
>45 years old	13%	13%	5,624	13%		



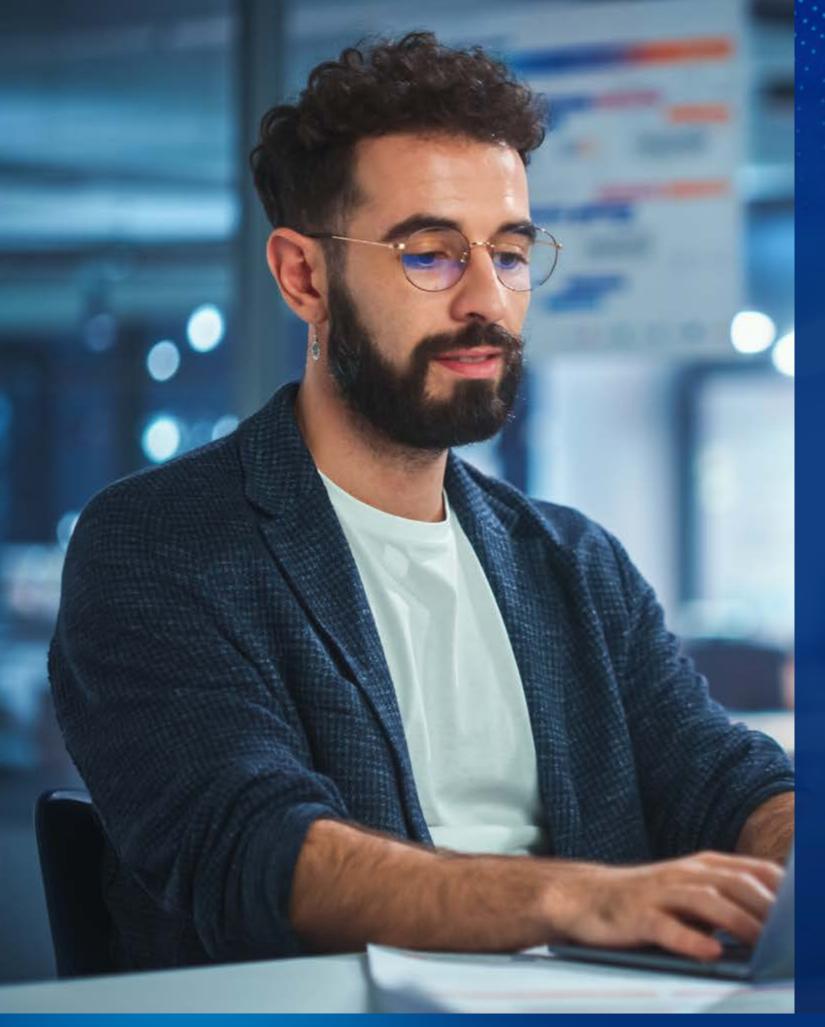


Workforce by type of contract and gender							
	2020		2021		2022		
	М	W	M	W	М	W	
Full-time contract	16,300	18,958	17,776	19,876	19,249	20,933	
Temporary work contract	1,006	952	1,429	1,285	1,997	1,711	

Workforce by shift and gender							
		2020		20	21	2022	
		М	W	М	W	M	W
Full-time		16,300	18,956	19,211	21,171	21,245	22,644
Part-time		0	2	0	1	1	0

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Employees by labor category and gender							
	20	20	20	2021		22	
	M	W	M	W	M	W	
Management committee and corporate directors	39	4	34	4	37	4	
Executives	109	33	105	35	95	34	
Middle management	3,658	2,700	4,014	2,978	4,865	3,515	
Specialists	2,952	3,029	4,039	3,801	5,035	4,446	
Sales force	5,523	6,062	5,292	5,916	5,256	5,888	
Base positions	5,035	8,088	5,708	8,431	5,958	8,757	
Other positions	0	0	2	6	0	0	

22% of management positions in Grupo Financiero BBVA México are **held by women**.

Unionized employees by gender							
	2019	2020	2021	2022			
Men	4,903	4,653	5,411	5,433			
Women	8,035	7,669	8,209	8,308			
Total	12,938	12,322	13,620	13,741			

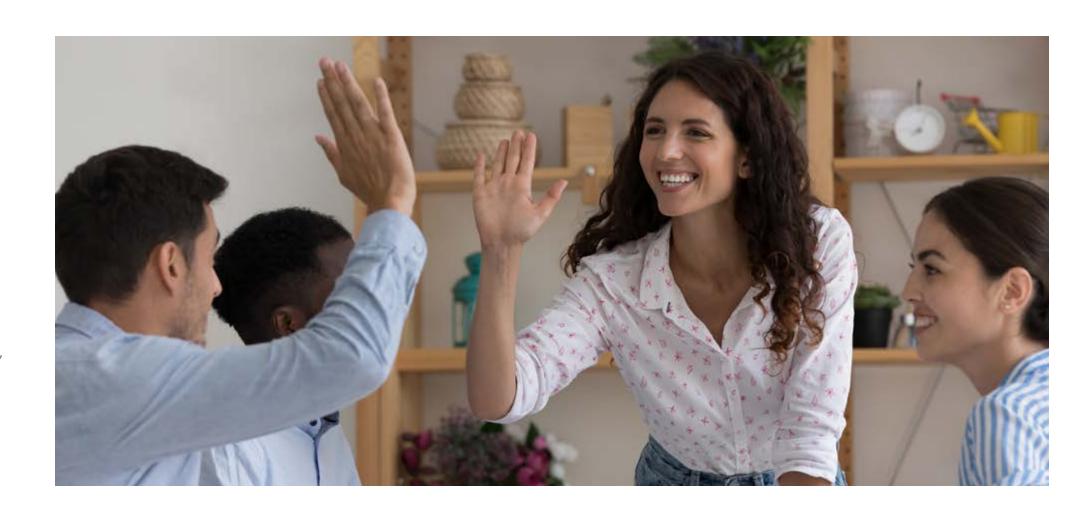
31% of Grupo Financiero BBVA México's employees are unionized.

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Talent attraction

GRI 3-3, 404-2, 404-3

The human capital of BBVA México is fundamental in delivering excellent financial services and seamless customer experiences. To integrate committed and innovative individuals into the workforce, the value proposition includes attractive compensation and benefits, constant training and development, a positive work environment, and respectful and inclusive work spaces.



New hirings by gender and age							
	2020		20	2021		2022	
	М	W	М	W	M	W	
<25 years old	535	638	931	947	830	772	
25-45 years old	1,612	1,374	3,594	2,968	3,363	2,753	
>45 years old	42	21	276	146	170	83	
Total	4,2	222	8,8	862	7,9	71	

Employee departures by gender and age							
	2020		2021		20	2022	
	М	W	M	W	M	W	
<25 years old	364	406	492	490	300	289	
25-45 years old	1,870	1,786	2,849	2,793	1,776	1,576	
>45 years old	185	143	391	278	539	476	
Total	4,7	4,754		7,293		4,956	

In 2022, **7,971 individuals joined** the GFBB workforce.

4,956 individuals left the organization for various reasons.

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Rotation by age and gender						
	2020	2021	2022			
Men	14%	20%	24%			
Women	12%	17%	26%			
<25 years old	25%	30%	6%			
25-45 years old	19%	18%	34%			
>45 years old	7%	11%	9%			

Absenteeism level						
	2020	2021	2022			
Absent collaborators	5,052	2,757	7,609			
Days of absenteeism	130,421	31,779	77,565			

As it does every year, during 2022 Grupo Financiero BBVA México implemented initiatives to strengthen its team of collaborators and attract talent.

Ten talent seed programs were carried out: Trainees, Interns, Summer, Verano Fundación, Verano Inclusión, Graduates, Global MBA, BIT, Be Talent Data and Women Trading Academy.

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Trainee Program

This program lasts for 12 months and, in this edition, 41 recent graduates received a total of 500 hours of training.

56% Men 44% **Participation** Women

Interns Program

The program focuses on engaging final-year undergraduate students in a specific six-month project, during which they work 30 hours a week to boost their professional experience. In 2022, the program included 122 interns and 1,070 hours were invested in training.



Summer Program

The Summer Program targets MBA students and runs for 8 to 12 weeks. Participants are assigned to a specific project, which they present to the head of the respective area upon completion. Throughout the program, there are exposure sessions with managers from various areas to gain insights into the Group.







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Verano Fundación

With a duration of 8 to 10 weeks, Verano Fundación is aimed at students in their 4th to 5th semester and is exclusively for Fundación BBVA México scholarship recipients. The intention is for students to have their first work experience before graduating.



Verano Inclusión

This 8 to 10 week program is aimed at students or recent graduates with motor, visual, auditory or intellectual disabilities.



BIT

A 1-year program targeting recent graduates of systems engineering, IT, software, passionate about developing and programming in which 116 people participated.



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As part of the initiatives to continue integrating young talent into the Group, hybrid events were held and onsite visits to BBVA México's facilities were resumed. Likewise, during 2022, the talent pipeline was expanded to more specialized niches such as: Be Talent Data, a specific program for data scientists, Woman Trading Academy, which seeks to develop recent female graduates in the world of global markets, and Inclusion pipeline, incorporating students and recent graduates with disabilities into the BBVA family.

University connection

More than 80 virtual and face-to-face events were held during the year, reaching more than 10,000 students nationwide through job fairs, financial education workshops and specialized talks. The first hybrid events were launched at BBVA facilities and remote connections nationwide.

On the other hand, during 2022, four university lectures were held with the participation of more than 100 students who shared virtual and face-to-face classrooms with experts from the bank who transmitted their knowledge to the new generations. The universities that participated were: Universidad Nacional Autónoma de México (UNAM), Universidad Panamericana (UP) and Instituto Politécnico Nacional (IPN).



Be Talent Data

Through our specific program for data scientists, we provided 1,200 hours of training for 32 people.



Global MBA

In order to develop talent and enable them to assume leadership positions throughout the organization, this program is for MBA students in a business school.

Woman Trading Academy

Our Woman Trading Academy program seeks to develop recent female graduates in the world of global markets.

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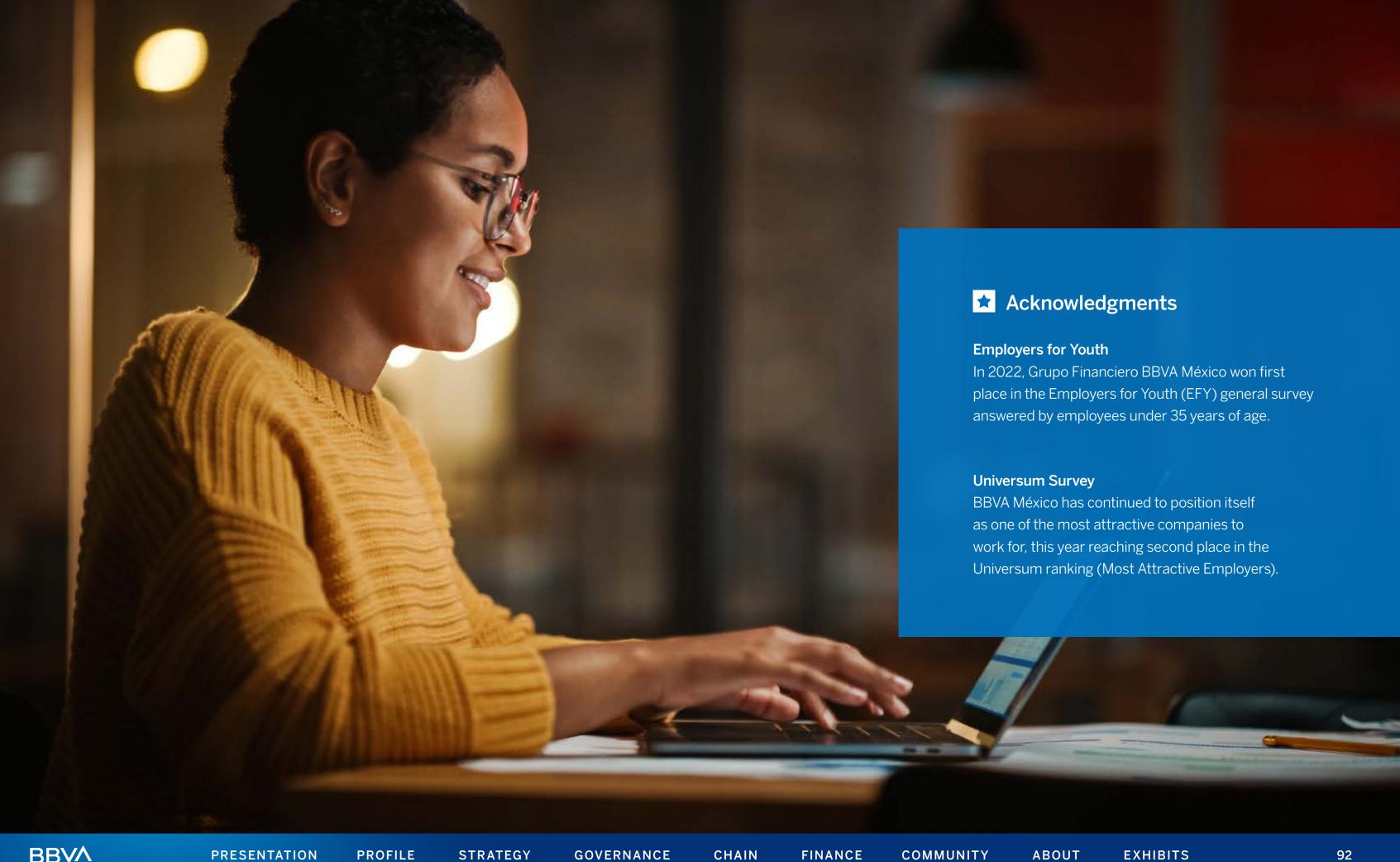
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Talent development

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

One of the priorities of Grupo Financiero BBVA México is the training and development of all its employees, as this is the way in which it can meet the needs of its customers. The learning approach consists of providing the necessary tools and knowledge that favor the retention of talent and improve the ability to provide solutions for customers.

GFBB has a comprehensive strategy to disseminate its service culture through the **EARA Model** (Listen, Appreciate, Resolve, Add Value) and the behaviors that comprise it, which improves customer perception and satisfaction. With a focus on innovation and efficiency, GFBB implements attractive training resources that provide agile and effective experiences, under a just enough modality, investing the minimum time and providing the precise information required by the collaborator.

In 2022 there were several achievements in talent development, these are the highlights:

99% of new hires with the onboarding training program

Increase in employee net recommendation score on initial training to 81.29

1,300 new bankers trained in Diploma courses

Implementation of modular training by product to reinforce knowledge of approximately 500 bankers

Increased participation in development tools:

Language +10% University +32% Mentoring +24% Training that accompanied managers in the development of their teams

Reinforcement of **credit certifications** for SMEs and medium-size companies

Design focused on knowledge and practice applied under the parameters of agility and impact on employees

Strong promotion of training initiatives on products and marketing of insurance in networks

Continued promotion of **reskilling**, with the result that all employees completed at least one expedition on the strategic topics defined in **The Camp** (expedition)



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Trained employees

Employee training is fundamental to achieve business objectives. This year we achieved an average evaluation of 9.89 on how employees perceive training.

This year, 2,017,253.76 hours of training were provided, an average of 47 hours per employee, of which 35% were classroom-based courses and 65% via e-campus.

BBVA México invested MXN 252,009,929 in **training** during 2022⁶.



Trained employees and investment in training							
	2020	2021	2022				
Trained employees	36,985	40,260	43,353				
Percentage of employees trained	99%	99.7%	98.8%				
Total courses in e-campus	19,845	23,395	18,400				
Average grade	9.51	9.60	9.89				
Total investment in training (MXN)	\$176,715,217.62	\$199,190,378.97	\$252,009,929				

	Training hours		
	2020	2021	2022
Classroom training hours	336,721	412,342	701,315
E-campus training hours	1,863,382	1,460,244	1,315,939
Total	2,200,103	1,872,585	2,017,253
Average hours per employee	59	47	477

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⁶ The increase in investment for training was due to the fact that BBVA México has more employees due to internalization.

⁷ 50.09 average hours for men and 43.44 average hours for women.

Training hours in anti-corruption

8,381

2,810

33,610

37,147 employees received Code of Conduct training.

Training hours in securities

25,410

60,856

204,228

13,014 employees received training in securities.

Training hours in sustainability

36,169

86,758

25,979 employees received training in sustainability matters.



Training hours in information security

142,053

189,870

14,282

41,265 employees received training in information security.

Training hours in human rights

29*

9,785

7,436

* In 2022 there were no training campaigns on Human Rights and it is expected that they will be implemented again in 2023. The hours reported only correspond to personnel who, due to their functions, did receive training in Human Rights during 2022.



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ESTRATEGIA

GOBERNANZA

CADENA

FINANZAS

COMUNIDAD

ACERCA

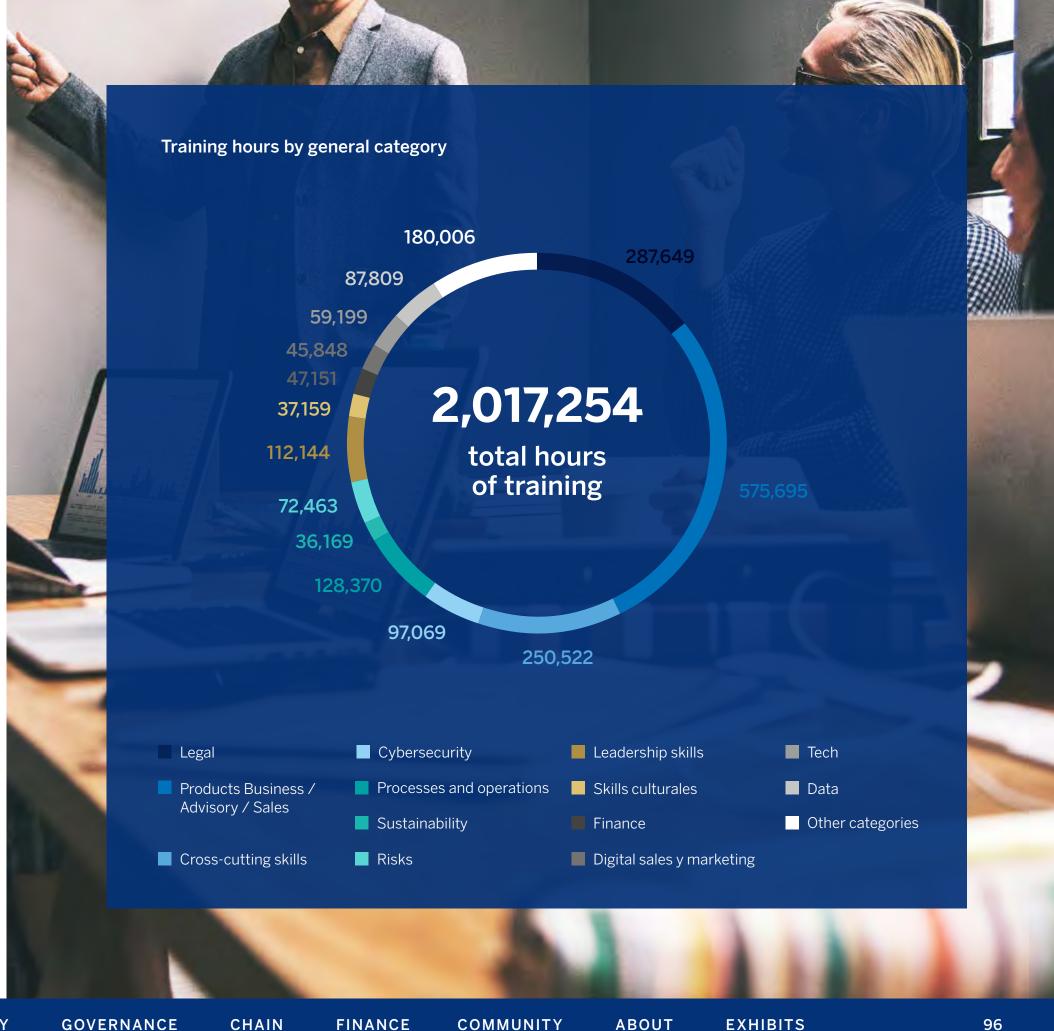
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Sexual Harassment and Harassment Protocol

To raise awareness and provide training on this matter, Grupo Financiero BBVA conducted training through e-campus, where 5,756 employees enrolled and 84% successfully completed training. Furthermore, the protocol was identified and illustrated with examples during the reinforcement course of the Soy Íntegro Program.

In 2022, **5,756 employees** participated through e-campus.



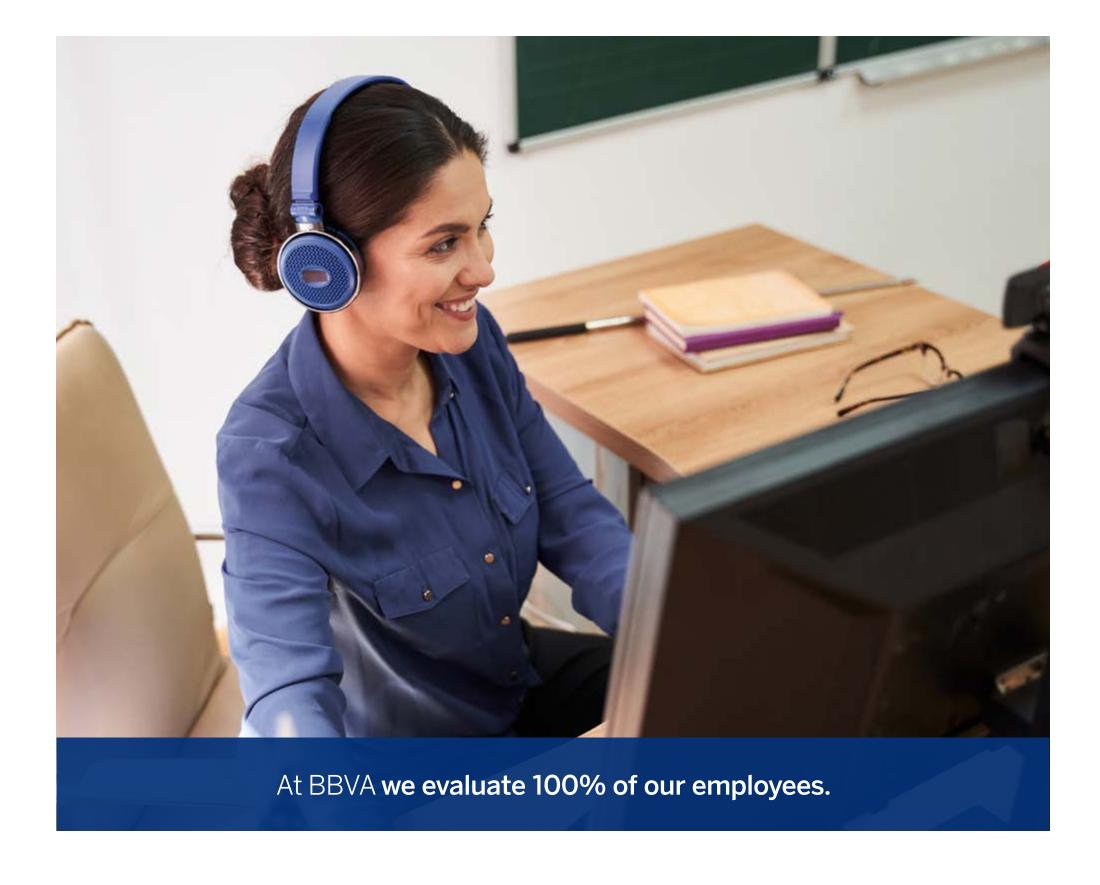
Performance evaluation and professional development

In 2022, the performance of 39,676 employees⁸ was evaluated. Prior to the annual evaluation, informative webinars were provided to clarify the process for employees. A communication campaign was also launched to help managers monitor the evaluation efficiently.

To promote the professional growth of the workforce, two development talks were held between managers and employees of the Central Areas. 90% of employees participated in the first session and 87% in the second, which resulted in a quality rating of 4.7 in the first session and 4.8 in the second, on a scale of 1 to 5.

Similarly, 488 new managers were certified in Development Talks to explain how to apply the annual evaluation results report and how to direct the development of their employees' skills.

Four webinars were held to inform new managers about the annual evaluation, with a total of 1,106 employees participating.



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⁸ Refers to the people who participated in the annual evaluation who were already part of the organization before October 1, 2022. These people are those who are still active in the organization as of February 28, 2023, the date on which this figure was verified.

Training centers

This year, training was again provided at the training centers (venues for on-site training), with 22,046 employees trained.

Training centers	Number of employees trained
Northeast	18
West	82
T. Toreo	3,027
External	18,919

BBVA University

For the past nine years, the BBVA University program has offered academic scholarships to employees so that they can pursue different educational programs such as bachelor's, master's and diploma programs at high-level institutions.

Number of scholarship recipients	2020	2021	2022
Diploma courses	120	470	316
Bachelor's	175	129	150
Master's	160	198	243
Development (persons receiving fixed monthly support)	220	180	221
Certifications	120	100	335
Specializations	100	94	276



Btoken

Btoken is an initiative in which employees are given credits for each training they take, which can be exchanged for other types of additional training and even master's degrees. This model has been a total innovation in training and has brought great results. In 2022, 38,429 employees participated and 96 sharings were requested.

In 2022 there was a **32%** increase in scholarship recipients over 2021.

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★ Acknowledgment

Gallup survey: employee engagement BBVA México focuses on listening to the voice of its employees to continue building the best place to work.

In the Gallup⁹ 2022 exercise, 35,867 employees participated in the survey, and obtained an overall average of 4.51, which places BBVA in the quartile of the most committed companies in Mexico. In addition, BBVA México is the geography with the highest commitment of the group at a global level.

⁹ Gallup is a job platform for engaging and developing the workforce.

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Benefits to employee

GRI 2-20, 401-2

BBVA México is recognized as a top-tier employer that prioritizes the welfare of its employees. As part of this commitment, it has the B Promos platform, which allows active and retired employees to learn about all the benefits and discounts available to them.

Compensation

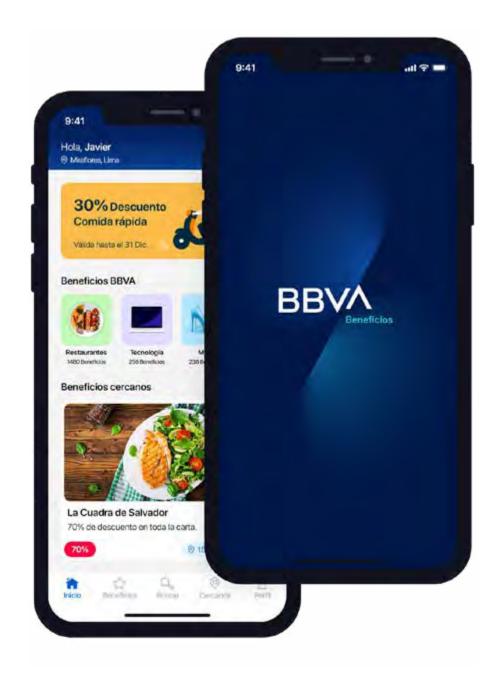
BBVA México has a compensation policy based on the best national and international practices for remunerating its employees. The compensation system, designed by the Board of Directors, is focused on creating long-term value in a reciprocal manner and is based on the following principles:

- Reward the achievement of results based on prudent and responsible risk-taking
- Attract and retain the best talent
- Reward employees' responsibility and track record
- Ensure internal equity and external competitiveness

- Ensure transparency in its compensation policy
- Ensure no gender-based pay differentials

Part of GFBB's tasks is to ensure that remuneration is equitable and fair, that the remuneration system is not influenced by gender and that there are no conflicts of interest. This maintains commitment to its strategy, objectives and values, and to appropriate risk management.

Remuneration is composed of two parts: a fixed part and a variable part. Fixed compensation is based on each employee's level of responsibility and career path, and is established with reference to a salary per function that reflects his or her value to the Group. It is determined objectively and fairly, according to predetermined criteria. On the other hand, variable compensation rewards the individual and collective contributions of the teams to the results of Grupo Financiero BBVA México. This compensation may be monetary or non-monetary and is linked to the fulfillment of previously agreed objectives.



In 2022, **B Promos** evolved into a new platform that benefited more than **39 thousand registered users.**

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Benefits

This is a series of complementary benefits that Grupo Financiero BBVA México grants to its employees to improve their quality of life in every way, and to attract and retain the best talent.

Pensions

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

Summer entrepreneurs

This year, an online diploma course on creativity and storytelling was given to 200 children of employees nationwide between 17 and 25 years of age. The total duration of the program was 70 hours distributed in four weeks, with sessions from Monday to Friday, from 16:00 to 19:30 hours.



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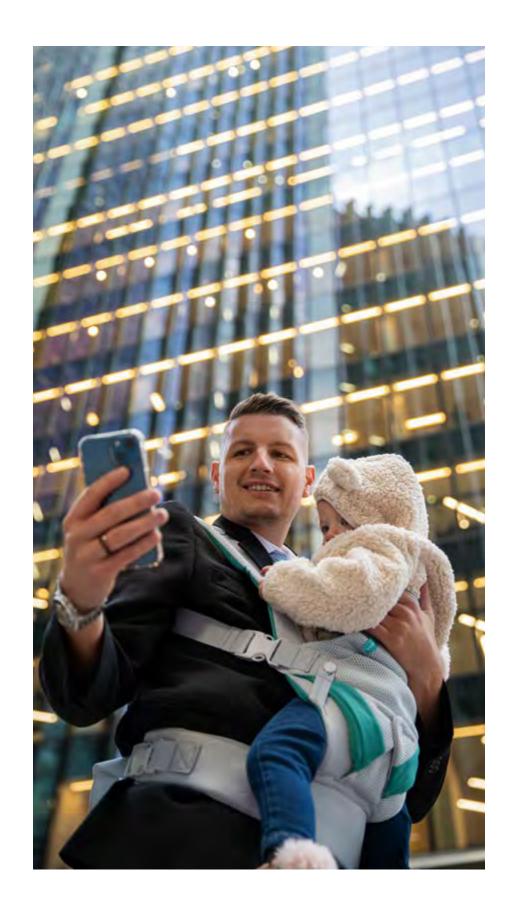
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Occupational health and safety

GRI 401-2, FS1

The health, safety and well-being of BBVA México's employees is a priority. In this regard, the "#Tu_bien_estar" Wellness Program has been implemented, which includes a series of programs and initiatives to promote the physical, mental and emotional health care of the workforce.

In addition, it has an Institutional Policy for the Prevention of Psychosocial Risks that complies with the Mexican Official Standard NOM-035-STPS-2018. To support its employees in this mission, Grupo Financiero BBVA México offers them the Wellness Hotline, an advisory service for any type of need related to their wellbeing.

A relevant milestone of the year was the dissemination of the Emotional Support Hotline that Grupo BBVA México makes available to employees who need support in matters of emergencies, health, domestic violence, harassment and sexual harassment.

The line is available **365 days a year**, **24 hours a day**, through the telephone number **55 5621 4357** in Option 3, or from the corporate cell phone by dialing **814357**.

In addition, BBVA México has a Sexual Harassment and Harassment Protocol and a Domestic Violence Hotline that aims to provide support and emotional support by certified specialists in the field, guaranteeing absolute confidentiality. Attention is provided through a 24/7 Call Center.

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Each month, the **Welfare Committee evaluates the progress of the programs and develops strategies** for continuous improvement.

World Diabetes Day

For the first time in GFBB's history, different initiatives were carried out for World Diabetes Day, including:

- Conference on Diabetes Mellitus given by a specialist on the matter
- Sale of glucometers at preferential prices

Vaccination campaign

A permanent vaccination campaign is in place to prevent and fight various diseases. The most important actions in this area for 2022 were:

- Application of Glaxo and Sanofi tetravalent vaccine
- Influenza vaccination campaign aimed at active employees, retirees, beneficiaries registered in the medical service and major medical expenses policy, and external personnel identified as a vulnerable group
- For those cities where BBVA México does not have vaccination points, the reimbursement benefit continued
- 25% increase in participation with respect to vaccines applied in 2021

In 2022, vaccines against COVID-19 continued in collaboration with the Ministry of National Defense (SEDENA).

In the BBVA Tower and in Parques BBVA, 3,818 doses were administered to employees and their direct family members.

Vaccination campaign results

28 Venues 9,828 Doses in Mexico City **3,770** Doses in other Mexican States 13,598 total vaccines applied



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Visual health campaign

As in previous years, this campaign was carried out in person at the BBVA Tower facilities in which 1,003 eye tests were performed, which marks the year with the highest participation with an increase of 97% compared to 2021. The purpose of this campaign is to promote eye health care for employees and their families.

Oncology campaign

We partnered with Salud Digna laboratory to carry out the 2022 oncology campaign, offering free tests to eligible employees and beneficiaries registered in our medical service and major medical expenses policy who meet the age criteria.

Papanicolaou (new study)

Women of 30 years and older: 1,721 tests

Breast ultrasound

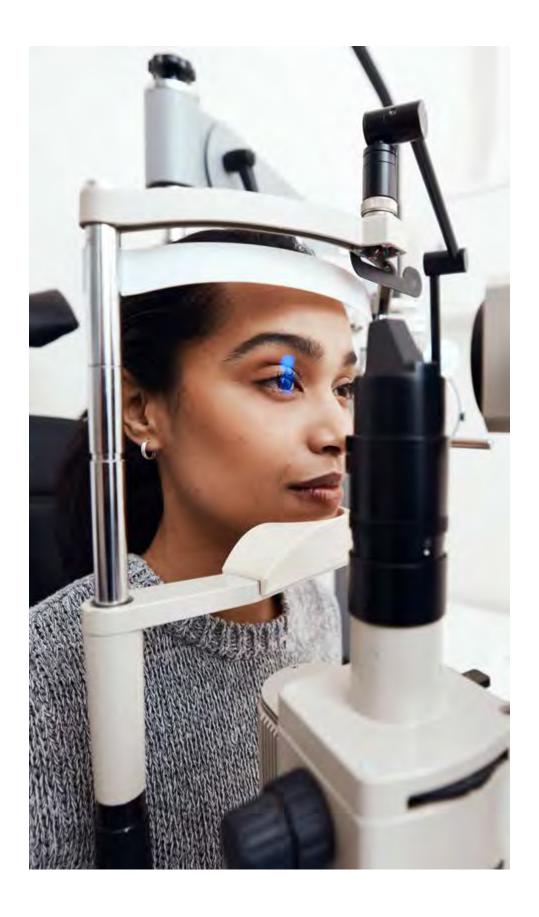
Women from 35 to 39 years old: 554 tests

Mastography

Women from 40 years of age: 846 tests

Prostate antigen

Men from 40 years of age: 1,356 tests



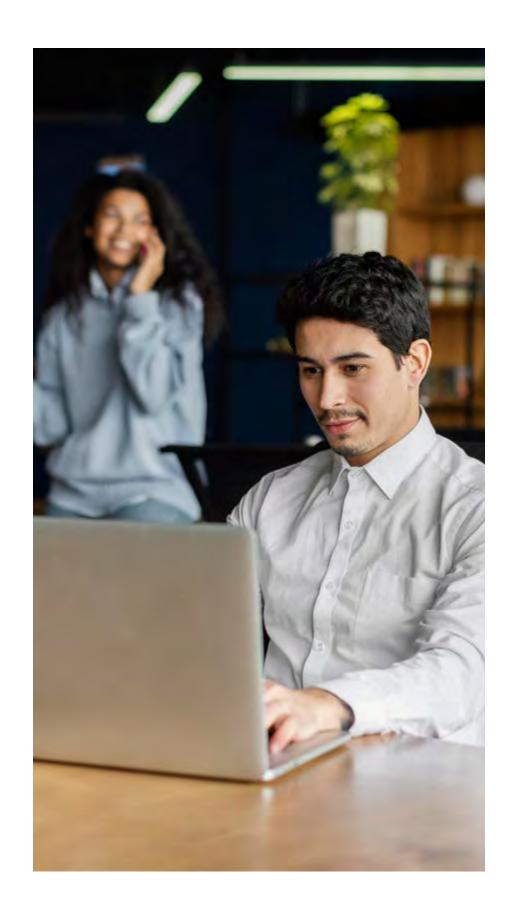
A total of 4,477 tests were conducted and there was a favorable participation response of 118% with respect to those conducted in 2021.

We partnered with Salud Digna laboratory to conduct a campaign aimed at timely identification of metabolic alterations. The campaign involved an investment of MXN 1.6 million and included a total of 7,638 tests for glucose, cholesterol, triglycerides, uric acid, and body composition using InBody technology. Eligible employees and beneficiaries nationwide participated in the campaign.

Breakdown of tests performed for the timely identifi- cation of metabolic disorders		
7,638		
InBody		
2,966		
Blood test		
4,672		

In addition to actions to promote employee health, BBVA México has other initiatives focused on well-being and work-family balance.

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Digital disconnection

As part of the digital disconnection actions, different communication campaigns have been launched to establish start and end times for activities, meal times, avoiding emails, meetings and connections outside of working hours.

Reminders are sent every day, both at headquarters and online, inviting employees to disconnect from activities and the hours for reserving rooms at headquarters have been limited, with the maximum reservation limit being 7:00 p.m.

The objective of this initiative is to have a **measurement of digital disconnection** for the 40,000 employees of Central Areas and Social Media.

Banking games

BBVA México promotes sports and cultural activities among employees through a sports fair in which they represent BBVA before all financial institutions in CDMX.

3,428 employees participated.

Birthday day off

With this initiative, which was launched in previous years, all employees who have a birthday on Monday to Friday can enjoy their day off with pay so that they have the opportunity to share it with whomever they wish.

11,294 employees enjoyed this benefit.

Productive Thursday Afternoon

In an effort to continue improving the quality of life of our employees, we implemented the Productive Thursday Afternoons or Thursday afternoons without meetings initiative; on Thursdays from 2:30 p.m. to 8:00 p.m., we seek to promote a space in which meetings are reduced to give employees the opportunity to focus on their own work, plan activities, complete their training, innovate, or give and receive feedback.

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Sport activities

During 2022, other sports activities focused on promoting health and reinforcing the sense of belonging to BBVA were carried out in Mexico City.

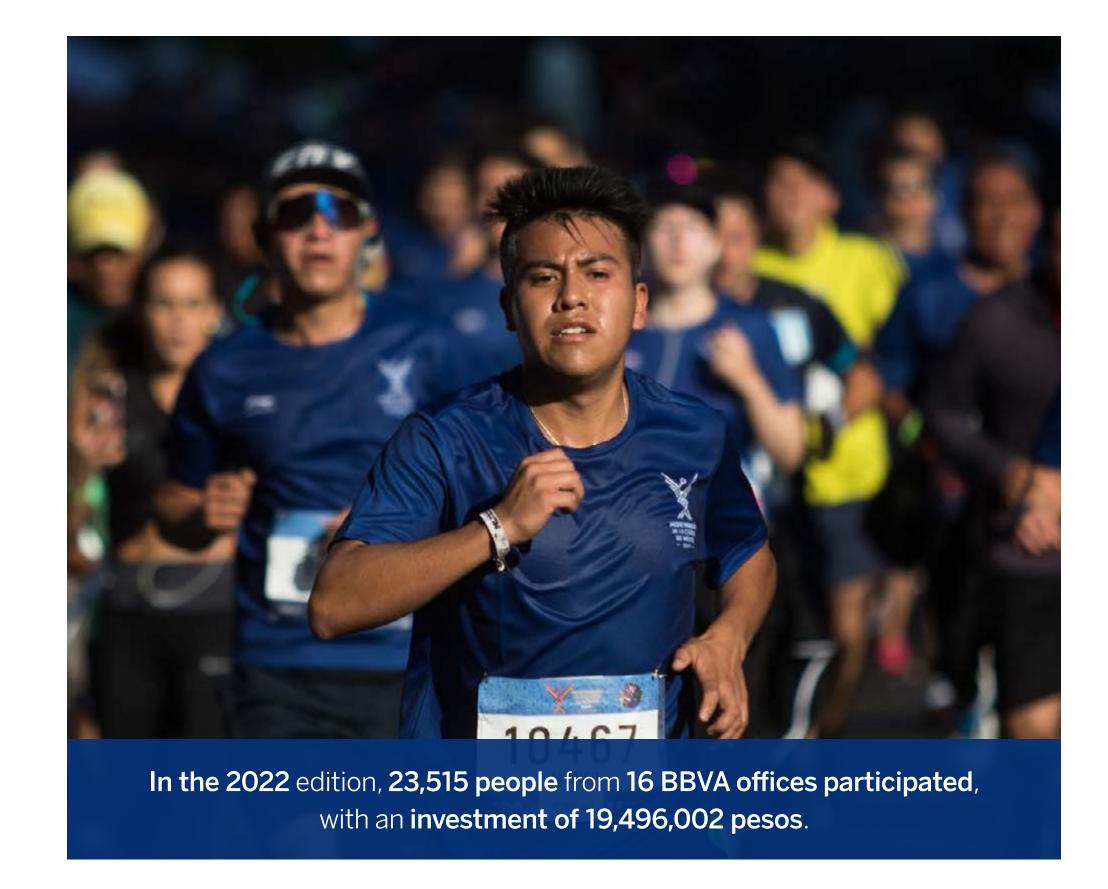
6,696 people participated.

Facebook group

BBVA México has a Facebook group dedicated to cultural and sports activities, it serves as a tool for monitoring athletes, both online and in person.

BBVA 2022 race

It is the largest corporate race in Mexico. Its objective is to offer employees and their families a social activity that promotes sport within the institution, helping to reinforce the sense of belonging, improve their health, and raise their quality of life.



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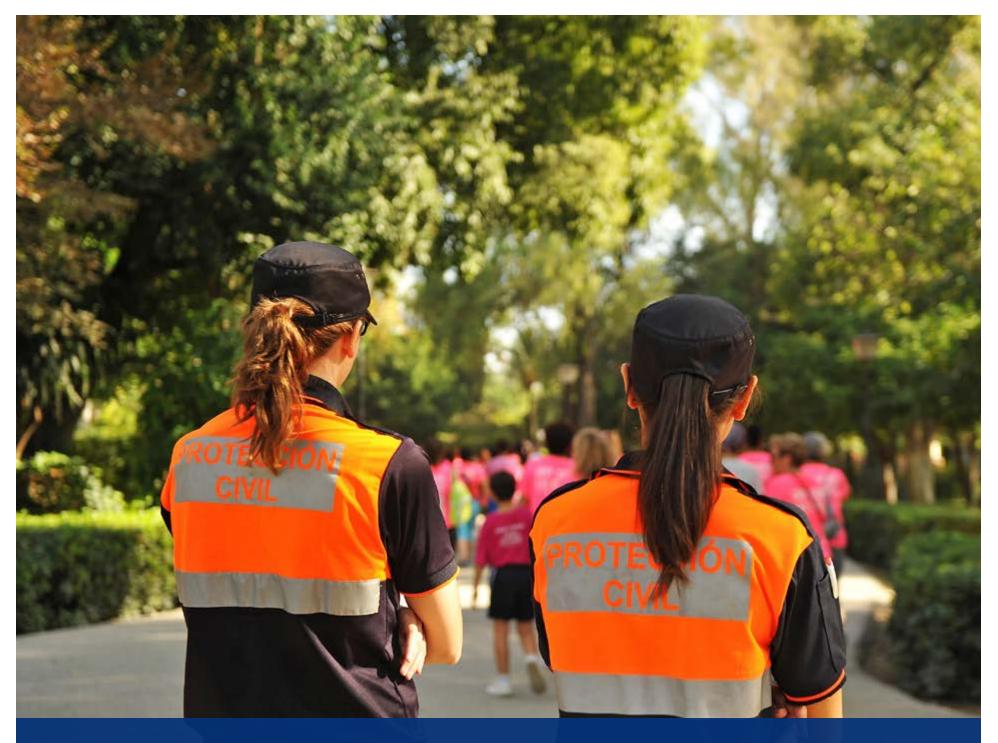
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BBVA has **1,615 Internal Civil Protection Programs** and **1,742 Civil Protection Approvals** issued by workplaces.

Civil protection

The Civil Protection area of Grupo Financiero BBVA México is committed to guaranteeing the safety of those who use its facilities.

The team is made up of 8,974 brigade members in branches and 701 brigade members in corporate buildings who, in 2022, received 1,250 hours of training. Likewise, 37,730 employees received training on civil protection, fire fighting and handling of fire extinguishers, and care for vulnerable groups.

1,801 drills were carried out, including the macro drill in Mexico City in which 13,852 people participated.

On the other hand, there were inspections by the Ministry of Labor and Social Welfare (STPS) and Civil Protection in which no observations were found. 177 Municipal and State inspections were addressed in which there were no observations either.

As part of GFBB's efforts to reinforce and promote civil protection, this year the Vertical Race was held at Reforma 510 on December 10, with the participation of 390 firefighters out of 32 states of the Mexican Republic.

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Diversity and inclusion GRI 3-3, 405-1, FS1

As part of the advances in diversity and inclusion, Grupo Financiero BBVA México has implemented various actions, tools and mechanisms to promote a culture of diversity, marked by respect for all people regardless of their age, sexual orientation, gender, political and religious.

In 2022, the Community of Practice on Diversity and Inclusion was created with a twoway national channel to listen to the concerns and interests of the Group's employees.

Also, Grupo Financiero BBVA México has a **Diversity and Inclusion Board**, which is made up of representatives from each of the business areas.

In addition, it has champions and units specialized in Culture, Leadership, Processes, Talent and Disability actions focused on diversity and inclusion.

Since 2021, the Rooney Rule has been applied in all internal and external selection processes, with the aim of increasing the representation of women in lists of candidates to fill vacancies within the organization and promoting gender equality in leadership positions.

At BBVA, diversity and inclusion are a key lever for transformation, which is why we seek to train employees on these issues through panels, webinars for International Women's Day, International LGBT Pride Day, International Day of the elimination of violence against women and International Disability Day. In 2022, 35 sessions were given on these topics, in which 13,078 people participated.

In addition, 12 Diversity Days sessions were held, which are days focused on promoting diversity and inclusion. The 2022 theme was how to achieve safe work spaces, where all people can be who they are and get their full potential; 10,392 people participated.

On the other hand, the first generation of Be Woman was launched, a mentoring program focused on developing the skills of women at BBVA. As part of the program, 45 mentors were trained during 10 sessions.

Maternity and Paternity

In the previous year, actions were taken to promote the strategy of inclusion and equity for new mothers and fathers. To this end, maternity and paternity leave was increased to four weeks more than those proposed by law in Mexico. This leave takes into account all types of families, including adoptive, heteroparental, homoparental and single-parent families.

This year, as a benefit of BBVA México for its employees, 1,183 kits were given to people who became mothers and fathers. In addition, virtual master classes were held for the School for Parents.

Some of Grupo Financiero BBVA México's facilities have breastfeeding rooms, which benefited 66 female employees in 2022.

Facilities with breastfeeding rooms and number of beneficiaries

	Breastfeeding rooms	Beneficiaries
Torre Reforma	2	45
Parques Polanco	2	14
Tecnoparque	1	3
CPD	1	2
Torre Black, Mérida	1	2

Levels of return to work after maternity leave Maternity leave 28 Maternity leave covered 28 Number of women reincorporated 545 Number of female employees who requested maternity leave 573 Number of male employees requesting paternity leave 676

In addition, several programs were implemented that focus on fostering an appropriate work-life balance for its employees. These free initiatives include opportunities that contribute to the development of new skills, fostering networking, promoting competitiveness and increasing the company's attractiveness to young people, strengthening the bond between employees and their families and the company, among others.

These programs have enabled employees to improve their quality of life. Some initiatives focused on cultural activities, such as dance, painting and theater, while others included group volunteering, integration activities and participation in the public speaking and singing team.



1,183 kits were given to people who became **mothers and fathers**.

66 female employees benefited fron the **breastfeeding rooms**.



Disability

Grupo Financiero BBVA México continued to focus on the inclusion of people with disabilities. After carrying out an accessibility diagnosis in 2021, progress has been made in the pilots to incorporate people with hearing and motor disabilities. In addition, training in Mexican Sign Language has continued and more awareness-raising activities have been organized for employees.

In line with its commitment, the CONDUSEF's decalogue for older adults continued to be implemented to improve care and service for older customers. Hand in hand with this commitment, care protocols were reviewed and updated, with which it is sought that these services are inclusive for people with disabilities.

43 employees with disabilities joined the BBVA México's workforce.

Christmas volunteering

First, a toy drive was carried out through employees and their families to donate them to associations that serve beneficiaries with disabilities.

This year, 1,343 employees volunteered 2,686 hours and donated toys that **benefited 10** associations and collected 3,189 toys.

After, employees were made aware of the different types of disabilities through a session attended by 41 volunteers who were given 650 hours of awareness.

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Values Day

It is an annual event where employees celebrate values in a global manner with recreational activities and through the use of various tools such as workshops, videos and activities, among others.

In 2022, **37,346 people** participated

VIVA Award

It is a recognition of employees who live their values in an extraordinary way.

40,335 participants in 2022, three winners in Mexico and one global winner.

Union Volunteering

As every year, Grupo Financiero BBVA México carried out Banking Volunteering in coordination with Fundación Quiera, whose objective is to add as many efforts as possible and support the Institutions in the network of said Foundation as a union.



Week of 2022 bank volunteering

80 activities carried out

19 participating banks with an investment of + MXN 500,000

354 volunteers

30 IFQs benefited +1,231 volunteer hours equivalent to 154 working days

#BancosUnidos #VoluntadesQueTransforman #VoluntariadoBancario

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Global Eco-Efficiency Plan

2025 Pledge

The 2021-2025 GEEP aligns with BBVA's Climate Change Strategy and contributes to the 2025 Pledge by increasing renewable energy consumption and reducing the carbon footprint. These two global objectives define the goals of the GEEP.

BBVA México's commitment to the environment is reflected in the 2021-2025 Global Eco-Efficiency Plan (GEEP), which provides for the Group's objectives and goals to promote sustainable development in terms of consumption, circular economy, carbon footprint.

The monthly monitoring of sustainability goals worldwide is carried out by the BBVA Global Sustainability Office (GSO), with the aim of maintaining transparency and effectiveness of the sustainability strategy.

The GEEP is made up of three management axes

1.

Reduction of consumption as the main lever to minimize the direct impact of the operation.

2.

Awareness of employees and other stakeholders about the transition to a **low** carbon economy. Compensation of residual emissions through the acquisition of credits in Carbon Market projects to comply with the commitment acquired to be a carbon neutral company.

3.

Use of energy from renewable sources.





2021-2025 GEEP					
Management impact management levers	KPI	2025 Goals*	Units		
	Renewable electricity	80%	MWh		
	Electricity consumption	-5%	MWh		
	Diesel consumption	+2%	L		
Consumption	LP gas consumption	-10%	L		
	Natural gas consumption	-10%	m³		
	Water consumption	-2.5%	m ³		
	Paper consumption	-5%	kg		
Circular economy	Net waste	-2%	kg		
Carbon footprint	Scope 1 and 2 emissions	-100%	tCO ₂ e		
Sustainable construction	Certified area	+4%	m²		

^{*}The base year for all targets is 2019 with the exception of energy consumption where the base year is 2020.

Sustainable construction: progress in the PGE					
	2020	2021	2022		
ISO 14001:2015 certified buildings	6	6	10		
LEED Certified Buildings	4	4	4		
Number of occupants	13,062*	13,062*	13,741		
Certifications	21%	21%	24.48%		

^{*}Grupo Financiero BBVA México has a national total of 42,094 occupants in its buildings, of which 13,741 employees are in certified buildings.

Energy

As part of BBVA's Climate Change Strategy, BBVA México has a global commitment to increase the consumption of renewable energies and reduce its carbon footprint.

Renewable energy

2025 PLEDGE

80% in 2025

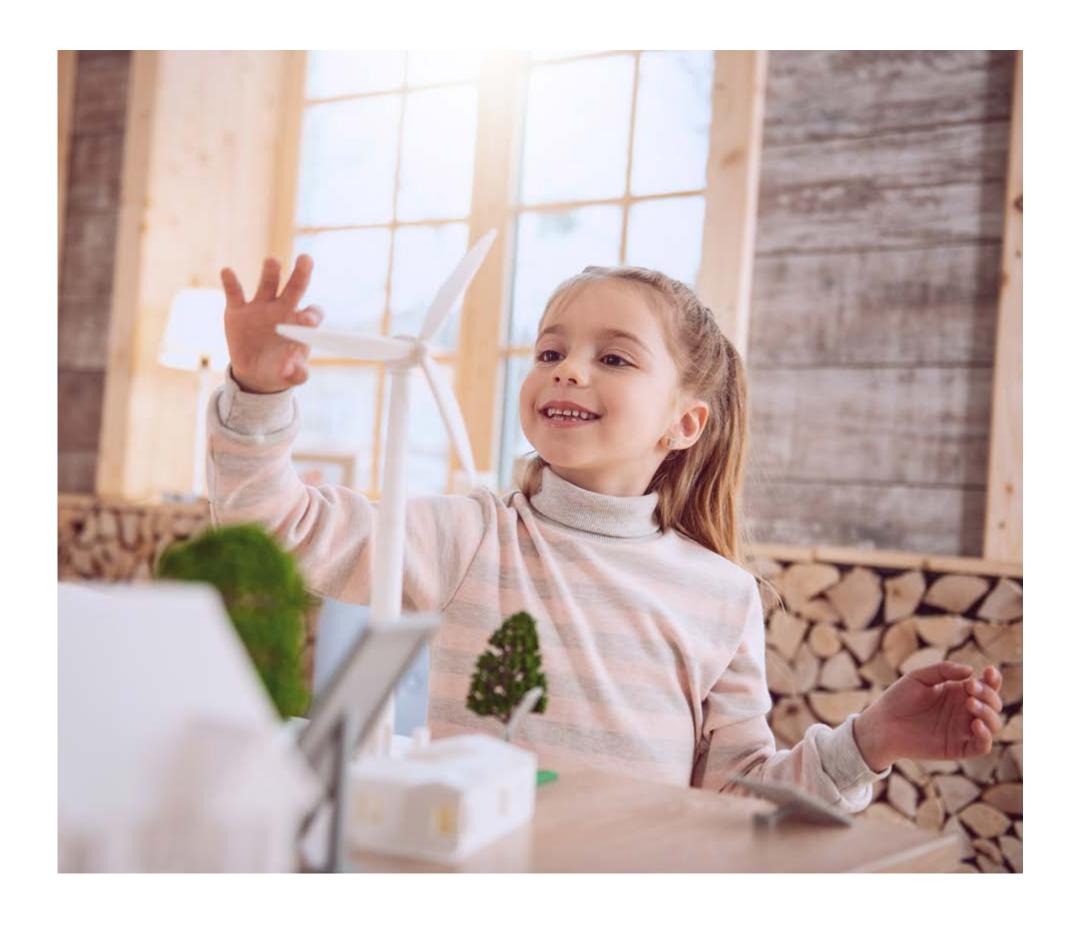
RE100 INITIATIVE¹⁰ 100% in 2030

Carbon footprint

2025 PLEDGE

-100% by 2025 in Scope 1 and Scope 2 emissions

To carry out its operations, Grupo Financiero BBVA México uses energy from different sources, such as electricity from the Federal Electricity Commission (CFE) and a wind energy company, as well as fuels such as LP gas, natural gas and diesel.



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¹⁰ RE100 is a global initiative that brings together the world's most influential companies committed to 100% renewable electricity.

Total LP gas consumed			care care as of	A CONTRACT OF THE PARTY OF THE	A CONTRACTOR OF THE PERSON NAMED IN	
Electricity consumption by non-renewable sources 840.748 287.362 251.777 600.390 GJ Electricity consumption from renewable sources 222,037 364,849 758.962 437.659 GJ Electrical energy consumed per occupant 5.04 6.07 7.27 6.850 MWh/FTE Total LP gas consumed 3.571 1,227 1,028 2,261.73 GJ Total natural gas consumed 68.862 34.898 39.210 55.089 m³ Total diesel consumed* 310,997 291,026 285,939 284,393.29 Liters GJ	Energy consumption					
Electricity consumption by non-renewable sources 840,748 287,362 251,777 600,390 GJ		2019	2020	2021	2022	Units
Electricity consumption from renewable sources 61,677 201,347 210,823 121,572 MWh 222,037 364,849 758,962 437,659 GJ Electrical energy consumed per occupant 5.04 6.07 7.27 6.850 MWh/FTE 136,810 46,980 39,336 86,585 Liters 3,571 1,227 1,028 2,261.73 GJ Total natural gas consumed 68,862 34,898 39,210 55,089 m³ Cotal natural gas consumed 7.847 1,445 1,435 1,998.47 GJ Total diesel consumed* 310,997 291,026 285,939 284,393.29 Liters 61,809 10,964 10,773 10,714.79 GJ	Electricity consumption by non-	233,541	79,823	69,938	166,775	MWh
Electricity consumption from renewable sources 222,037 364,849 758,962 437,659 GJ	renewable sources	840,748	287,362	251,777	600,390	GJ
Electrical energy consumed per occupant 5.04 6.07 7.27 6.850 MWh/FTE Total LP gas consumed 3,571 1,227 1,028 2,261.73 GJ Total natural gas consumed 68,862 34,898 39,210 55,089 m³ Total diesel consumed* 310,997 291,026 285,939 284,393.29 Liters Total diesel consumed* 11,809 10,964 10,773 10,714.79 GJ	Electricity consumption from renewable	61,677	201,347	210,823	121,572	MWh
Total LP gas consumed	sources	222,037	364,849	758,962	437,659	GJ
Total LP gas consumed 3,571 1,227 1,028 2,261.73 GJ Total natural gas consumed 68,862 34,898 39,210 55,089 m³ 2,847 1,445 1,435 1,998.47 GJ Total diesel consumed* 310,997 291,026 285,939 284,393.29 Liters 11,809 10,964 10,773 10,714.79 GJ	Electrical energy consumed per occupant	5.04	6.07	7.27	6.850	MWh/FTE
3,571 1,227 1,028 2,261.73 GJ Total natural gas consumed 68,862 34,898 39,210 55,089 m³ 2,847 1,445 1,435 1,998.47 GJ Total diesel consumed* 310,997 291,026 285,939 284,393.29 Liters 11,809 10,964 10,773 10,714.79 GJ	Total I D gas consumed	136,810	46,980	39,336	86,585	Liters
Total natural gas consumed 2,847 1,445 1,435 1,998.47 GJ 310,997 291,026 285,939 284,393.29 Liters Total diesel consumed* 11,809 10,964 10,773 10,714.79 GJ	iotal Er gas consumeu	3,571	1,227	1,028	2,261.73	GJ
2,847 1,445 1,435 1,998.47 GJ Total diesel consumed* 11,809 10,964 10,773 10,714.79 GJ	Total natural gas consumed	68,862	34,898	39,210	55,089	m³
Total diesel consumed* 11,809 10,964 10,773 10,714.79 GJ	iotai naturai gas consumeu	2,847	1,445	1,435	1,998.47	GJ
11,809 10,964 10,773 10,714.79 GJ	Total diosal consumad*	310,997	291,026	285,939	284,393.29	Liters
442.012 505.215.97 Litoro	iotal diesel consumed	11,809	10,964	10,773	10,714.79	GJ
Total gasoline consumed ————————————————————————————————————	Total gasolina consumad			443,912	505,315.87	Liters
14,712 16,746.67 GJ	iotal gasoline consumed			14,712	16,746.67	GJ
Total R410AC refrigerant consumed 9,261 5,613 kg	Total R410AC refrigerant consumed			9,261	5,613	kg
Total R407C refrigerant consumed 230 152 kg	Total R407C refrigerant consumed			230	152	kg
Total R134A refrigerant consumed* 19 kg	Total R134A refrigerant consumed*				19	kg
Total R404A refrigerant consumed* 71.24 kg	Total R404A refrigerant consumed*				71.24	kg
Total R438A refrigerant consumed 23 0 kg	Total R438A refrigerant consumed			23	0	kg
Total R22 refrigerant consumed 614 206.6 kg	Total R22 refrigerant consumed			614	206.6	kg

Energy consumption: progress in the GEEP				
	2022 Goal			
Renewable electricity (%)	100%	80%		
Electricity consumption (MWh)	(+2.53%) 288,348	(-5%) 287,882		
LP gas consumption (liters)	(-36.7%) 86,585	(0%) 123,129		
Natural gas consumption (m³)	(-20%) 55,089	(0%) 61,975		
Diesel consumption (liters)	(-9%) 281,433.9	(+1%) 314,107		

Scope: Grupo Financiero BBVA México.

- 1. The total number of employees is considered as the average number of employees of Grupo Financiero BBVA México in 2022, with a total of 42,094 employees.
- 2. Figures at the end of 2022.
- 3. As of 2021, total diesel consumption includes use in Grupo Financiero BBVA México's facilities, and in GFBB vehicles.
- 4. The annual electricity consumption data of Grupo Financiero BBVA México's Real Estate Database does not consider some locations that are not part of the centralized collection agreement with CFE, whose energy consumption is not known, among other aspects, because it is included as part of the rent of the property.
- 5. For the calculations of LP gas, diesel and gasoline consumption in 2022, the calorific values of the "List of fuels and their calorific values (CONUEE) to be used for reporting to RENE 2022" were used.
- 6. As of 2021, electric energy consumed per occupant is calculated only on the average number of employees of Grupo Financiero BBVA México units.
- 7. Refers to energy consumption within the organization.
- * Refrigerant consumption measured as of 2021.

Emissions

The consumption of electricity and fuels generates greenhouse gas (GHG) emissions, which we seek to neutralize in order to achieve the goals set at a global level.

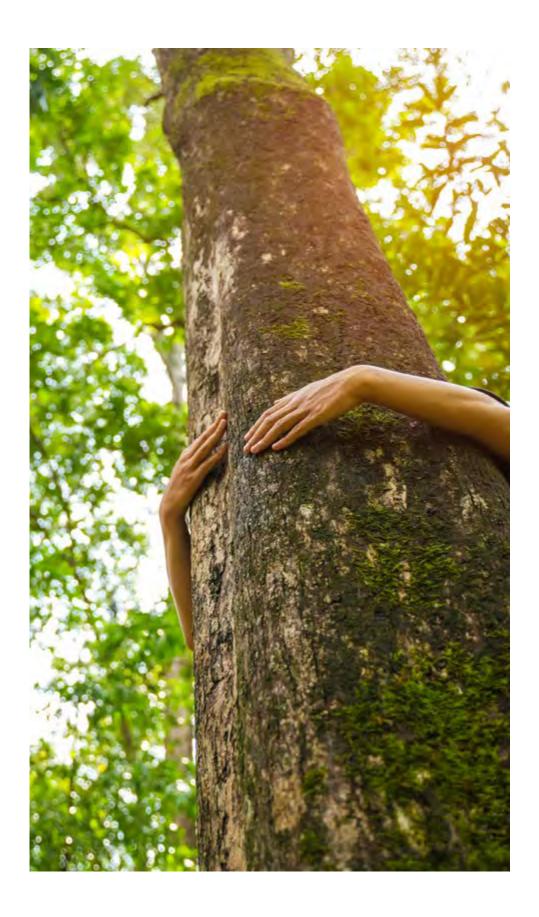
Emissions generated (CO ₂ Ton)						
	2017	2018	2019	2020	2021	2022
Indirect CO ₂ emissions (Scope 2)	881	1,161	1,203	935	22,847	14,829.03
Indirect CO ₂ emissions (Scope 2)	111,223	94,547	112,333	36,647	27,863	0.20
Indirect CO ₂ emissions (Scope 3)	10,599	16,436	13,958	2,476	2,510	12,991.13
Total CO ₂ e emissions	122,703	112,144	114,520	40,058	53,220	27,820.36
Total CO ₂ per occupant (Tons/occupant)	2.76	2.46	2.47	0.89	1.38	0.66

Kilometers of plane travel (km)					
	2020	2021	2022		
Sections less than 500 km	1,567,433	573,691	2,950,569.68		
Sections between 500 to 3,700 km	9,901,377	4,940,225	17,054,415.56		
Sections longer than 3,700 km	2,898,559	1,401,549	7,623,026.25		
Total	14,367,369	6,915,564	27,628.011		

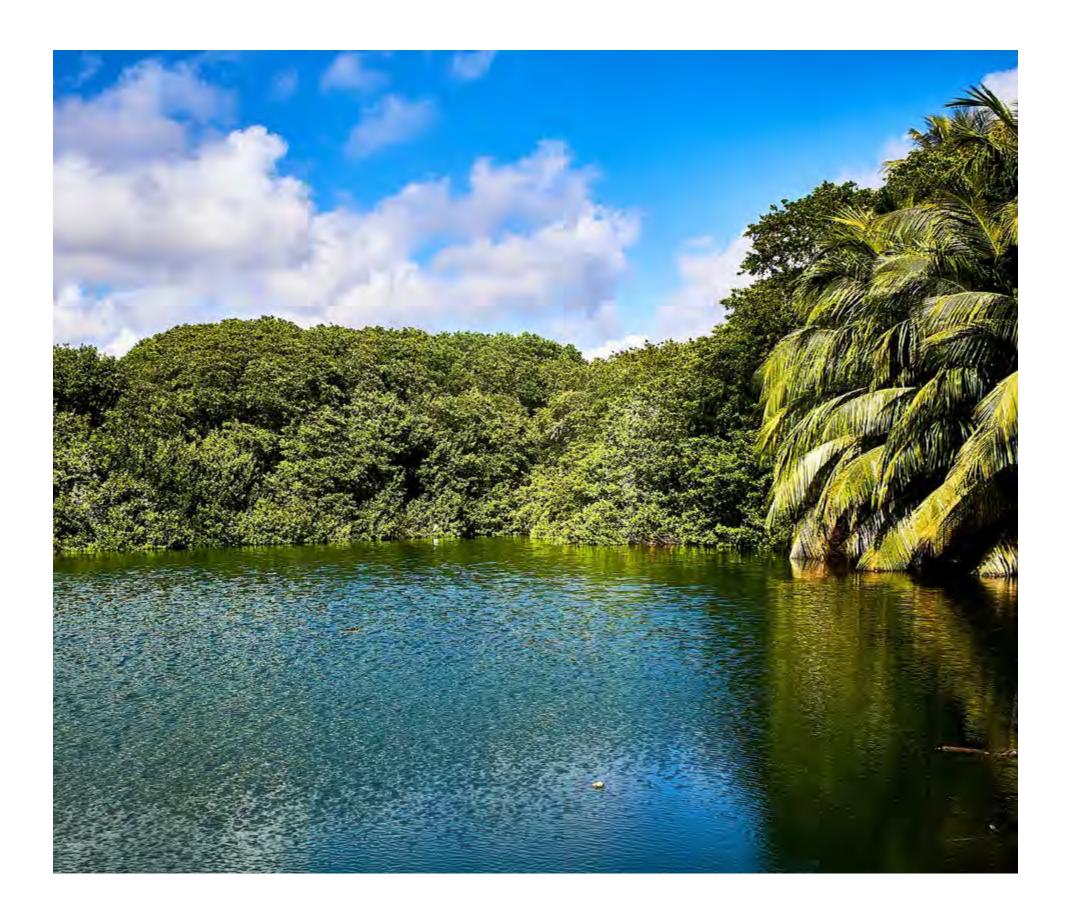
Emissions: progress in the GEEP				
Total emissions (tCO ₂ e)				
2022 Achievement	27,820.36			
2022 Goal	100% compensated			
2022 G0al	100% compensated			

Scope: Grupo Financiero BBVA México.

- 1. Calculation of the total CO2 emitted is the result of the sum of scope 1 emissions (fossil fuels and use of refrigerants from 2021), scope 2 (electricity) and scope 3 (includes employee travel, travel by aircraft and waste).
- 2. To calculate emissions, IPCC (Intergovernmental Panel on Climate Change) emission factors were used.
- 3. The total number of occupants is considered as the average number of employees of Grupo Financiero BBVA México in 2022, with a total of 42,094 employees.
- 4. Figures at the end of 2022.
- 5. As of 2021, the total CO2 per occupant is calculated solely on the average number of employees. In previous years, calculation included the sum of the average number of employees and external occupants.
- 6. We carry out the calculation of emissions from fixed and mobile sources derived from the operation of BBVA.
- 7. Gases included in the calculation of scope 1, 2 and 3 emissions: CO₂, CH₄, N₂O, HFC, PFC, SF₆, NFE or all.



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Emissions compensation

Within Grupo Financiero BBVA México, different mechanisms are used to neutralize the emissions footprint, including the purchase of compensation bonds.

Project Type				
"Carbon, Water and Comaltepec Indigenous Biodiversity"				
Location				
Oaxaca, México				
Compensation				
30,000 tCO ₂ e				

Renewable energy certificates

Likewise, in order to advance in the transition towards the renewable energy consumption goal.

In 2022 GFBB purchased **122,037 renewable energy certificates**, which represents 122,037 MWh.

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Water

Water is an essential resource that makes it possible to guarantee the cleanliness and hygiene of the operations in BBVA México, as well as of the collaborators who come to the offices.

Water consumption (m³)					
		2019	2020	2021	2022
	Pipe water*	52,440	10,676	44511	11,785
Municipal water*			775,708	693,255	636,001
Water extraction	Total extracted water	828,553	786,384	693,700	647,786
	Extracted water by occupant (m³/FTE)	17.89	17.00	17.9412	15.38
Water discharged*	Municipal drainage		750,060	65,924,938	604,541.13
Water consumption*	Treatment plants		36,324	34,459 ¹³	43,264.874
	Total annual water consumed		823,008	728,158	691,051

Scope: Grupo Financiero BBVA México.

- 1. The total number of employees is considered as the average number of employees of Grupo Financiero BBVA México in 2022, with a total of 42,094 employees.
- 2. Figures at the end of 2022.
- 3. The annual water consumption data from the Grupo Financiero BBVA México Real Estate Database does not consider some locations for which water consumption is unknown, among other aspects, because it is included as part of the rent of the property.
- 4. Total water consumption in 2022 corresponds to the sum of the total water extracted and the water reused in the treatment plant.
- 5. As of 2021, water extracted per occupant is calculated only on the average number of employees. In previous years, calculation included the sum of the average number of employees and external occupants.
- 6. The volume of water discharged into the municipal drainage corresponds to the total water extracted minus the water reused in treatment plants.

Water: progress in the GEEP

Water consumption (m³)

2022 Achievement (-21.8%) 647,785.60

2022 Goal (-0.5%) 824,410.2



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

¹¹ Corresponds to the value of Torre BBVA.

¹² Corresponds to water consumed per employee.

¹³ Corresponds to the amount of water reused by Grupo Financiero BBVA México.



Paper and Waste

One of the inputs that GFBB uses the most to carry out its internal operations and with customers is paper, therefore, it represents one of the main waste generated.

Paper consumption (kg)						
	2019	2020	2021	2022		
Total paper consumed (kg)	1,246,244	851,989	866,824	905,723.5		
Total paper consumed per occupant (kg/FTE)	26.9	18.39	22.42	21.52		

Total paper consumption: progress in the GEEP					
Total paper consumption (kg)					
2022 Achievement	(-27. 3%) 905,723.5				
2023 Goal	(-1%) 1,234,086.2				

Grupo Financiero BBVA México.

- 1. The total number of employees is considered as the average number of employees of Grupo Financiero BBVA México in 2022, with a total of 42,094 employees.
- 2. Figures at the end of 2022.
- 3. As of 2021, the total paper consumed per occupant is calculated solely on the average number of employees. In previous years, the calculation included the sum of the average number of collaborators and external occupants.

Managed waste (kg)				
	2019	2020	2021	2022
Non-hazardous waste	1,125,661	366,862	252,201	594,884
Hazardous waste	18,167	936	15,751	240,560.8

Waste generated: progress in the GEEP			
Total waste (kg)			
2022 Achievement	-26%		
2022 Goal	-2%		

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Grupo Financiero BBVA México.

- 1. As of 2022, four properties are increased in certification, with a total of 10 buildings in the scope of the Environmental Management System.
- 2. Figures at the end of 2022.

Suppliers and responsible purchases.

Grupo Financiero BBVA México has a series of documents that extend its ethical, social and environmental responsibility to its suppliers in order to create value in a sustainable manner throughout its supply chain.



- Suppliers' Code of Ethics
- Responsible Purchasing Policy
- Corporate Standard for the Acquisition of Goods and Contracting of Services

For more information, go to:

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



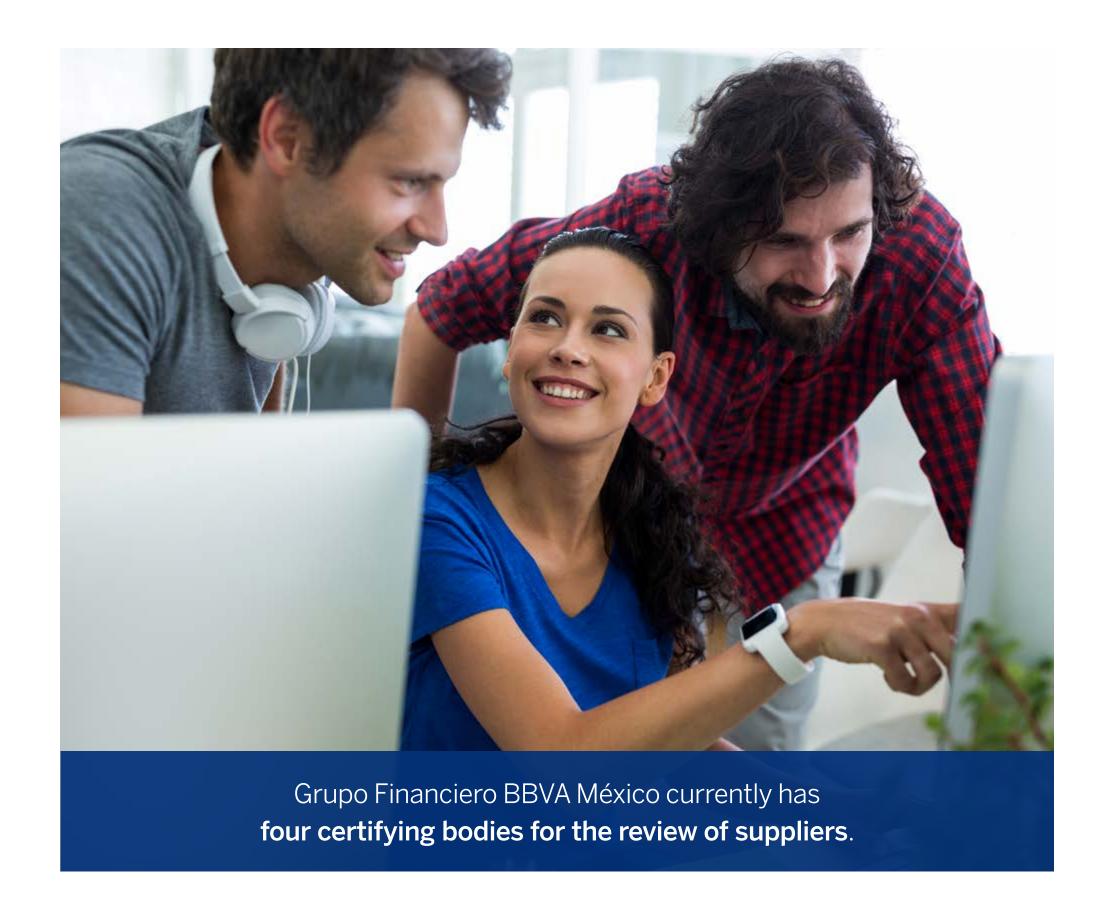
New evaluation of Suppliers

In 2021, a change was made towards continuous improvement in the suppliers and responsible purchasing areas with the implementation of a new evaluation methodology. This corporate Risk Level assessment methodology provides for common criteria for the entire Group and makes it possible to assess both current and future suppliers. Thus, it seeks to strengthen the commitment to responsible and sustainable management with respect to suppliers and purchases.

Of the **6,813 active suppliers** in 2022, 4,094 were evaluated.

Our supplier approval process evolved into a supplier evaluation process.

The Standard for the Purchasing of Goods and Services Contracting specifies that this evaluation applies only to manageable expenses within and outside the scope of Purchasing.



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As part of this supplier evaluation process, the following modules are used to determine a custom assessment for each supplier to define their level of risk:

Evaluation modules

- Anti-corruption and Anti-Money Laundering
- Reputational
- Concentration and country risk
- Financial
- Legal
- Tax
- Labor
- IT Risk
- Customer protection

Depending on the level of risk, which can be low, medium or high, and the evaluation opinion, which can result in Pass or Fail, we can determine the supplier's final result.

Using this exercise, a supplier approval process was carried out, in parallel with said evaluation, which has allowed all suppliers to report in the new system.

Evaluation of suppliers

Total active suppliers at the BBVA Group level

6,813

Total number of suppliers that entered the Evaluation process

4,094

Number of "suitable" suppliers

3,444

Percentage of purchases from suppliers that have participated in the Evaluation process in 2022

99.00%

Number of suppliers that have not passed the Evaluation process in 2022 – "not suitable"

650



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IReNE survey
General result: 78.3 points
Specific negotiation item: 83.8.

This review process is a way of verifying suppliers' compliance with the approval criteria determined by Corporate Regulations. All suppliers that provide goods and/or services to Grupo Financiero BBVA México are evaluated according to the following specific criteria:

- 1. The supplier's level of annual spending, taking as a reference billing and/or the amount of awards made or planned.
- **2.** The potential business impact of the supplier's services and/or products.
- **3.** New negotiations between suppliers and GFBB, with a relationship of two years or more.

The different aspects that the review analyzes are:

- Legal
- Financial
- Tax
- Laboral
- Reputational

- Technical
- Regulatory
- Internal control
- Corporate social responsibility

In 2022, an IReNe survey was carried out on suppliers where different aspects such as negotiation, legal service, payments and valuation model were evaluated.

Supplier mailbox

If there are incidents in the supply process or if there are any doubts, comments or suggestions, the requester directly or the person in the Purchasing Department can be contacted.

If further attention is required, the incident can be sent using the following link: https://bbva-suppliers.appspot.com/presencia-bbva/.

In addition, any action or situation related to Grupo Financiero BBVA México that goes against the legal provisions or the standards of the Suppliers' Code of Ethics, must be reported by the supplier through the appropriate whistleblower channel.

Anti-corruption matters are provided for in the contracts signed with suppliers. During 2022, 715 contracts were signed, of which 675 were with Mexican suppliers and 40 with foreigners suppliers. When any update of administrative information with suppliers occurs, reference is made to the Suppliers' Code of Ethics, which contains a specific section on anti-corruption.

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Sustainable finance

GRI 3-3, 412-1, 412-3, FS1, FS2, FS5, FS7, FS8, FS11 SASB FN-CB-410a.2, FN-AC-410a.2, FN-IB-410a.3, FN-IN-410a.2, FN-AC-410a.3, FN-IN-410b.2

Grupo Financiero BBVA México is a company committed to communities and society, which is why it seeks to provide a wide range of investment and financing products to support its retail, business, corporate and institutional clients in adopting more sustainable practices. Also, GFBB integrates sustainability into its day-to-day activities and in all its activities, both in its relationship with customers and in its internal processes.

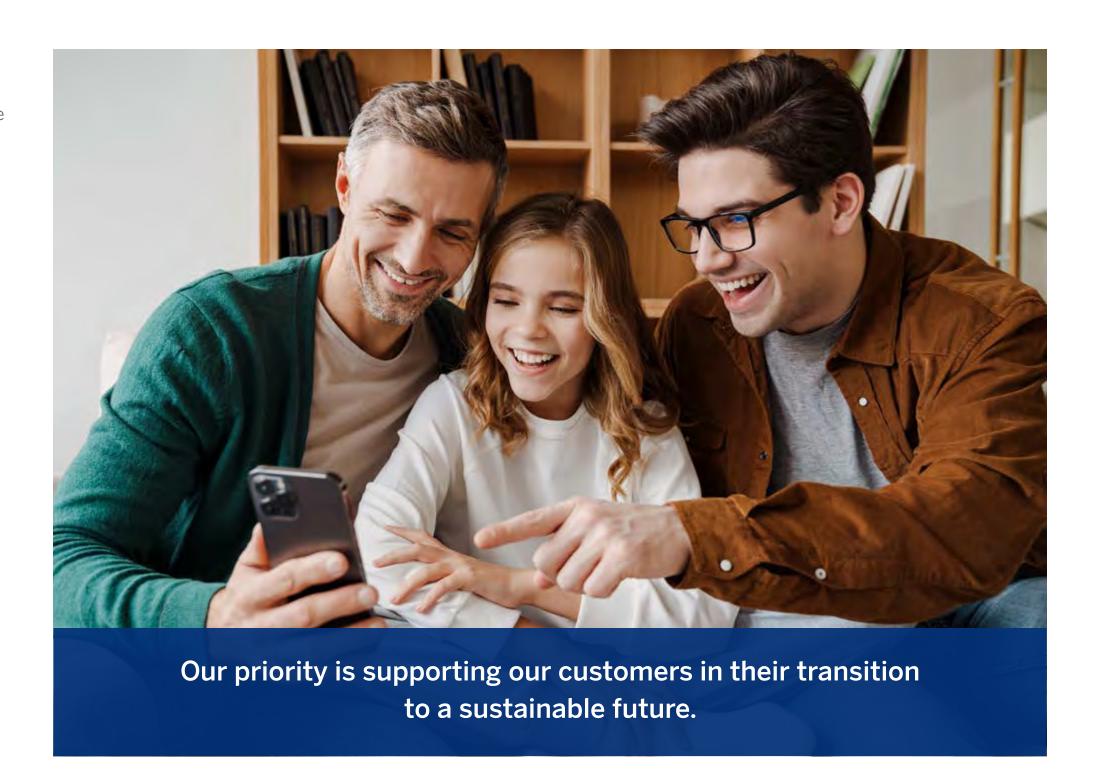


Management

Grupo Financiero BBVA México has specific work groups that promote responsible practices in its communication and marketing towards customers and develop appropriate solutions for them. It is inspired by the United Nations Sustainable Development Goals (SDGs), with a focus on climate change and inclusive social development to help its clients transition to a sustainable future.

Grupo Financiero BBVA México has focused on implementing strategies that promote the creation of sustainable markets and increasing their positive impact through financial instruments, aligned with relevant initiatives such as:

- United Nations Environment Programme Finance Initiative (UNEP-FI)
- Equator Principles
- Principles for Responsible Investments (PRI)
- Principles for Responsible Banking (PRB)



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2025 Commitment

Since 2018, Grupo Financiero BBVA México has maintained a commitment to contribute to the SDGs and the Paris Agreement based on the three lines of action: Finance, Manage and Involve.



5 Finance

Stop climate change, originate new financing and favor the SDGs by mobilizing EUR 200,000 million between 2018 and 2025 for agribusiness, entrepreneurship, financial inclusion, green activities and sustainable infrastructures.

In 2022, Grupo Financiero BBVA México mobilized more than MXN 160 billion, of which MXN 65 billion correspond to the offering of environmental and social bonds.

Manage

Set the goal that 100% of the energy contracted by Grupo Financiero BBVA Méxicoby 2030 be renewable. Additionally, gradually align the activity of Grupo Financiero BBVA México to the Paris Agreement and minimize the social and environmental risks associated with it, reducing potential direct and indirect negative impacts.

In 2022, 100% of the energy of Grupo Financiero BBVA México was 100% renewable (wind and photovoltaic source).

Involve

Incorporate all stakeholders to enhance the scope of sustainable development and collectively promote the contribution of the financial sector.

In 2022 Grupo Financiero BBVA México celebrated Sustainability Day to promote sustainability and present the progress of its strategy for a greener and more inclusive world.

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Sustainable Development Goals (SDGs) Bond Framework

BBVA México finances projects and entities that contribute to the fulfillment of the SDGs and their specific targets, particularly in the following SDGs:



8 DECENT WORK AND ECONOMIC GROWTH











In April 2018, BBVA published its framework for issuing its own sustainable bonds, linked to the United Nations Sustainable Development Goals (SDGs). The SDG framework is guided by the International Capital Markets Association (ICMA) Principles for Green Bonds, the Guide for Social Bonds and the Guide for Sustainable Bonds, which provide for four fundamental requirements:

- 1. Use of proceeds
- 2. Process for expenditure evaluation and selection
- 3. Management of proceeds
- 4. Reporting

The funds from these debt instruments are exclusively used to finance green, social and sustainable projects, aligned with the four essential components of the framework. Grupo Financiero BBVA México (through the bank BBVA México) has successfully issued three types of bonds under this framework:



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Project evaluation and selection process

- 1. The sustainable finance working group reviews a prospective list of eligible projects.
- 2. The SDG Bond Committee conducts an additional review of selected and labeled projects to decide which ones will be included in each bond issued under the SDG framework.
- 3. Responsible Business has the final veto over the list of selected projects.
- 4. Grupo Financiero BBVA México controls the use of funds from green, social or sustainable bonds issued under the SDG framework.
- 5. Grupo Financiero BBVA México monitors the use of funds from green, social and sustainable bond issues in accordance with their characteristics.
- 6. Grupo Financiero BBVA México may publish a report on the monitoring of the bond on an annual basis, to ensure the correct application of the issuance framework.



In 2022, Grupo Financiero BBVA México released the issuance of the following green bonds:

Green bond	Amount of the issuance
SHCP	7,896
United Mexican State	5,565
Orbia	5,000
América Móvil	3,624
FEMSA	3,091
Herdez	3,000
SHCP	2,500
Cementos de Chihuahua	2,500
CFE	1,440
Bancomext	1,200
GAP	919
Banobras	749
Desarrollos Hidráulicos de Cancún	700
KOF	125
Total	38,309



In 2022, Grupo Financiero BBVA México released the issuance of the following social bonds:

Social bond	Amount of the issuance (MXN million)
SHCP	7,896
United Mexican State	5,565
KOF	2,875
América Móvil	3,624
SHCP	2,500
Bancomext	1,200
CFE	1,060
Compartamos	833
Banobras	740
Total	26,293

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Sustainable financing for individuals and companies

The range of credit products that BBVA México manages has significant benefits for customers, such as preferential rates, the objective of which is to make these products more attractive to the market and thus contribute to the sustainable transition of individuals and companies.

Private Parties

Financing for the acquisition of hybrid and electric cars, financing of solar panels and mortgages, among others.

MXN 15,801 million

Companies and Corporations

Green financing for companies, letters of credit, leasing, among others.

MXN 79,469 million

Environmental and Social Framework FS1, FS2

Grupo Financiero BBVA México developed specific regulations that include environmental and social aspects in the due diligence process for decision-making when granting credit, with the aim of supporting the long-term success of its customers that operate in sectors with the greatest environmental impact and who manage their business responsibly.

The objective of these regulations is to address the specific sustainability issues of the banking sector and provide clear guidance to our employees on the procedures to follow in the management of clients and transactions. They are applicable to all operations, entities, lines of business and branches of BBVA México.

In order to support compliance with the SDGs, play a key role in the fight against climate change and strengthen the commitment to human rights, this management framework includes processes that allow Grupo Financiero BBVA México to meet the expectations of the groups of interest, mitigate risks, learn more about customer activities and contribute to compliance with BBVA's Responsible Banking Policy at a global level.

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Sectors covered

There are general exclusions, so Grupo Financiero BBVA limits the provision of financial services to projects or customers whose main business is associated with the following activities or environmental and social impacts:

- Businesses for which there is credible evidence (court rulings or relevant disputes) of material violations of applicable laws and regulations, or involvement in human rights abuses regardless of country.
- Activities that use child or forced labor as defined in the International Labor Organization (ILO) Conventions.
- Projects involving resettlement or violation of the rights of indigenous and/or vulnerable groups without their free, prior and informed consent (FPIC).
- Projects located in or near UNESCO World Heritage sites, Ramsar-listed wetlands, Alliance for Zero Extinction sites, and areas of the International Union for Conservation of Nature Categories I-IV.
- Companies based in countries under financial sanctions from the European Union, the United States and the United Nations.

To determine the existence of potential material risks, the business or control functions, responsible for identifying and assessing environmental and social risks, refer the customer or transaction to a specialized environmental and social risk unit for further review. The review involves a dialogue with the customer to gather as much information as possible and to assess the mitigating measures to be applied.

Corporate & Investment Banking ("CIB") Leadership is the final decision maker in the event that the analysis concludes that the customer or transaction is high risk and non-compliant.

Grupo Financiero BBVA México has due diligence processes for customer acceptance, transaction evaluation and internal development of new products, which ensure the implementation of these standards.



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Principles for Responsible Investments ("PRI")

The Principles for Responsible Investments ("PRI") are a set of actions to incorporate ESG issues into investment practice on a voluntary and aspirational basis. They are based on the premise that a sustainable and economically efficient financial system is a necessity for long-term investor value creation, which in turn will bring benefits to the environment and society as a whole.

The PRIs were launched in 2005 under the leadership of the United Nations, with the support of the main asset managers, seeking to have the capital market incorporate the evaluation of ESG factors into investment decision-making under the term Responsible Investment,

which encompasses not only traditional financial analysis, but also the evaluation of environmental, social and corporate governance factors.

Grupo Financiero BBVA México (through its fund manager BBVA Asset Management) has an investment fund labeled as ESG and classified as equities, whose benchmark is the MSCI Global Markets Index. This fund invests in ETFs (Exchange-Traded Funds) or exchange-traded funds of countries and regions with the ESG label.

The portfolio of Grupo Financiero BBVA México is comprised of only those issuers that are classified

with a C grade, in case they are part of the benchmark, without being able to have an overweighting. 60% of the assets in which they are invested must have the ESG designation in order to be labeled as such.

The fund with ticker symbol "BBVAESG" has assets of MXN 290.23 million, which are invested through ETFs with the ESG label. Additionally, we closed the year with assets of MXN 11,726 million in the BBVA México and S&P Dow Jones Indices ETF MEXTRAC, which, as of 2022, incorporates ESG criteria.

Approach to incorporating ESG factors in investments

The financial management of the investment funds is carried out through BBVA Asset Management México, S.A. de C.V., Sociedad Operadora de Fondos de Inversión, Grupo Financiero BBVA México. The investment process incorporates sustainability criteria, taking into account the specific of the various assets, for example:

Third-Party Funds

The integration of sustainability in the selection and monitoring process of international funds is fundamental in the due diligence process applied to the funds incorporated in the portfolios. To conduct this analysis, BBVA Grupo Financiero BBVA México relies on Quality Funds, a team of experts specialized in the matter.

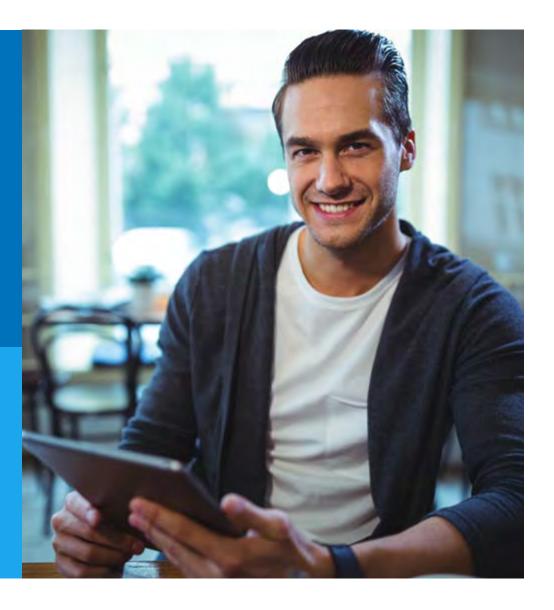
The result of this analysis is a sustainability rating (A, B or C), and in case of equality of profitability and financial risk, priority will always be given to the fund with the best sustainability rating. The possibility of supplementing this rating with additional information on the instruments in which third-party investment vehicles invest is also being evaluated.

Equity and Corporate Fixed Income

The preparation of an internal rating of the various issuers is the final objective of the investment process for these two classes of asset. The financial analysis of the issuers is complemented by a questionnaire on extra-financial aspects (environmental, social and corporate governance), which are integrated into the investment process.

Government Fixed Income

Specific reports from suppliers specializing in sustainability are integrated with the rest of the financial information and are part of the analysis and selection process.



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Policies and procedures for proxy voting and collaboration with the investee

Grupo Financiero BBVA, through the Asset Management area in Mexico, has a procedure that explains when to vote and how to decide the direction of the vote.

This active exercise of political rights corresponds to GFBB as participants in the capital of the issuers.

To promote sustainability, collaboration with issuers has been intensified to raise awareness of their commitment and highlight areas for improvement. GFBB, with an equity stake of 2% or more in a company, attends meetings and voting relevant to its investments. When making voting decisions, internal analysis and the opinion of the International Shareholders Service Group (ISS) is considered. In addition, GFBB, together with other members of the Asociación Mexicana de Instituciones Bursátiles (AMIB), signs initiatives to demand greater transparency in ESG factors from companies.



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Sustainable solutions

Grupo Financiero BBVA México offers customized solutions for each category of customers with the objective of accompanying them in the adoption of more sustainable practices and reducing their greenhouse gas (GHG) emissions.



Grupo Financiero BBVA México offers a diverse range of investment and financing products to assist customers in managing their energy consumption and reducing GHG emissions through the utilization of data-based tools and solutions.

The main initiatives include:

- Promoting mobility
- Energy efficiency loans
- Investment funds and pension plans with sustainable investment criteria
- Recycled plastic cards

Financing and insurance for low-emission cars

Since 2019, Grupo Financiero BBVA México signed an agreement with International Finance equipment leasing, standing out as one of the advances in this area. In addition, it offers financing and insurance products for lowemission cars to individuals. Some credit products have preferential rates for customers and are designed to be more attractive in the market.



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Companies, corporate and institutional clients

Sustainable financing for companies and the creation of new standards and products are being promoted.

The developments in this line of business include:

- Carbon footprint offset loans
- Lease financing solutions used in energy efficient or sustainable mobility assets
- Financing solutions with environmental or social impact metrics
- Agricultural financing offerings for organic food production

Grupo Financiero BBVA México seeks to support its wholesale customers on their path to a more sustainable world by providing them with a wide variety of financing options, including green bonds, letters of credit, green sector project finance, sustainable corporate loans, leasing and efficient transactional banking, among others.

ESG Advisory

Grupo Financiero BBVA México provides its customers with valuable information on regulation, best practices, challenges and opportunities on the road to sustainability in different sectors, including oil & gas, utilities, auto and infrastructure, as well as cross-cutting issues such as energy efficiency. It also provides an overview of all sustainable products and services available from CIB, both in debt and equity.

To complement this sustainable offering, Grupo
Financiero BBVA México offers the ESG Advisory
service, a data-driven advisory service that helps its
customers meet their sustainability commitments, in
line with the Paris Agreement and the United Nations
2030 Agenda. This service facilitates the process
of aligning each customer with their sustainability
goals, providing them with a customized
approach according to their starting point.

⇔ Financial support for farmers

In 2022 Grupo Financiero BBVA México (through its bank BBVA México) and the Consejo Nacional Agropecuario signed an agreement to promote financing for the country's agricultural and agroindustrial activities. In the last five years, Grupo Financiero BBVA México has accumulated a balance of more than MXN 72 billion in financing, is a leader in the sector with a market share of 25.6%, and has a base of 800 borrowers in all agricultural subsectors, with a presence in all the country's states.



Financing under Equator Principles

Energy, transportation and social services infrastructures, which drive economic development and generate employment, can have an impact on the environment and society. The Grupo Financiero BBVA México's commitment is to evaluate the financing of these projects in order to reduce and avoid negative impacts and thus enhance their economic, social and environmental value.

All project financing decisions should be based on the profitability adjusted to principles criterion. This means meeting the expectations of stakeholders and the social demand for adaptation to climate change and respect for human rights.

Since 2004, Grupo Financiero BBVA México has adhered to the Equator Principles (hereinafter, EP), which include the standards for environmental and social risk management in project finance, which were developed based on the International Finance Corporation's Policy and Performance Standards on Social and Environmental Sustainability and the World Bank's General Guidelines on Environment, Health and Safety.

The analysis of the projects consists of subjecting each transaction to an environmental and social due diligence process, including potential impacts on human rights.

The first step consists of assigning a category (A, B or C) that represents the risk level of the project.

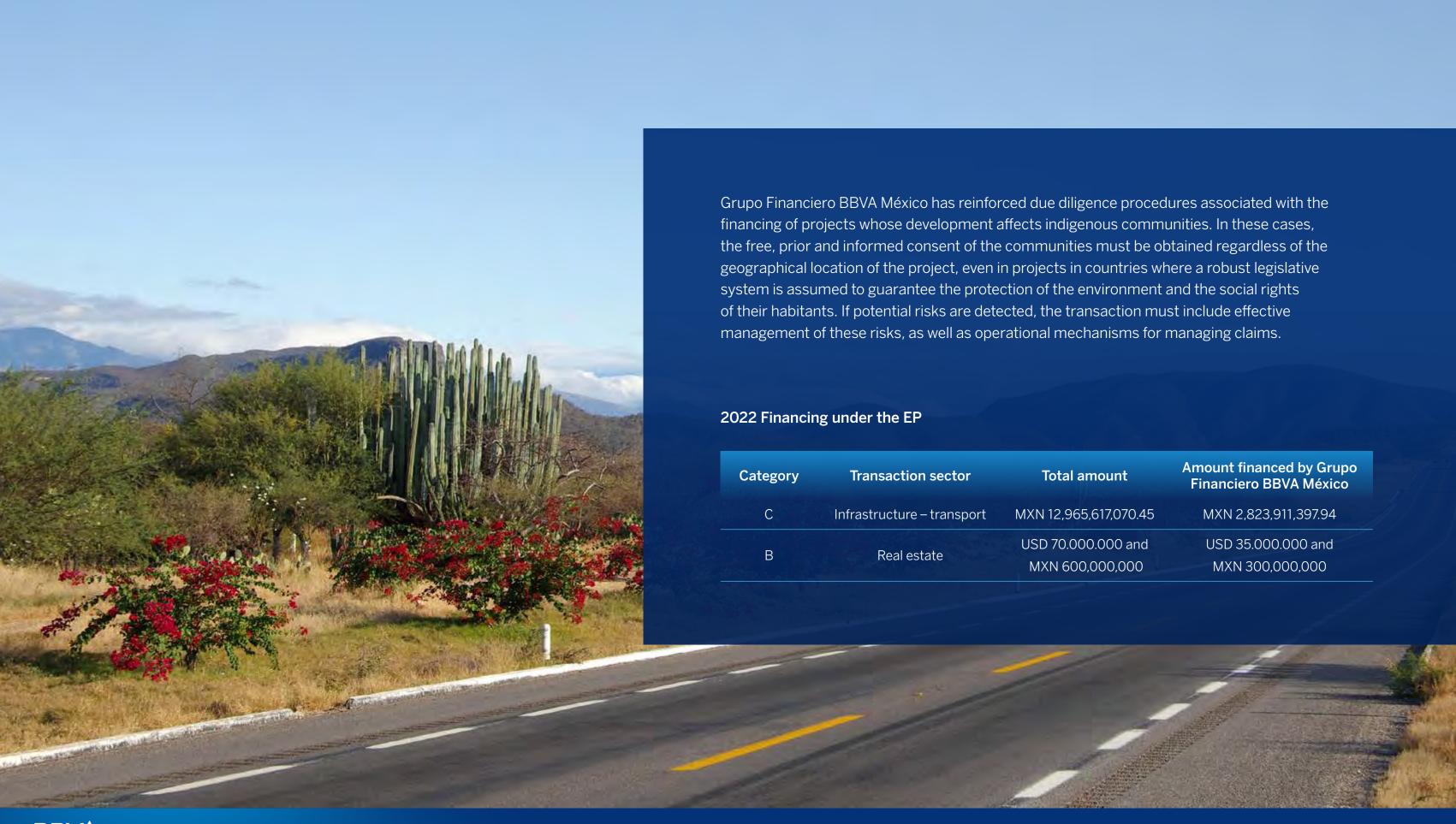
- 1. Category A: Projects with potentially material adverse social or environmental impacts that are irreversible or unprecedented.
- 2. Category B: Projects with potentially limited adverse social and environmental impacts that are few, generally site-specific, and largely reversible and easily addressed through mitigation measures.
- 3. Category C: Projects with minimal or no social or environmental impacts.

The review of the documentation provided by the customer and the independent advisers allows assessing compliance with the requirements established in the EP depending on the category of the project. The financing contracts incorporate the environmental and social obligations of the customer. The application of PEs at Grupo Financiero BBVA México is integrated into the internal processes for structuring, admitting and monitoring transactions.



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Principles for Responsible Banking

In 2019, Grupo Financiero BBVA México signed the Principles for Responsible Banking (PBR) of the United Nations Environment Programme Finance Initiative (UNEP FI), seeking to increase its participation in sustainable initiatives. The PBRs aim to determine the role and responsibilities of the banking industry in creating a sustainable future based on six commitments:

In compliance with the commitments acquired when joining the initiative, Grupo Financiero BBVA México is currently in the phase of analyzing impacts and determining objectives.

To identify the positive, negative, actual and potential impacts of the products offered by Grupo Financiero BBVA México, a process was carried out to analyze the impact of the portfolio using the UNEP FI Portfolio Impact Analysis Tool. This tool consists of a mapping of quantitative and qualitative data that helps determine the most significant impact areas of Grupo Financiero BBVA México based on the nature, content and geographic scope of the consumer banking and institutional banking portfolios.

1. Alignment

Align business strategy with the objectives expressed in the Sustainable Development Goals (SDGs) and the Paris Agreement.

2. Impact and target setting

To continuously increase positive impacts, reducing negative impacts and managing risks resulting from the organization's activities, products and services. To this end, objectives will be established and published where the most significant impacts may occur.

3. Clients and customers

Working responsibly with customers to develop sustainable practices and generate shared prosperity.

4. Stakeholders

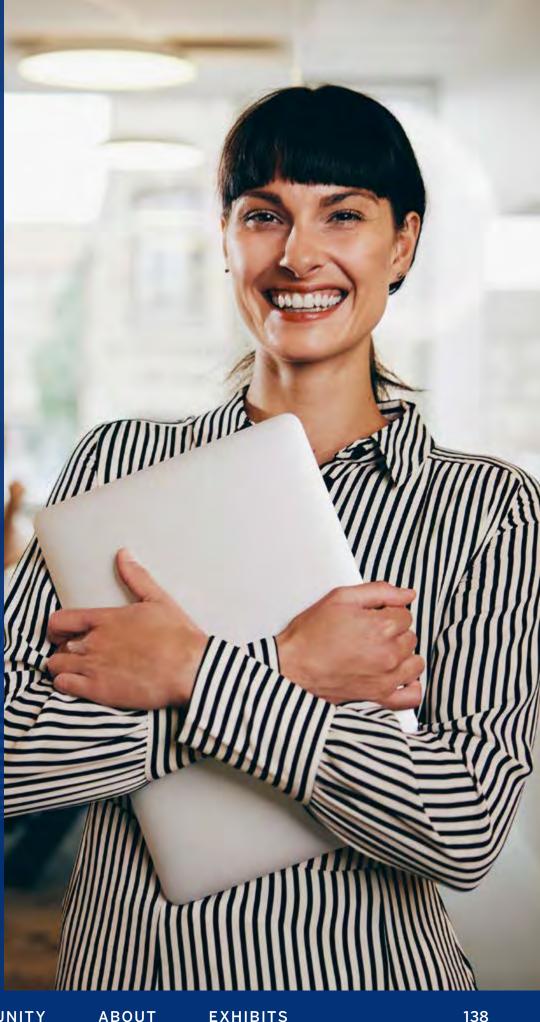
Proactively consult, engage and partner with key stakeholders to achieve the organization's objectives.

5. Governance and culture

Implement commitments to these principles through governance and responsible banking culture.

6. Transparency and accountability

Commitment to transparency, assuming full responsibility for the positive and negative impacts of the organization.



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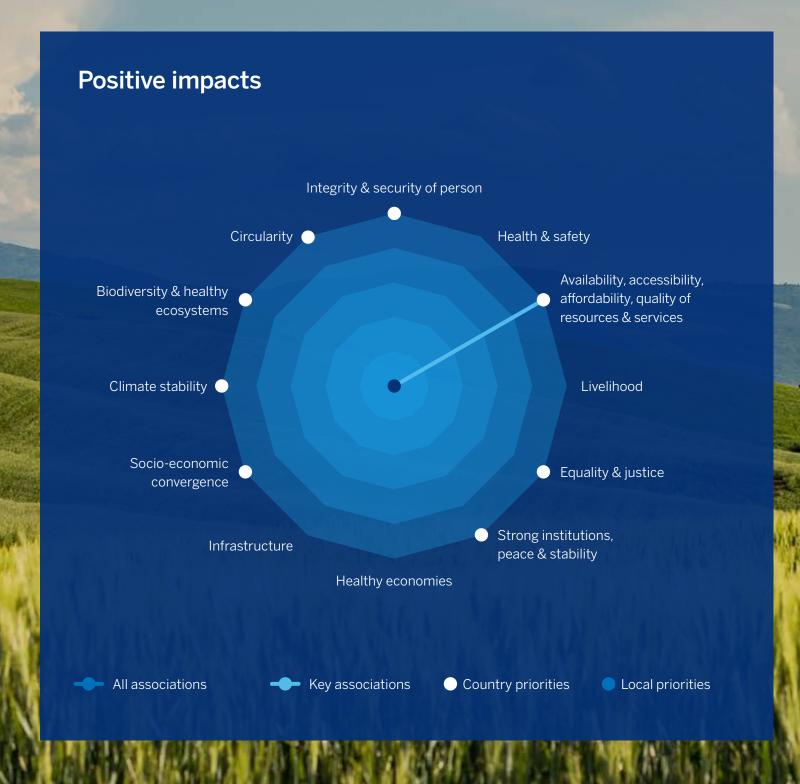
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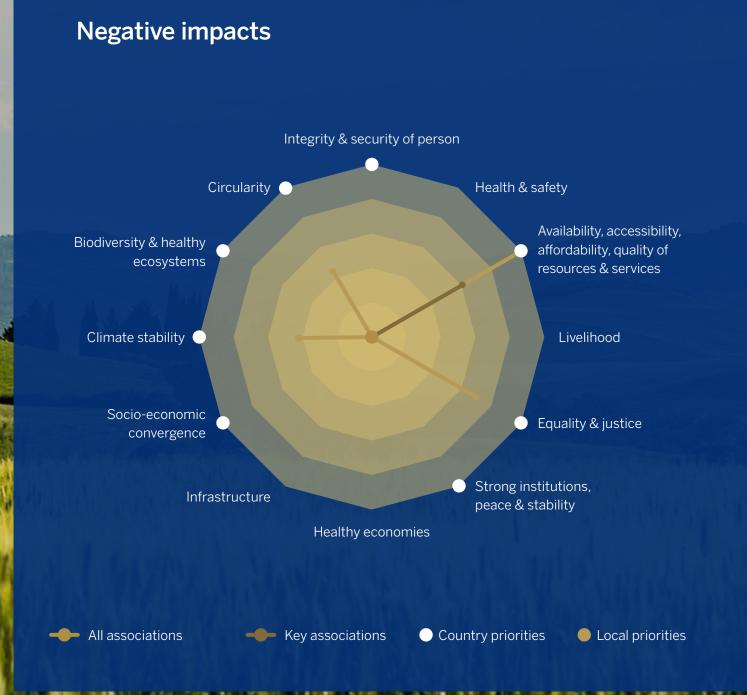
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Consumer banking







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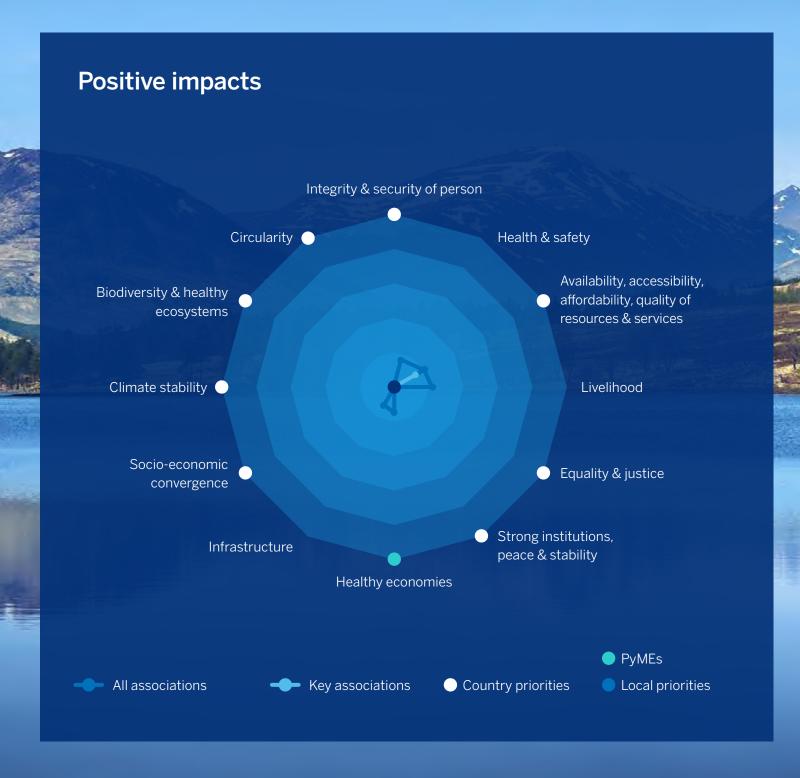
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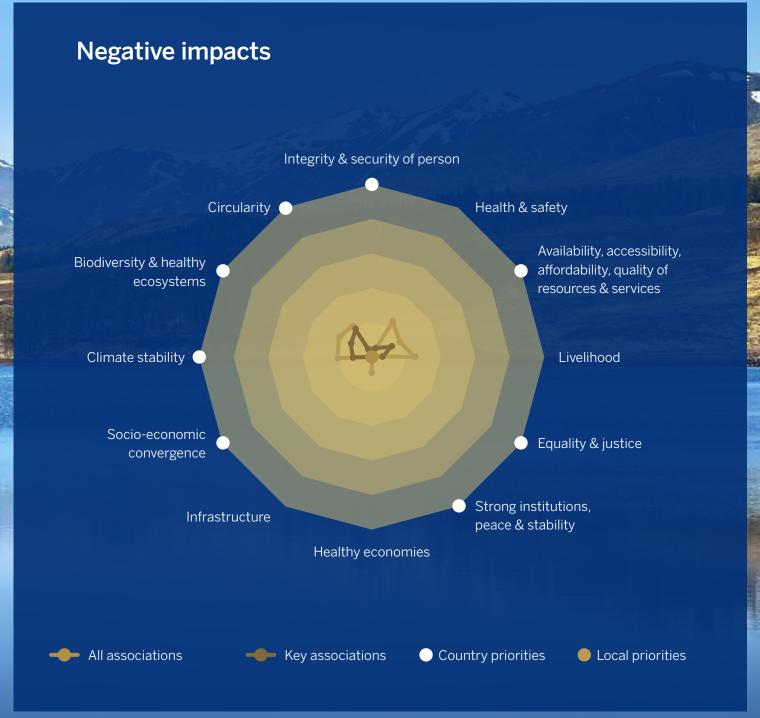
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Institutional banking





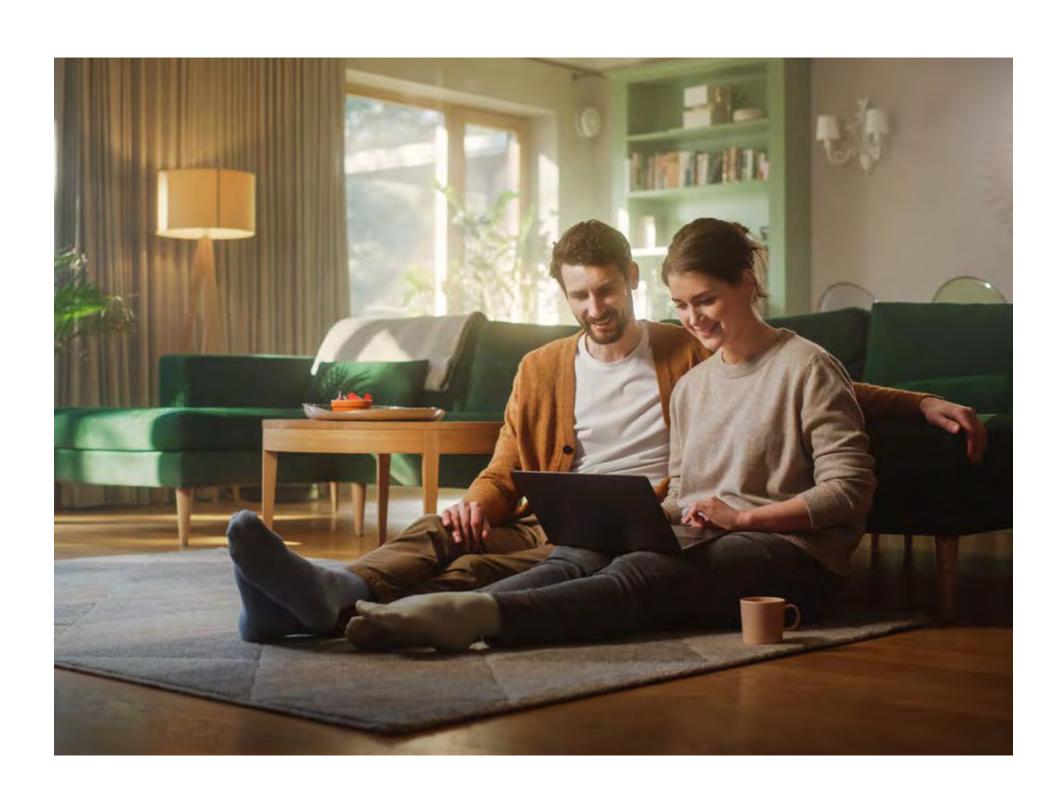


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Financial inclusion and entrepreneurship.

GRI 3-3, FS13 y FS14

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One of the main focuses of BBVA México's social investment is to generate access to financial services for Mexican families and promote economic growth, in line with its sustainability strategy.

Through its Financial Inclusion Model, Grupo Financiero BBVA México seeks to make its products and services accessible to all people to help them make informed decisions regarding their financial well-being and raise awareness of the risks and opportunities in the financial market.

The model consists of the following actions:

- To be relevant to the express segment and help them solve their basic cash-related needs, for example: making transfers to unbanked family members who live outside the main urban centers, recharging money on their cell phones, reducing travel time and costs, payment management, etc.
- Bring basic financial services for cash transactions to 1,467 municipalities through more than 36,065 operating establishments.
- Facilitate the management of cash flows through digital tools in order to reduce the use of cash and promote financial formality in the country.

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2022 Results

2022 BBVA Momentum

BBVA Momentum is an acceleration program for social and environmental entrepreneurs aimed to promoting companies and entrepreneurs that offer solutions to social and environmental problems in an innovative and sustainable manner.

This year the program was carried out in a hybrid format, taking advantage of the lessons learned from previous years in order to have the participation of more entrepreneurs outside Mexico City, but seeking to have face-to-face sessions to achieve a closer coexistence.

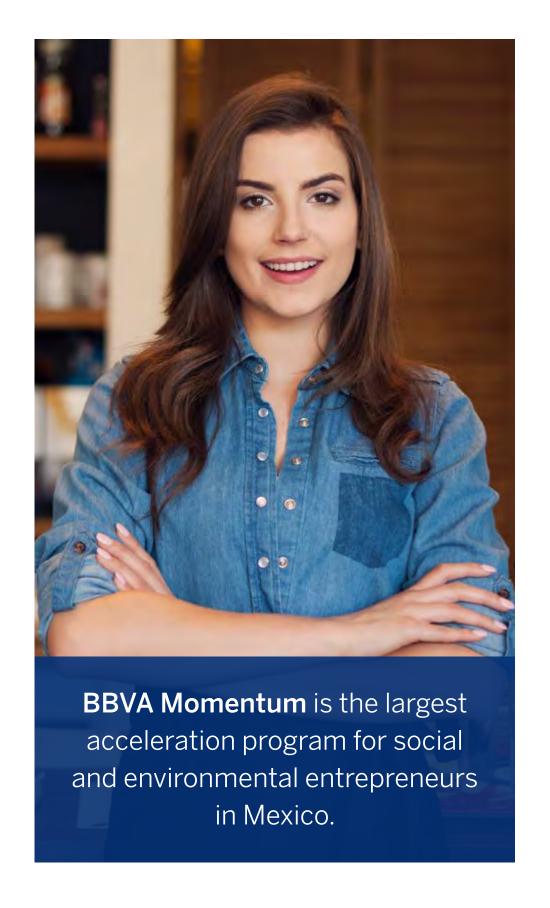
In this tenth edition, 400 companies were impacted thanks to the Vive tu Momentum event, presented virtually from the BBVA Tower, where an Impact Measurement workshop was provided. There was also a Spotlight Event with Rodrigo Villar, founding partner of New Ventures, and Marcus Dantus, founder and CEO of Startup México to share their perspective on the current context of entrepreneurship in Mexico and provide recommendations for entrepreneurs. This brings to 1,000 the number of entrepreneurs impacted by the program in the 10 years it has been in effect.

In 2022, BBVA Momentum supported 100 companies with social and/or environmental impact through training, acceleration, support and financing under preferential conditions.

The first stage of the program was conducted under a mainly virtual format and included workshops, group and individual mentoring with experts from the New Ventures network, an online course with the Instituto de Desarrollo Empresarial (IDEA) of Universidad Anáhuac and a Pitch session with feedback.

In the **second stage**, the 20 entrepreneurs with the best scores were selected and participated in a week of specialized acceleration taught by EGADE. Finalists presented their pitch at the Social Investment Day.

For the third consecutive year, Momentum Day was held and this year the invitation was extended to entrepreneurs of the 10 generations of BBVA Momentum, with the intention of creating a community and commemorating the 10 years of the program.







BBVA Female EntrepreneursVictoria 147

Grupo Financiero BBVA México and Victoria 147 joined forces to improve the personal and business financial health of women entrepreneurs and businesswomen. Through this alliance, knowledge, financial tools and digital capabilities are provided to help women entrepreneurs improve their businesses and ventures. In addition, this alliance seeks to position Grupo Financiero BBVA México as a reliable financial ally and promote financial education as a key success factor for women entrepreneurs.

48,181women entrepreneurs
were trained in 2022.

Contribution to the community

GRI 413-1

BBVA is committed to generating value in communities through programs that promote inclusive and sustainable growth. As part of its strategy, it has set out three lines of action: reducing inequality and promoting entrepreneurship, creating opportunities for all through education, and supporting research and culture.

In Mexico, Grupo Financiero BBVA develops a series of initiatives and activities of high social impact with the objective of helping the community to make more informed financial decisions that are beneficial to their well-being.

BBVA is committed to allocate **EUR 550 million to the community between 2021 and 2025**¹⁴.

¹⁴ Read more about BBVA's investment for the community.



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Financial education

Financial Education is a fundamental area within Grupo Financiero BBVA México, as it places different tools within the reach of the community that allow them to responsibly manage their finances, and thus boost their wellbeing and quality of life.

During 2022, the Financial Education area focused on **two objectives**:

- Improve Financial Health
- Promote the use of Go Cashless

To achieve this, we worked on topics such as daily financial management, resilience, future security and financial control. In addition, the use of applications and digital media was promoted to move towards digitalization, take advantage of applications, optimize time and facilitate access to financial services.

BBVA continues to advance in being the Financial Advisor of Mexico and has generated various alliances to reach different audiences through different contact channels:

- Web content
- Training experiences for customers and non-customers (Open Market)
- Initiatives with a gender perspective
- Alliances and sponsorships (Kidzania, La Granja, UNAM and other universities)
- Boosting entrepreneurship (SME Portal)
- Campaigns with Behavioral Economics (BE)
- Virtual assistant







Programs: driving sustainable development and economic inclusion

Workshops

90% of the Financial Education offer in 2022 was digital, compared to the 20% of previous years.

Face-to-face

Starting in 2022, we will implement the face-to-face modality through Mobile Digital Classrooms with the presence of a facilitator who teaches the workshops on different educational topics.

539 workshops, which benefited 9,824 people, with 11,114 participants.

Online

They offer the opportunity to acquire financial knowledge in an easy way through digital tools. A wide variety of courses are offered on topics such as savings, digital banking, credit card use, mortgage loans, investments and life planning. These courses are available 24 hours a day, allowing them to be taken at any time.

165,106 visitors of the courses.



Remotely

Taught by a Financial Education facilitator, they are aimed at nominated and nonnominated groups to acquire the necessary skills and knowledge for the use of financial products and banking applications. This year it was decided to redesign and transform the workshops, adapting them to the needs of the users, since the main objective is for them to participate and learn about the benefits of a 360 ecosystem.

4,300 workshops were held with the participation of 111,367 individuals and 81,310 beneficiaries.

	Benefic	ciaries*	Partici	pants**	Works	hops
Workshops	2021	2022	2021	2022	2021	2022
Face-to-face	- ₁ -1	9,824	-	11,114	-)	539
Online	10,038		17,627		17,627	
Remotely	32,775	81,310	43,796	111,367	1,975	4,300

Note. For the online modality, there is no data under the three categories in 2022 because there was a change of provider and the impact is now measured in views.



^{*}A beneficiary is the one who participates in the activity offered or, in the case of the online modality, the one who completes a workshop.

^{**}Given that a beneficiary can participate in more than one workshop, the total number of participations that the Program has is counted, that is, if the same person participated in two workshops, one beneficiary and two participants are considered.



Social Service at Universities

Grupo Financiero BBVA México has alliances with universities nationwide with the aim of supporting young university students and, at the same time, promoting Financial Education.

Previously, young people taught Financial Education workshops as part of their social service; this year an adjustment was made to the objectives of the initiative, so from 2022, the intention is to contribute to the digitization of its community, providing information on how to download the BBVA app, make use of the applications, downloads and make CoDi transactions, among other aspects that promote digitization.

- **12,064** Digitization
- **218** Students
- 7 Universities

Multiverse

Training in Financial Education is encouraged with new nominated customers, available on demand, with the objective of having them consume content appropriate to their needs and times, starting with a profiler.

5,009 users used the multiverse with a record of 7,733 visits.

Web press releases

As of this year, press releases were published in print and online with Financial Education content on the BBVA México website.

138 published releases, achieving 31,258 visits.

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Financial Education Portal

It is the official Financial Education website that offers a wide variety of resources to improve the financial knowledge of the public. The portal includes notes, workshops and webinars with topics related to BBVA México's products, services and tools. In addition, it is designed to adapt to users' searches, offering specific content to resolve doubts and guide decision-making in relation to their finances.

The EduFin Virtual Assistant, a virtual chat that drives behavioral change from a 360-degree experience perspective, is available to accompany and improve the experience of users who visit the site.

There were 12,907,883 visits, of which 10,209,957 (79%) were single-time visitors. In addition, 40,696 people benefited from conversations with EduFin Virtual Assistant.

The number of visits to the Financial Education portal doubled organically, from 6.3 million in 2021 to 12.9 million in 2022.

National Financial Education Week

BBVA México participates in this event organized by the National Commission for the Protection and Defense of Users of Financial Services (CONDUSEF) to promote awareness of the importance of Financial Education in managing personal finances, financial inclusion and digitization.

During the 2022 edition, there were 18,973 visits to the stand (virtual park) and 472 attendees to live conferences at the BBVA Auditorium. On the other hand, the digital campaign of the National Financial Education Week also had a great impact, generating 35,332 visits to the Financial Education website, in addition to 15,052 video reproductions, 820 clicks to the Financial Education Portal and 90 clicks on social responsibility.

18,973 visits to the stand during the SNEF.

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Financial Education Summit MX 2022

BBVA México, for the first time, participated in the annual meeting of the Center for Financial Education and Skills, where current issues related to financial education and skills are discussed. The 2022 edition was held in Spain on September 29 and in Mexico on September 30.

The event in Mexico was attended by 187 people, with 1,867 views of the video in Spanish and 328 views of its English translation.

187 on-site attendees in Mexico.

ABM Congress

Also for the first time, 1,458 employees participated in the congress organized by the Asociación de Bancos de México (ABM) to talk about Financial Education with the aim of providing the population with more tools, skills and knowledge to make better financial decisions.

1,458 employees participated in the ABM Congress.

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Conferences on YouTube

Grupo Financiero BBVA México organized a series of Financial Education conferences focused on customers and the general public, which were broadcast on YouTube.

The conferences discussed the following topics:

- Personal, Sustainable and Secure Financial Health: Perspective from the Bank
- Cybersecurity
- Herdez Financial Culture (Integrating Online Workshops and Training Experiences into its program)
- UNAM student training (EduFin Award)
- Tecmilenio student training (Extracurricular)

- Tecmilenio Financial Health Webinar
- Bank Explains (ABM) Webinar on Financial Education and children
- Global Challenges 2022 and Financial Education for inclusive growth

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- Insurance can change your life
- Who am I on the Internet?
- Protection on the Internet and social media
- Cyber defense, senior experience

31,548 visits.

Alliances and sponsorships

Donation for the UNAM National Financial Education Award

In collaboration with the Universidad Nacional Autónoma de México (UNAM), a donation was agreed to promote the UNAM-BBVA Financial Education Award*, which motivates students about to graduate or recent graduates to investigate topics related to finance, inclusion and Financial Education through their dissertation work.

* At the close of this report's edition, the 2022 call for proposals was still open, so we will report the results in the next reporting period.

Granja las Américas

It is an educational workshop aimed at primary and secondary school boys and girls so that, through play, they learn how to save energy using the model of observing, thinking and deciding.

173,394 boys and girls benefited.

KidZania

The program aims to develop financial skills and knowledge in boys and girls through fun activities in an interactive environment.

513,350 boys and girls benefited.



Finance to Share

It is a joint initiative between BBVA and Educación para Compartir (EpC), which seeks to train better citizens from childhood. This program has a sustainable approach that focuses on teaching economic and financial topics so that students can make responsible financial decisions based on civic values and generate personal and social benefits.

1,647 teachers and 48,730 participating students from 259 schools.

Victoria 147

The Victoria 147 initiative is a project that seeks to boost economic development through the promotion of education, financial inclusion and the acceleration of women's ventures, positioning BBVA as the financial ally of women entrepreneurs and financial education as the acceleration lever in their businesses.

48,181 women entrepreneurs received training.

Universum Espacio "Decide"

It is a space focused on youth to bring them closer to the development of sustainable projects, through digital and analog experiences to solve social and individual problems that impact the community and the environment, always considering the pillars of government, society and economy.

262 people benefited.



Museum of Memory and Tolerance

BBVA and the Museum of Memory and Tolerance joined forces to promote content and materials about the importance of inclusion and Financial Education, and how they are linked to sustainability. The information was disseminated through the different spaces that the Museum has and to the thousands of low-income students from all over the country who attend and connect virtually. This sponsorship contributes to raising awareness and fighting, through education, the roots of economic inequality. 86,795 virtual room access codes and 12,468 sustainability access codes were shared.

57,676 views achieved on Financial Education videos.

Once niños

Grupo Financiero BBVA México partnered with Once Niños, a television network, to produce a series of seven scripts aimed at educating children on the importance of savings. The series, set to launch in March 2023, is designed to raise awareness among children about the value of saving.

Podcast

BBVA México featured as a guest on Martha Debayle's podcast to discuss Financial Education, with the goal of increasing its exposure to the influencer's audience.

159,697 views of the podcast.



Fundación BBVA México

Fundación BBVA México is a asociación civil responsible for carrying out the social action initiatives of Grupo Financiero BBVA México. Its objective is to develop innovative programs to support education, culture, and social initiatives for the benefit of Mexican society.

It focuses on promoting financial education, economic development, and financial inclusion through projects and programs that improve the quality of life for individuals and communities.

The activities and projects included educational workshops, scholarship programs, support for cultural and social initiatives, and training programs for young people and adults.

With these initiatives, Fundación BBVA México seeks to contribute to the sustainable development of Mexico, improving the quality of life of people and communities, and fostering a culture of social responsibility.

With its different programs, it grants economic support through:

- **Education scholarships**
- Donations to organizations that support education and the arts
- Donations of school supplies and equipment
- Rehabilitation of the social fabric in communities
- Promotion of art and culture
- Support for communities affected by natural disasters



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Investment in social programs

In 2022, Fundación BBVA México allocated resources to support various programs and projects that benefit the community, including investment initiatives in educational, cultural and social areas.

The **investment** in 2022 was **\$1,165,548,195**.

BBVA Scholarships for Young Boys and Girls That Inspire

In 2022, the BBVA Scholarship Program for Young Boys and Girls That Inspire was adapted to the new educational modalities and the current context, creating Scholarships for Online Education and for Young Boys and Girls with disabilities. With the aim of promoting education and supporting talented students with socioeconomic disadvantages, these young people will be able to develop their full potential and continue with their secondary, high school and university studies.

Young Boys and Girls That Inspire	Number of direct beneficiaries
Middle School	17,473
High School	14,940
University	14,178
Online education	258
Disability	652

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BBVA **STRATEGY PRESENTATION PROFILE** FINANCE CHAIN COMMUNITY

Mentors

The program provides support to university scholarship recipients, helping them with their training, personal growth, and professional development. The program is facilitated by leaders and employees of Grupo Financiero BBVA México, who are selected through an annual call and certified as mentors by Campus BBVA. These mentors have a track record of high professional performance, a strong sense of social responsibility, and a desire to contribute to the community by sharing their expertise and knowledge.

This initiative aims to help young people complete their university **studies** and develop their skills and knowledge to face future challenges.

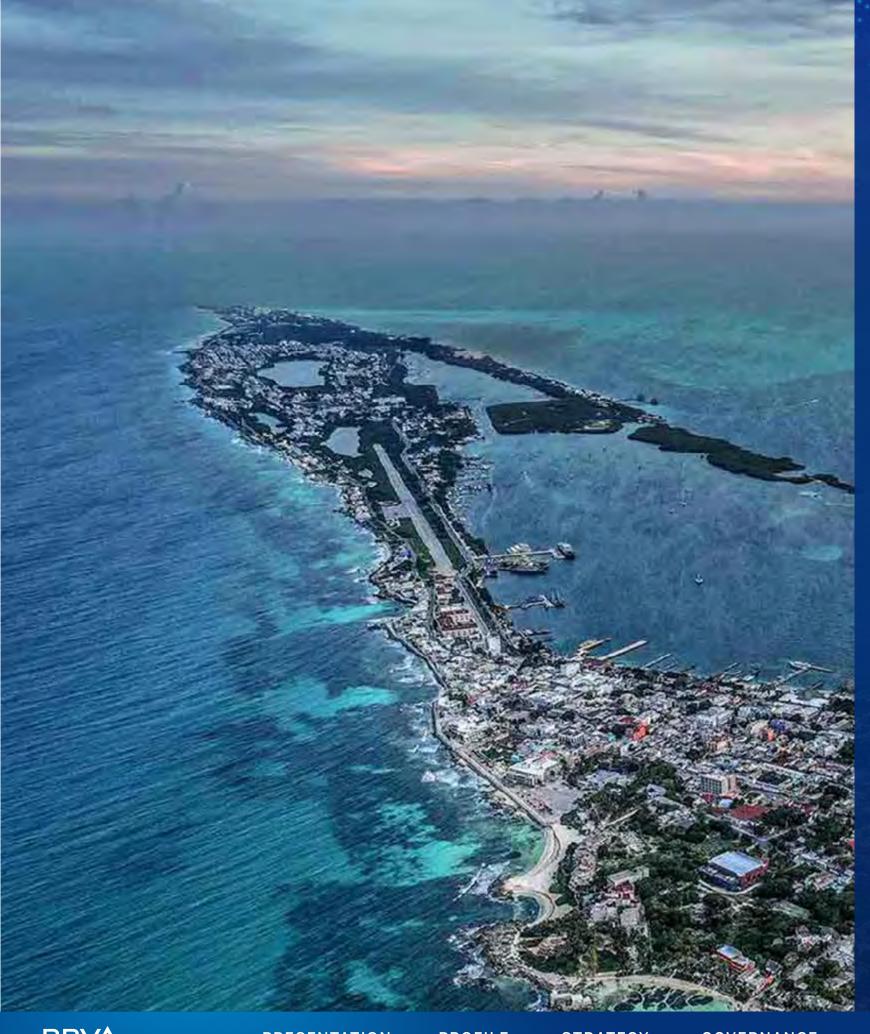
Cultural promotion

The program supports the development of culture in Mexico by providing financial assistance and support to high-quality cultural projects with a national scope. By doing so, the program seeks to ensure access to culture and to foster the creation of new audiences.

BBVA Art Scholarship

Serves as a collaborative platform that supports the production and dissemination of exceptional initiatives in the field of art and culture. With a goal of providing personalized support for artists, the program also seeks to foster a community through public events that encourage the exchange of ideas and experiences.





Territories Exhibition

This exhibition is a photographic project that presents the geography of contemporary Mexico through images captured by artists who, through their lenses, offer a unique and profound vision of the diverse landscapes, cities, and communities that make up Mexico.

The "Territories" exhibition is an opportunity to learn about and appreciate the Mexico that surrounds us in a different way.

Mexico-Spain Dialogues Meeting

Virtual initiative that brought together experts in various areas such as history, economics, sustainability, education and culture. During the meeting, these experts shared their knowledge and discussed the most important points of cultural and economic exchange between Mexico and Spain. The objective of the meeting was to enrich the dialogue between the two countries and promote greater understanding and collaboration in the aforementioned areas. It was an opportunity to reflect on the importance of collaboration and cultural exchange between the two countries.

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My Community BBVA

The program aims to improve the living conditions in communities that are in situations of social vulnerability. This is achieved through interventions in neighborhoods with high levels of past due debt, abandonment, and vandalism. With these interventions, the goal is to recover the social fabric and heritage value of these areas through social and urban improvement. The program aims to achieve a safer, more prosperous, and sustainable community, where residents can enjoy a quality life.

30,027 beneficiaries in 2022.

Support during natural disasters

The objective of this program is to provide humanitarian assistance and support to people in emergency situations due to natural disasters, risk situations or unusual events.

12,000 direct beneficiaries through food vouchers and personal hygiene kits.





School rebuilding program

After the earthquakes that struck Mexico in September 2017, Grupo Financiero BBVA México pledged an initial contribution of MXN 180 million towards the reconstruction and modernization of the affected educational institutions. This contribution was further supplemented by donations from customers, employees, suppliers, and private parties. This collaborative effort helped to increase the funding and expedite the recovery of educational infrastructure, ultimately benefiting a significant number of children and young people who had lost access to their schools.

In 2022, **426 direct beneficiaries** were reported for this program.

Alliances with Private Organizations

Fundación BBVA México is committed to collaborating with institutions dedicated to formal education in Mexico to amplify their impact, drive the progress of the country, and improve the quality of life for its people.

During 2022, **133,380 direct beneficiaries** were reported.

For more detailed information on the results achieved through these programs, we encourage you to review Fundación BBVA's Annual Report.

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About this Report

The 2022 Annual Report is a comprehensive document that BBVA México uses to communicate its environmental, social, and corporate governance performance to its stakeholders. It provides key indicators of the most relevant initiatives, activities, and programs, all in line with BBVA's global strategy. You can access the report in its interactive version at the following link, where you can find detailed information on the results of these programs and initiatives.



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Coverage GRI 2-1, 2-2, 2-4

The BBVA México 2022 Annual Report includes the following companies that make up Grupo Financiero BBVA México, S.A. de C.V., which are the same as those reported in the financial report; therefore, the results of other entities, institutions, companies, shareholders, customers or business partners are not included, unless otherwise stated.

- BBVA México, S.A., Institución de Banca Múltiple, Grupo Financiero BBVA México
- Casa de Bolsa BBVA México, S.A. de C.V., Grupo Financiero BBVA México
- BBVA Servicios Administrativos México, S.A. de C.V.
- BBVA Operadora México, S.A. de C.V.
- BBVA Asset Management México, S.A. de C.V.,
 S.O.F.I., Grupo Financiero BBVA México
- BBVA Seguros México, S.A. de C.V.,
 Grupo Financiero BBVA México
- BBVA Seguros Salud México, S.A. de C.V.
- BBVA Pensiones México, S.A. de C.V.

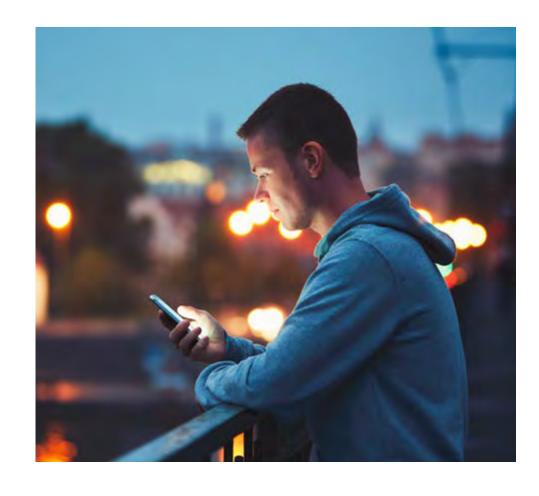
The restatement of information with respect to prior years is indicated in each case.

For purposes of this report, Grupo Financiero BBVA México, S.A. de C.V. will be referred to as Grupo Financiero BBVA México and/or GFBB. If the report does not include data from all of the company's subsidiaries, the scope of the information presented will be specified. Furthermore, any reference to BBVA is to the integration of Banco Bilbao Vizcaya Argentaria (BBVA) and all its international acquisitions.

Standards used

GRI 2-3, 2-5, 2-14

Grupo Financiero BBVA México has voluntarily reported on its environmental, social, and corporate governance performance for over 15 years, using annual integrated reports. This report has been prepared in accordance with GRI Standards and covers the period from January 1 to December 31, 2022. Furthermore, for the third consecutive year, Grupo Financiero BBVA México has included the Sustainability Accounting Standards Board (SASB) indicators that are relevant to the financial industry and its operations.



The BBVA México 2022 Annual Report was verified by EY (Mancera, S.C. Member of Ernst & Young Global Limited), a third party independent to our organization. EY has conducted a limited verification of selected contents of the report, the scope of which is specified in the relevant Verification Report. GFBB's verification practice is aligned with BBVA's global strategy, which considers the periodic rotation of verification teams.

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Independent review



v. Ejercito Nacional 843-B ntara Polanco

Fax: +55 5283 13 ey.com/mx

April 26th, 2023

Independent Accountant's Assurance Report

To the Management of Grupo Financiero BBVA México, S.A. de C.V.

Scope

We have been engaged by Grupo Financiero BBVA México, S.A. de C.V. (hereinafter "BBVA" or "the Company"), to perform a limited assurance engagement, as defined by the International Standards on Assurance Engagements (hereinafter "The Engagement"), to report on the identified sustainability information ("Subject Matter") that is detailed in Annex 1 we carry out limited assurance procedures to Grupo Financiero BBVA México, S.A. de C.V. "Informe anual 2022" (the "Report") in its Spanish version for the period from January 1st to December 31st, 2022

2. Criteria Applied by BBVA

In preparing the Subject Matter included in The Report, the Company applied the following criteria:

- GRI: Global Reporting Initiative
- SASB: Sustainability Accounting Standards Board
- PRB: Principles for Responsible Banking

3. Company Responsibilities

The Management of BBVA is responsible for selecting the Criteria and presenting the Subject Matter in accordance with these Criteria, in all material aspects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records, and making estimates that are relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error.

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Grupo Financiero BBVA México, S.A. de C.V Page 2

April 26th, 2023

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4. EY Responsibilities

Our responsibility is to express a conclusion about the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our engagement in accordance with International Standards on Assurance Engagements other than Audits or Review of Historical Financial Information (ISAE 3000) and the terms and conditions for this engagement agreed with con Grupo Financiero BBVA on May 9th, 2022. Those standards require that we plan and perform our engagement to obtain limited assurance about whether, in all material respects, the Subject Matter is presented in accordance with the Criteria, and to issue a report. The nature, timing and extend of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

5. Our Independence and Quality Control

We have maintained our independence and confirmed that we have met with the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants and have the required competencies and experience to carry out this assurance engagement.

EY also applies International Quality Control Standard 1, Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

6. Description of the Procedures Performed

The procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance. As such, our review does not guarantee that we have become aware of all material matters that would be disclosed in a reasonable compromise.

Grupo Financiero BBVA México, S.A. de C.V.

April 26th, 2023

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to the verification of aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, mainly of persons responsible for preparing The Report related information and applying analytical and other appropriate procedures.

Our limited assurance procedures performed included, but were not limited to:

- Conduct interviews with Company personnel to understand the business and the process of preparing The Report.
- b. Conduct interviews with those responsible for preparing the Report to understand the process of collecting, consolidating, and presenting the information of the Subject Matter.
- c. Verified that the calculation criteria have been correctly applied in accordance with the methodologies described in the Criteria.
- d. Conduct analytical review procedures to support the reasonableness of the data.
- e. Identify and test the assumptions that support the calculations.
- f. Test, based on sampling, the source information to verify the accuracy of the data.
- g. Read the material aspects (GRI 3-1, GRI 3-2 and GRI 3-3) associated with the Subject Matter to verify that they have been correctly applied in accordance with the Criteria.
- h. Comparison of the contents presented in The Report with what is established according with the declaration of use of conformity declared by the Company in GRI Requirement 8 1_Foundations 2021 of the GRI Global Reporting Initiative Standards.

We also performed such other procedures as we considered necessary in the circumstances.

7. Limitations of Our Assurance Commitment

Our assurance engagement was limited to the Subject Matter contained in the Report for the period between January 1st and December 31st, 2022, does not include information from previous years included in the Report, nor is it related to future projections or future targets.

Nor did it intend to determine whether the technological tools used for the development of The Report are the most appropriate and/or efficient.

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April 26th, 2023

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8. Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modification that should be made to the information of the Subject Matter, contained in the Report, for the period from January 1st to December 31st, 2022, for it to be in accordance with what is established in the criteria

9. Use of This Verification Report

Our responsibility, when carrying out verification activities, is solely with the Company's Management, therefore, we do not accept or assume any responsibility for any other purpose or towards any other person or organization.

10. Other information

The notification to the Gobal Reporting Initiative (GRI) about the publication of The Report, following the guidelines of the GRI 1 standard: Foundations, In accordance requirements 9: Notify GRI (the organization must notify GRI of the use of the GRI standards and its declaration of use, by sending an email to reportregistration@globalreporting.org, is responsibility of the Company and we have been informed that it will be done within 5 business days following the issuance of this conclusion.

C.P.C. Gabriel Alejandro Baroccio Pompa Cédula Profesional No.: 2825386 Designado por Mancera, S.C. Integrante de Ernst & Young Global Limited

ANNEX 1

Subject Matter

The sustainability information identified (the "Subject Matter") in the indicators included in the Report printed and included by the Company on its website 1 is presented in the following table 2 :

STANDARD	NUMBER	INDICATOR	COVERAGE
GRI 2 General disclosures	2-1	General disclosures.	Complete
GRI 2 General disclosures	2-3	General disclosures.	Complete
GRI 2 General disclosures	2-4	General disclosures.	Complete
GRI 2 General disclosures	2-5	General disclosures.	Complete
GRI 2 General disclosures	2-6	General disclosures.	2-6-a and 2-6-b-i.
GRI 2 General disclosures	2-7	General disclosures.	Partial
GRI 2 General disclosures	2-9	General disclosures.	Complete
GRI 2 General disclosures	2-10	General disclosures.	Complete
GRI 2 General disclosures	2-11	General disclosures.	Complete
GRI 2 General disclosures	2-12	General disclosures.	Complete
GRI 2 General disclosures	2-13	General disclosures.	Complete
GRI 2 General disclosures	2-15	General disclosures.	Complete
GRI 2 General disclosures	2-16	General disclosures.	Complete
GRI 2 General disclosures	2-19	General disclosures.	2-19-a-i and b (only for the governing body)

¹ They are published in the 2022 sustainability report on the official website of BBVA https://investors.bbva.mx/es/inf-financiera/. The work carried out by EY does not include consideration of these activities and, therefore, EY accepts no responsibility for any difference between the information presented on such website and the Subject Matter contained in the Report on which the Commitment was made, and the conclusion was issued.

GRI 2 General disclosures	2-22	General disclosures.	Complete
GRI 2 General disclosures	2-23	General disclosures.	Complete
GRI 2 General disclosures	2-24	General disclosures.	Complete
GRI 2 General disclosures	2-25	General disclosures	Complete
GRI 2 General disclosures	2-26	General disclosures.	Complete
GRI 2 General disclosures	2-28	General disclosures.	Complete
GRI 2 General disclosures	2-29	General disclosures.	Complete
GRI 2 General disclosures	2-30	General disclosures.	Complete
GRI 205 Anti- corruption	205-2	Communication and training about anti-corruption policies and procedures.	Complete
GRI 301 Materials	301-1	Materials used by weight or volume.	a. ii
GRI 302 Energy	302-1	Energy consumption outside of the organization.	a, b, c.i and c.iii
GRI 302 Energy	302-3	Energy intensity.	Complete
GRI 303 Water and Effluents	303-3	Water withdrawal.	a.v and d
GRI 305 Emissions	305-1	Direct (Scope 1) GHG emissions.	All except the c
GRI 305 Emissions	305-2	Energy indirect (Scope 2) GHG emissions.	Complete
GRI 305 Emissions	305-3	Other indirect (Scope 3) GHG emissions.	All except the c
GRI 305 Emissions	305-4	GHG emissions intensity.	Complete
GRI 401 Employment	401-1	New employee hires and employee turnover.	a partial, by age an gender b partial, by age an gender
GRI 401 Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or parttime employees.	а
GRI 404 Training and Education	404-1	Average hours of training per year per employee.	a. i
GRI 404 Training and Education	404-2	Programs for upgrading employee skills and transition assistance	а

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² Apart from what is described in the table, which sets out the scope of our work, we do not apply assurance procedures on the remaining information included in the Report and, consequently, we do not express a conclusion on this information.

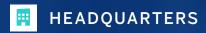
		programs.	
GRI 404 Training and Education	404-3	Percentage of employees receiving regular performance and career development reviews.	a partial, by gender
GRI 405 Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees.	a. i ,b. I and b.ii
GRI 412 Human Rights Assessment	412-2	Employee training on human rights policies or procedures.	а
GRI 413 Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs.	a.i and a.iv
GRI 417 Marketing and Labeling	417-1	Requirements for product and service information and labeling.	b
GRI 418 Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data.	a.i and a.ii
Sectoral GRI Supplement: FSSS Product Portfolio	FS5	Interactions with customers/investees/business partners regarding environmental and social risks and opportunities.	With exception
Sectoral GRI Supplement: FSSS Product Portfolio	FS14	Initiatives to improve access to financial services for disadvantaged people	With exception
Sectoral GRI Supplement: FSSS Product Portfolio	FS16	Initiatives to enhance financial literacy by type of beneficiary	Complete
SASB Commercial Banks.	FN-CB- 240a.3	Number of no-charge retail checking accounts provided to previously unbanked or underbanked customers.	Complete
Principles for Responsible Banking	2.1	Impact Analysis	Complete
Principles for Responsible Banking	2.2	Target Setting	Complete
Principles for Responsible Banking	2.3	Target Implementation and Monitoring	Complete

Principles for Responsible Banking	5.3	Governance Structure for Implementation of the Principles	Complete
Principles for Responsible Banking	6.1	Progress on Implementing the Principles for Responsible Banking	Complete

* * * End of document * * *



Contact GRI 2-3



Torre BBVA

Av. Paseo de la Reforma 510 Colonia Juárez, Alcaldía Cuauhtémoc Ciudad de México

§ SUSTAINABILITY INFORMATION

See other editions of our annual reports in the **Responsible Business** section of our website.

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International commitments signed and links with partnerships

BBVA continues to support the following initiatives:

Collective commitments in which BBVA participates



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2019

2020

2021



European Banking Federation Chair Sustainable Finance Group



Principles for Responsible Banking



Collective commitment climate action



European Banks representative an Co-Chair Global Steering Committee UNEP FI



Principles for Responsible Investment (BBVA Seguros)



PCAF

(Partnership for Carbon Accounting Financials)



Net Zero Banking Alliance



Commitment Financial Health & Inclusion



Principles for Responsible Banking (BBVA AM)



Net Zero Asset Managers Initiative (BBVA AM)



UNEP FI Leadership Council

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

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- Consejo Coordinador Empresarial
- Consejo de la Comunicación
- Consejo Nacional Agropecuario

Sustainable Development Goals (ODS)

The Sustainable Development Goals (SDGs) are the master plan to achieve a sustainable future for all. They are interconnected and incorporate the global challenges that humanity faces on a daily basis, such as poverty, inequality, climate, environmental degradation, prosperity, peace, and justice.

Financial organizations have a fundamental role in achieving the SDGs by promoting the creation of an inclusive and sustainable society. Furthermore, there is a growing interest among investors to invest in socially responsible businesses, and providing concrete tools to guide their investment decisions towards achieving the SDGs is crucial."

The 2021 **Sustainable Development Report** presents the results of a study on the progress of the SDGs for all UN Member States and frames the application of the Sustainable Development Goals in terms of six major transformations. This report was 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 achieved.

Mexico is ranked 74th out of 165 countries evaluated with 70.20 pts.





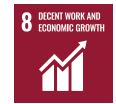
























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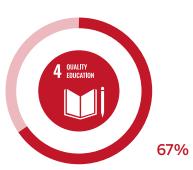
EXHIBITS

BBVA's impact on the SDGs

Given the urgency of achieving sustainable progress at a global level, Grupo Financiero BBVA México is committed to achieving the SDGs. This report presents the efforts made by the Group during 2022 to contribute to its goals.

The results are summarized in graphs that show the percentage of BBVA México's contribution to each of the SDGs, according to the SDG materiality study conducted in 2020.

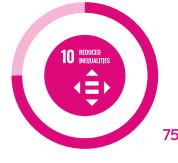


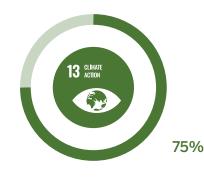


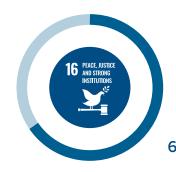






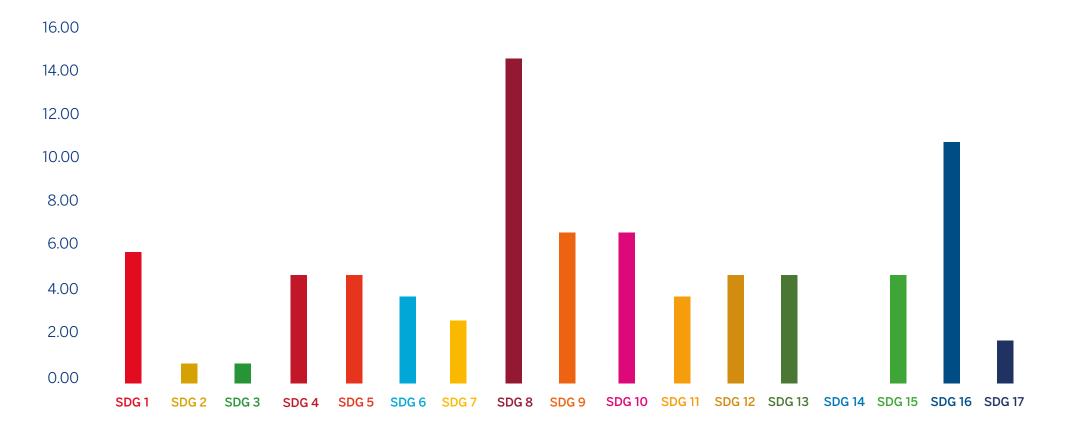






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Level of alignment of the SDGs with the material issues of the BBVA Mexico Group*



*For the full results of our latest materiality analysis, please refer to the 2021 Annual Report.

Impact on material SDGs



End poverty in all its forms everywhere.

Grupo Financiero BBVA México strives to foster economic development by promoting inclusive access to financial products and services. By offering financing options to diverse social groups, including women and vulnerable populations, and working to strengthen resilience to natural disasters, BBVA México promotes equitable access to economic resources.

BBVA initiatives

BBVA projects, programs, actions and initiatives that contributed to this SDG in 2022 are:

• Financial Inclusion Model: Grupo Financiero BBVA México strives to make its products and services accessible to all. By doing so, it helps individuals to make informed decisions about their financial well-being while raising awareness of potential risks and opportunities. This is achieved by addressing basic

financial needs, providing accessible financial services to communities, and promoting digitalization.

- Support during natural disasters: Fundación BBVA
 México carries out humanitarian aid actions and
 provides support to populations affected by natural
 disasters, risk situations, or extraordinary events.
- My Community: This program seeks to contribute to the regeneration of communities through interventions in subdivisions with high levels of past due debt, 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 aim to support talented middle, high school, and college students who face economic barriers by promoting school continuity and social mobility. The program has expanded to include new scholarships for online education and for young boys and girls with disabilities, taking advantage of new technologies.
- 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.
- Universum Espacio "Decide": It is a place dedicated to young people to promote sustainable projects. It offers a combination of digital and analog experiences to address social and individual problems that have an impact on the community and the environment. It is based on the pillars of governance, society, and economy to promote a comprehensive and sustainable approach to problem-solving.

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Goals impacted	BBVA initiatives	2022 BBVA Impact
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.	 My Community Donations to private organizations Scholarship Program for Young Boys and Girls that Inspire Universum Espacio "Decide" 	 See Financial Education and Fundación BBVA México. See Financial Education, Financial inclusion and entrepreneurship and Fundación BBVA México.
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.	 Financial support to farmers My Community Financial Inclusion Model BBVA Female Entrepreneurs Vaccination campaign 	
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.	 Bank products and services Financial support to farmers Support during natural disasters Together for health My Community Universum Espacio "Decide" 	

BBVA PRESENTATION PROFILE STRATEGY GOVERNANCE CHAIN FINANCE COMMUNITY ABOUT EXHIBITS

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

Education is an essential piece to enable socioeconomic mobility and the growth of the country. During 2022, programs, activities and initiatives were developed to promote greater access to quality education for middle school, high school and university students. 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.

BBVA initiatives

BBVA projects, programs, actions and initiatives that contributed to this SDG in 2022 are:

• Scholarship Program for Young Boys and Girls that Inspire: These education scholarships aim to support talented middle, high school, and college students who face economic barriers by promoting school continuity and

social mobility. The program has expanded to include new scholarships for online education and for young boys and girls with disabilities, taking advantage of new technologies.

Programs for Young Talent:

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.
- Once niños: Grupo Financiero BBVA México collaborated on seven scripts for a children's series with a savings theme, with the aim of making children aware of the importance of saving. The series will be launched in March 2023.

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 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 articles, online workshops, and webinars on financial education topics related to the bank's products, services, and tools.
- "Finances to Share" program: In alliance with Education to Share (EtS), it allows children and young people to address economic and financial issues to make responsible decisions based on civic values and sustainability.
- "Express training in financial education" workshop: This workshop is available to the public, and aims to promote healthy financial habits among individuals, fostering a positive change in their relationship with money.
- Rebuilding schools: The investment focuses on the reconstruction, physical renovation, and technological upgrading of educational facilities that were damaged during the earthquakes of 2017.

- BBVA Art Scholarship: An exchange and collaboration platform that supports the production and dissemination of outstanding initiatives in art and culture through economic incentives aimed at promoting cultural professionals and artists.
- Digital Community Universities: Grupo Financiero BBVA
 México has formed a synergy with universities to promote
 digital transformation within the university ecosystem. This
 is achieved through financial education initiatives aimed at
 promoting learning among students and their communities.
- **Donations to private organizations:** To support education and the arts.
- Podcast: BBVA México participated in Martha Debayle's podcast with Financial Education topics. The podcast received 159,697 views.



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Goals impacted	BBVA initiatives	2022 BBVA Impact
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.	 Scholarship Program for Young Boys and Girls that Inspire Rebuilding schools Donations to private organizations 	See Fundación BBVA México.
4.3 By 2030, ensure equal access for all men and women to quality technical, vocational and higher education, including university education.	 Scholarship Program for Young Boys and Girls that Inspire Programs for Young Talent (Interns, Trainees, Summer, Veranito, Semilleros, Global MBA, Women in Data). 	
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.	 Scholarship Program for Young Boys and Girls that Inspire Programs for Young Talent (Interns, Trainees, Summer, Veranito, 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 Podcast 	

Goals impacted	BBVA initiatives	2022 BBVA Impact
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.	 Scholarship Program for Young Boys and Girls that Inspire Programs for Young Talent (Women in Data) 	See Fundación BBVA México.
4.7 By 2030, ensure that all students acquire the theoretical and practical knowledge necessary to promote sustainable development, including through education for sustainable development and the adoption of sustainable lifestyles, human rights, gender equality, the promotion of a culture of peace and non-violence, global citizenship and the valuation of cultural diversity and the contribution of culture to sustainable development, among other means.	"Once niños" educational program	
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.	 Rebuilding schools Donations to private organizations 	

Goals impacted	BBVA initiatives	2022 BBVA Impact
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.	 Scholarship Program for Young Boys and Girls that Inspire Youth Building the Future 	See Fundación BBVA México.

BBVA PRESENTATION PROFILE STRATEGY GOVERNANCE CHAIN FINANCE COMMUNITY ABOUT EXHIBITS

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Achieve gender equality and empower all women and girls.

Gender equality is a critical factor in achieving a sustainable world. For this reason, Grupo Financiero BBVA México works to foster an inclusive culture both within its facilities and throughout its value chain. For this, it develops activities, programs and actions based on its institutional values, with the aim of guaranteeing a respectful work environment, without discrimination or harassment. With a special focus on supporting women entrepreneurs, GFBB contributes to gender equality and inclusion in Mexico.

BBVA initiatives

BBVA projects, programs, actions and initiatives that contributed to this SDG in 2022 are:

 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: A 24/7 hotline run by certified specialists available for all employees to report concerns and seek emotional support in cases of domestic violence.
- BBVA Female Entrepreneurs: 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 aim to support talented middle, high school, and college students who face economic barriers by promoting school continuity and social mobility. The program has expanded to include new scholarships for online education and for young boys and girls with disabilities, taking advantage of new technologies.
- Women in Data Program: Seeks to attract the best female talent in data science.

- Soy Integro 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.

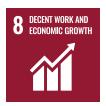
A diagnosis of gender equality was carried out to detect the current state and areas of opportunity. Additionally, specific action plans and KPIs are established to promote gender equity in management positions.

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- 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 sexual harassment and harassment.



Goals impacted	BBVA initiatives	2022 BBVA Impact
5.1 End all forms of discrimination against all women and girls everywhere.	 Bono social de BID Invest Soy Íntegro Program Values Day VIVA Award BBVA Female Entrepreneurs Awareness events Sexual Harassment and Harassment Protocol Sensitizations about inclusion Scholarship Program for Young Boys and Girls that Inspire 	See Fundación BBVA México, Integrity Program and Responsible Commitment with the employee.
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.	 Domestic Violence Hotline Harassment and Harassment Protocol Awareness events 	See Fundación BBVA México.
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.	 Diversity and inclusion board BBVA Female Entrepreneurs Sensitizations about inclusion 	
5.b Improve the use of enabling technology, specifically, information and communications technology, to promote the empowerment of women.	Women in Data ProgramHackathon	



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.

BBVA initiatives

BBVA projects, programs, actions and initiatives that contributed to this SDG in 2022 are:

 2022 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: An exchange and collaboration platform that supports the production and dissemination of outstanding initiatives in art and culture through economic incentives aimed at 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.
- 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: Grupo Financiero BBVA México strives to make its products and services accessible to all. By doing so, it helps individuals to make informed decisions about their financial well-being while raising awareness of potential risks and opportunities. This is achieved by addressing basic financial needs, providing accessible financial services to communities, and promoting digitalization.
- Gallup "Exceptional Workplace" Award: Grupo Financiero BBVA México won the "Exceptional Workplace" award, which reflects its commitment

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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.
- 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 worklife 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 Day Off: All employees whose birthdays are from Monday to Friday can enjoy their day off and share it with whoever they want.

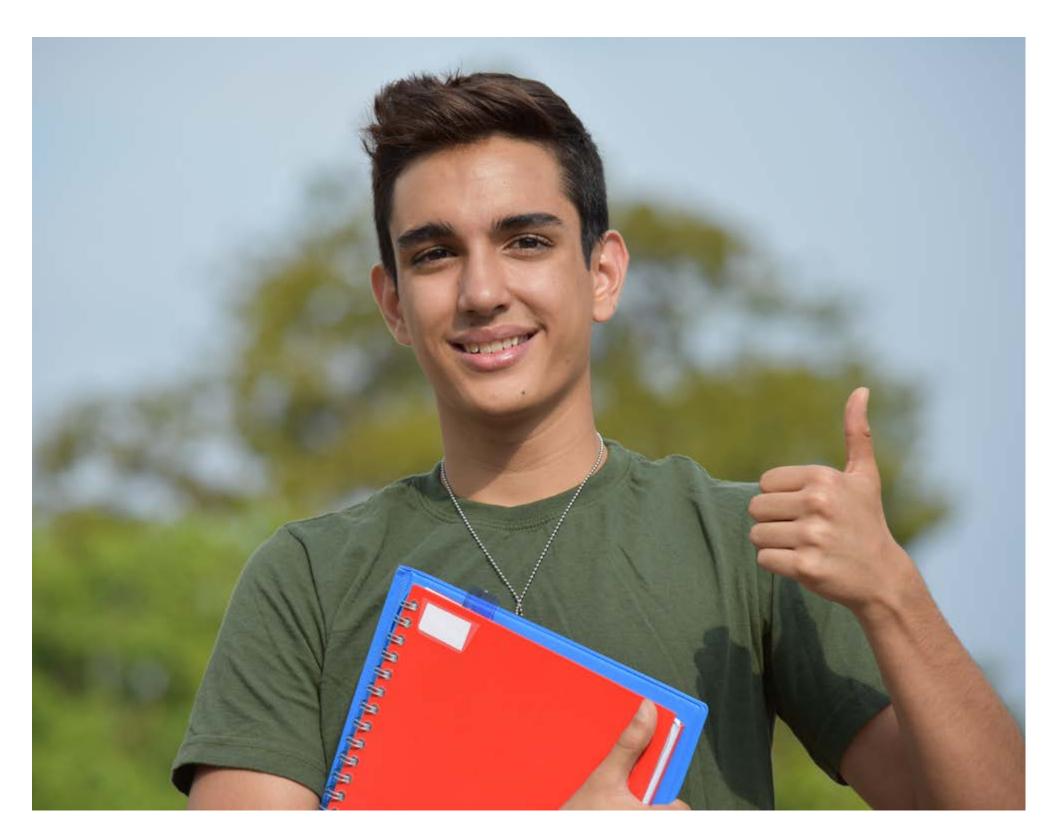
Digital Disconnection: Different communication campaigns are launched to establish start and end times for work activities, lunch times, avoiding emails, meetings and connections outside of working hours.

- 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.
- Scholarship Program for Young Boys and Girls that Inspire: These education scholarships aim to support talented middle, high school, and college students who face economic barriers by promoting school continuity and social mobility. The program has expanded to include new scholarships for online education and for young boys and girls with disabilities, taking advantage of new technologies.
- 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.
- · Programs for Young Talent:

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.

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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.

Goals impacted	BBVA initiatives	2022 BBVA Impact
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.	 Financial Inclusion Model BBVA Momentum Gallup "Exceptional Workplace" Award BBVA Female Entrepreneurs Bank volunteering BBVA Art Scholarship Virtual time organization workshops Wellness initiatives Productive Thursday Afternoon Digital Disconnection 	See Commitment with the employee, Global Eco-Efficiency Plan, Financial Education, Fundación BBVA, Financial inclusion and entrepreneurship and Fundación BBVA México.
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.	 Global Eco-Efficiency Plan (GEEP) Compensation of emissions Renewable energy certificates "Granja las Américas" Program 	

	Goals impacted	BBVA initiatives	2022 BBVA Impact
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.	 Harassment and Harassment Protocol Plataforma B Promos Remuneration and benefits "Tu Bienestar" Challenge Values Day "Work Better, Enjoy Life" Program BBVA 2021 Race Wellness initiatives Productive Thursday Afternoon Birthday Day Off Digital Disconnection 	See Commitment with the employee, Global Eco-Efficiency Plan, Financial Education, Fundación BBVA, Financial inclusion and entrepreneurship and Fundación BBVA México.
8.6	By 2020, substantially reduce the proportion of young people who are not employed and not in education or training. Strengthen the capacity of Mexican financial institutions to promote and expand access to banking, financial and insurance services for all.	 Scholarship Program for Young Boys and Girls that Inspire Programs for Young Talent (Interns, Trainees, Summer, Veranito, Semilleros, Global MBA, Women in Data). Summer entrepreneurs Financial Inclusion Model 	



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.

BBVA initiatives

BBVA projects, programs, actions and initiatives that contributed to this SDG in 2022 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: The investment focuses on the reconstruction, physical renovation, and technological upgrading of educational facilities that were damaged during the earthquakes of 2017.
- My Community: This program seeks to contribute to the regeneration of communities through interventions in subdivisions with high levels of past due debt, 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 actions and provides support to populations affected by natural disasters, risk situations, or extraordinary events. Fundación BBVA México has collaborated with Fundación Televisa and the Ministry of National Defense, providing assistance to people in Chiapas, Tabasco, Guerrero, Oaxaca, Morelos, the State of Mexico, Mexico City, Quintana Roo and Yucatán.
- 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.



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Goals impacted	BBVA initiatives	2022 BBVA Impact
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.	My CommunityRebuilding schoolsSupport during natural disasters	See Economic impact and Fundación BBVA México.
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.	Financing under the Equator Principles	
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.	App BBVA EmpresasBanco de BarrioSME Banking	



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

In 2022, 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.

BBVA initiatives

BBVA projects, programs, actions and initiatives that contributed to this SDG in 2022 are:

Financial Inclusion Model: Grupo Financiero BBVA
 México strives to make its products and services

accessible to all. By doing so, it helps individuals to make informed decisions about their financial well-being while raising awareness of potential risks and opportunities. This is achieved by addressing basic financial needs, providing accessible financial services to communities, and promoting digitalization.

- Scholarship Program for Young Boys and Girls that Inspire: These education scholarships aim to support talented middle, high school, and college students who face economic barriers by promoting school continuity and social mobility. The program has expanded to include new scholarships for online education and for young boys and girls with disabilities, taking advantage of new technologies.
- 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 sexual harassment and 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.

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Goals impacted	BBVA initiatives	2022 BBVA Impact
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.	 Financial Inclusion Model Scholarship Program for Young Boys and Girls that Inspire Board and Policy on Diversity and Inclusion 	See Economic impact and Fundación BBVA México.
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.	 Scholarship Program for Young Boys and Girls that Inspire Soy Íntegro Program Values Day VIVA Award Awareness events Harassment and Harassment Protocol Diversity and inclusion board 	
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.	Transparent, Clear and Responsible (TCR) Communication	



Adopt urgent measures to fight climate change and its effects.

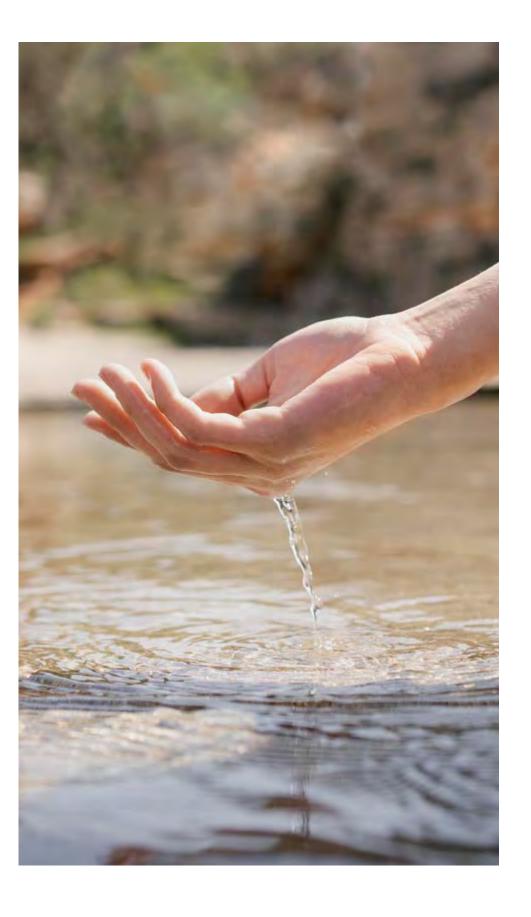
Grupo Financiero BBVA México seeks to contribute to a more sustainable world and is aware of its commitment to the environment to achieve it. That is why it has developed a series of policies, objectives, goals, products and services both inside and outside the organization with its customers and suppliers,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

BBVA initiatives

BBVA projects, programs, actions and initiatives that contributed to this SDG in 2022 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 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.
- · 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.
- · Commitment 2025: Grupo Financiero BBVA México is part of the goal of 300 billion euros in sustainable financing by 2025.



BBVA

Goals impacted	BBVA initiatives	2022 BBVA Impact
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.	 2025 Commitment Green bonds 	See Global Eco-Efficiency Plan and Financial inclusion and entrepreneurship.
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.	 Development of sustainable solutions for customers Global Eco-Efficiency Plan Products and services Compensation of emissions Renewable energy certificates Sustainable infrastructure and agribusiness 	



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.

BBVA initiatives

BBVA projects, programs, actions and initiatives that contributed to this SDG in 2022 are:

• Soy Integro 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: Anticorruption 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: Our board is made up of 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.

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Goals impacted	BBVA initiatives	2022 BBVA Impact
16.5 Considerably reduce corruption and bribery in all its forms.	 "Soy Íntegro" program Values Day VIVA Award Code of Conduct #Hazlocorrecto institutional campaign Whistleblower Channel 	See Corporate Governance and Integrity Program.
16.6 Create effective and accountable transparent institutions at all levels.	 Transparent, Clear and Responsible (TCR) Communication "Soy Íntegro" program Values Day Code of Conduct 	
16.7 Ensure inclusive, participatory and representative decision-making at all levels that responds to needs.	Diversity and inclusion board	
16.10 Guarantee public access to information and protect fundamental freedoms, in accordance with national laws and international agreements.	Transparent, Clear and Responsible (TCR) Communication	



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.

2022 BBVA Impact

Goals impacted	BBVA initiatives
17.16 Enhance the Global Partnership for Sustainable Development, complemented by multi-	BBVA México is part of and contributes through the following initiatives:
stakeholder partnerships that mobilize and share knowledge, expertise, technology and	Member of the United Nations Global Compact since 2004.
financial resources, to support the achievement of the Sustainable Development Goals in all countries, specifically developing countries.	 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
17.17 Encourage and promote the formation of effective partnerships in the public, public-	Asociación de Bancos de México (ABM)
private and public sectors, taking advantage of the experience and strategies for obtaining funds from the partnerships.	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)

BBVA PRESENTATION PROFILE STRATEGY GOVERNANCE CHAIN FINANCE COMMUNITY ABOUT EXHIBITS

Our commitment to the SDGs



Grupo Financiero BBVA México is committed to increasing its positive contribution to the 2030 Agenda. To achieve this, it has identified as a priority to focus on those SDGs in which it can generate a greater impact by taking advantage of its presence and the multiplying role of banks.

As part of its upcoming strategy, GFBB is committed to supporting its customers in two areas of focus. The first area emphasizes environmental issues, including SDG 7: Affordable and clean energy, 12: Responsible consumption and production, and 13: Climate action. It aims to encourage energy efficiency, circular economy, and reduced carbon intensity. The second area focuses on inclusive growth, including SDG 8: Decent work and economic growth and 9: Industry, innovation and infrastructure, and aims to mobilize investments for inclusive infrastructure while promoting entrepreneurship, financial inclusion, and financial well-being.

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:

Finance

Mobilize by 2025, EUR 300,000 million in sustainable financing, social infrastructures and sustainable agribusiness, entrepreneurship and financial inclusion.

Manage

Environmental and social risks associated with the Group's activity to minimize its potential direct and indirect negative impacts.

Involve

Approach all stakeholders to collectively promote the contribution of the financial sector to sustainable development.

To achieve its goals, BBVA has incorporated values, principles, and criteria into its Sustainability Policy with the aim of generating value and a positive long-term impact for its shareholders, employees, customers, and society in general.

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GRI content index

GRI Standard		Content	Section, answer or reason for omission
		GRI 1 Foundation 2021	
		GRI 2: General Disclosures 2021	
		1. The organization and its reporting practices	
	2-1	Organizational details	Group's Profile
	2-2	Entities included in the organization's sustainability reporting	About this Report
GRI 2: General Disclosures 2021	2-3	Reporting period, frequency and contact point	Irma B. Acosta Pedregal, Head of Responsible Business and Sustainability Email: ib.acosta@bbva.com
	2-4	Restatements of information	About this Report
	2-5	External assurance	About this Report
		2. Activities and workers	
GRI 2: General Disclosures 2021	2-6	Activities, value chain and other business relationships	Indicator coverage: 2-6-a and 2-6-b-i. At the moment, the indicator does not have available/complete information for the other items of the indicator related to the organization's supply chain; entities that are part of the organization and their activities, other relevant business relationships or significant changes in 2-6-a, 2-6-b and 2-6-c with respect to the reporting period. This is because Grupo Financiero BBVA México is in the process of building a database with the criteria and internal guidelines that meet this need. For the next annual report, the database in question will have all the necessary information in order to include the guidelines of each area involved to obtain said information in accordance with the GRI standard.



PRESENTATION STRATEGY GOVERNANCE CHAIN ABOUT **EXHIBITS** PROFILE FINANCE COMMUNITY

GRI Standard		Content	Section, answer or reason for omission
GRI 2: General Disclosures 2021	2-7	Employees	Partial omission. At the moment, the indicator does not have available/complete information on the breakdown of employees by region and gender classified into permanent, temporary, non-guaranteed hours, full-time, and part-time employees. This is because Grupo Financiero BBVA México is in the process of building a database with the internal criteria and guidelines that meets this need. For the next annual report, the database in question will have all the necessary information in order to include the guidelines of each area involved to obtain said information in accordance with the GRI standard.
	2-8	Workers who are not employees	The requested information is not available due to the recent adoption of the standard. We are working on the collection and the coverage is planned for the next reporting period.
		3. Governance	
	2-9	Governance structure and composition	Governance
	2-10	Nomination and selection of the highest governance body	Governance
	2-11	Chair of the highest governance body	Governance
	2-12	Role of the highest governance body in overseeing the management of impacts	Governance
GRI 2: General Disclosures 2021	2-13	Delegation of responsibility for managing impacts	Governance
	2-14	Role of the highest governance body in sustainability reporting	Currently, at BBVA México there is no formal review and approval process by the highest government body regarding the preparation of the report and the determination of materiality.
	2-15	Conflicts of interest	Governance

GRI Standard		Content	Section, answer or reason for omission
	2-16	Communication of critical concerns	There are various areas and sources through which concerns can be communicated that can be escalated to the relevant committees to determine their resolution (for example, investor relations, customer service units, internal control, internal audit, whistleblowing channel).
			The summaries of the resolutions adopted at the General Ordinary Shareholders' Meetings of Group Financiero BBVA México are published on the Investor Relations website.
			Resolutions on other types of concerns are recorded in internal minutes.
GRI 2: General Disclosures 2021	2-17	Collective knowledge of the highest governance body	In 2022 we had no measures that impacted the collective knowledge, skills and experience of the highest governance body in matters of sustainable development.
	2-18	Evaluation of the performance of the highest governance body	In 2022 we did not implement processes for evaluating the performance of the highest governance body in relation to the supervision of the management of the organization's impacts on the economy, the environment and people.
	2-19	Remuneration policies	Indicator coverage: 2-19-a-i and b (only for the governing body). Currently, the indicator does not have available/complete information on signing bonuses or incentive payments for hiring; compensation for termination of contracts, reimbursements, retirement benefits or the description of how the remuneration policies of the members of the highest governance body and senior executives are linked to their objectives and their performance in managing the organization's impacts on the economy, the environment and people. This is because it is confidential information. We will seek, within a maximum period of three years, to change the sense of confidentiality to present the information in accordance with the GRI standard.

GRI Standard		Content	Section, answer or reason for omission
	2-20	Process to determine remuneration	Governance
GRI 2: General Disclosures 2021	2-21	Annual total compensation ratio	We do not have information available to answer the requirements of this indicator. Coverage is scheduled for the next reporting period.
		4. Strategy, policies and practices	
	2-22	Statement on sustainable development strategy	Strategy
	2-23	Policy commitments	Profile
	2-24	Embedding policy commitments	Governance Exhibits
GRI 2: General Disclosures 2021	2-25	Processes to remediate negative impacts	Governance Exhibits
	2-26	Mechanisms for seeking advice and raising concerns	Governance Exhibits
	2-27	Compliance with laws and regulations	In 2022, Group Financiero BBVA México had no significant cases of non-compliance with applicable laws and regulations.
	2-28	Membership associations	Exhibits
		5. Stakeholder engagement	
GRI 2: General Disclosures 2021	2-29	Approach to stakeholder engagement	Strategy
GRI 2: General Disclosures 2021	2-30	Collective bargaining agreements	Responsible value chain
GRI 3: Material Topics 2021			
	3-1	Process to determine material topics	Strategy
GRI 3: Material Topics 2021	3-2	List of material topics	Strategy
	3-3	Management of material topics	Strategy

GRI standard		Content	Section, answer or reason for omission
		GRI 200: Economic standards	
	205-1	Operations assessed for risks related to corruption	Governance
GRI 205: Anti-corruption 2016	205-2	Communication and training about anti-corruption policies and procedures	Governance
	205-3	Confirmed incidents of corruption and actions taken	We had no cases of corruption
GRI 206: Anti-competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Governance
		GRI 300: Environmental standards	
GRI 301: Materials 2016	301-1	Materials used by weight or volume	Indicator coverage: 301-1-a-ii- (paper consumption). At the moment, this indicator does not have available/complete information for subsection 301-1-a-i non-renewable materials, because in Grupo Financiero BBVA México no relevant renewable materials have been identified for our operation that must be reported. In 2023 we will evaluate the continuity of reporting of this indicator considering materiality. If we continue with said indicator, we will carry out the quantification and reporting procedure for non-renewable materials to present the information in accordance with the GRI standard.
GRI 302: Energy 2016	302-1	Energy consumption outside of the organization	Indicator coverage: 302-1-a,b,c-i-iii, e. Currently the indicator does not report the subparagraphs, since items c.ii., c.iv and item d: do not apply to the organization given the type of energy we consume and other items e, f and g are not reported because we do not have information available/complete as Grupo Financiero BBVA México has the information in confidential documents. Coverage is scheduled for the next reporting period, for which we will seek to change the confidentiality of the supporting documents to present the information in accordance with the GRI standard.
	302-3	Energy intensity	Responsible value chain

GRI standard		Content	Section, answer or reason for omission		
		GRI 300: Environmental standards	GRI 300: Environmental standards		
	303-1	Interactions with water as a shared resource	Grupo Financiero BBVA México does not generate significant direct impacts in relation to water; however, as it is such an important resource, we consider its management in the Global Eco-efficiency Plan to reduce its consumption in our direct operations.		
GRI 303: Water and Effluents 2018	303-2	Management of water discharge-related impacts	The operations of Grupo Financiero BBVA México do not affect the quality of water, so they do not require a treatment method for discharge into the municipal network.		
			Indicator coverage: 303-3-a-v. At the moment, this indicator does not have available/complete information for subsection 303-3-a-i, ii, iii, iv given that no other sources of water extraction are applicable except for third-party water.		
	303-3	Water withdrawal	Similarly, there is no available/complete information to report subsections 303-3-b and 303-3-c, related to areas subject to water stress and the breakdown of water extraction by each source indicated in item a and b; this because there is no study in this regard. Within a maximum period of three years we will carry out a study that allows us to obtain and present the information in accordance with the GRI standard.		
	303-4	Water discharge	Responsible value chain		
	303-5	Water consumption	Responsible value chain		

GRI standard		Content	Section, answer or reason for omission	
		GRI 300: Environmental standards		
305-1		Direct (Scope 1) GHG emissions	Responsible value chain Partial coverage (without item C). At the moment, there is no available/complete information for item c related to biogenic emissions, because biogenic CO2 emissions are not calculated/do not exist within the institution in the water treatment plant. Within a maximum period of three years we will conduct an analysis on the application and/or measurement of this type of emissions to - if applicable - present the information in accordance with the GRI standard.	
	305-2	Energy indirect (Scope 2) GHG emissions	Responsible value chain Complete. In the case of Mexico, item b related to the gross value of market-based emissions does not apply, since there is no mandatory emissions trading system (SCE) in operation.	
GRI 305 Emissions 2016	305-3	Other indirect (Scope 3) GHG emissions	Responsible value chain Partial coverage (without literal C). At the moment, there is no available/complete information for literal c related to biogenic emissions, because biogenic CO2 emissions are not calculated/do not exist within the company in its water treatment plant. Within a maximum period of three years we will conduct an analysis on the application and/or measurement of this type of emissions to - if applicable - present the information in accordance with the GRI standard.	
	305-4	GHG emissions intensity	Responsible value chain	
	305-5	Reduction of GHG emissions	Responsible value chain	
	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.	

GRI standard		Content	Section, answer or reason for omission
GRI 305 Emissions 2016	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	Responsible value chain
		GRI 400: Social standards	
GRI 401: Employment 2016		New employee hires and employee turnover	Indicator coverage: partial. At the moment, this indicator does not have the information broken down by region, since Grupo Financiero BBVA México is in the process of building a database with the criteria and internal guidelines that meets this need. For the next annual report, the database in question will have all the necessary information in order to include the guidelines of each area involved to obtain said information in accordance with the GRI standard.
	401-2	Benefits provided to full-time employees that are not provided to temporary or parttime employees.	Responsible value chain Full coverage. Item b is not applicable because there are no benefits differentiated by significant operating locations.
	401-3	Parental leave	Responsible value chain.
GRI 404 Training and Education 2016 404-1		Average hours of training per year per employee.	Indicator coverage: 404-1-a-i. At the moment, this indicator does not have the information of item a-ii, referring to the average hours of training of employees broken down by job category; due to the fact that the type of category that the bank manages internally with other categories of the sector has not been homologated. In the next annual report, the database in question will have all the necessary information in order to include the guidelines of each area involved to obtain said information in accordance with the GRI standard.



GRI standard		Content	Section, answer or reason for omission
		GRI 400: Social standards	
GRI 404 Training and Education 2016	404-2	Programs for upgrading employee skills and transition assistance programs.	Indicator coverage: 404-2-a. At the moment, this indicator does not have the complete/available information of item b, related to transition programs to facilitate continued employability due to retirement or dismissal, this because Grupo Financiero BBVA México is in the process of building relevant initiatives and a database with the internal criteria and guidelines that meets this need. In the next annual report, the database in question will have all the necessary information in order to include the guidelines of each area involved to obtain said information in accordance with the GRI standard.
	404-3	Percentage of employees receiving regular performance and career development reviews.	Indicator coverage: partial. At the moment, this indicator does not have available/complete information on the percentage of employees evaluated, broken down by job category, because Grupo Financiero BBVA México is in the process of building a database with internal criteria and guidelines that meets this need. In the next annual report, the database in question will have all the necessary information in order to include the guidelines of each area involved to obtain said information in accordance with the GRI standard.

GRI standard		Content	Section, answer or reason for omission
GRI 405 Diversity and Equal Opportunity 2016 405-1		Diversity of governance bodies and employees.	Indicator coverage: 405-1-a-i and 405-1-b-i-ii. At the moment, this indicator does not have available/complete information for item a-iii and item b-iii, because the requirement broken down by job category and item a-ii related to the age ranges of the members of the Board are not reported, due to the fact that Grupo Financiero BBVA México is in the process of building a database with the criteria and guidelines internal services that attend to said need without compromising confidentiality. In the next annual report, the database in question will have all the necessary information in order to include the guidelines of each area involved to obtain said information in accordance with the GRI standard.
		GRI 400: Social standards	
GRI 412 Human Rights Assessment 412-2		Employee training on human rights policies or procedures.	Indicator coverage: 412-2-a. The requirement for the percentage of employees trained in Human Rights issues is not reported. Coverage is scheduled for the next reporting period.
			Contribution to the community
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs.	Indicator coverage: 413-1-a-i-iv. At the moment, this indicator does not have available/complete information for subsection 413-1-ii, iii, v, vi, vii and viii, because it is not applicable and the information requirements correspond to indicators that are reported in the Annual Report of Fundación BBVA México.
413-2		Operations with significant actual and potential negative impacts on local communities.	Contribution to the community
GRI 417: Marketing and Labeling 2016 417-1		Requirements for product and service information and labeling.	Coverage of indicator 417-1-b. At the moment, this indicator does not have available/complete information for subsection 417-1-a, since it is not appropriate due to the nature of Grupo Financiero BBVA México S.A. de C.V.
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data.	Indicator coverage: 418-1-i-ii. The scope of subsection b is not reported and subsection c does not apply.



GRI standard		Content	Section, answer or reason for omission
		Sectoral GRI Supplement	
	FS1	Policies with specific environmental and social aspects applied to business lines.	Sustainable finance Find out about BBVA's Environmental and Social Framework, its scope, exclusions, implementation procedure, department that implements it and how the results influence decisions on transactions, as well as other BBVA sustainability policies at the following link.
	FS2	Procedures for evaluating and monitoring social and environmental risks in business lines.	Sustainable finance Find out about BBVA's Environmental and Social Framework, its scope, exclusions, implementation procedure, department that implements it and how the results influence decisions on transactions, as well as other BBVA sustainability policies at the following link.
Sectoral GRI Supplement: FSSS Product Portfolio	FS5	Interactions with customers/investees/business partners regarding environmental and social risks and opportunities.	Sustainable finance Governance Coverage with exception: At the moment, this supplement to the indicator does not have available/complete information on the topics addressed, the methods used in the interaction to prioritize topics, or the supervision and monitoring of results, since Grupo Financiero BBVA México is in the process of building a database with the criteria and internal guidelines that meets this need. In the next annual report, the database in question will have all the necessary information in order to include the guidelines of each area involved to obtain said information in accordance with the GRI standard.
	FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.	Sustainable finance.

GRI standard		Content	Section, answer or reason for omission
	FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose.	Sustainable finance.
	FS11	Percentage of assets subject to positive and negative environmental or social screening.	Sustainable finance.
Sectoral GRI Supplement: FSSS Product Portfolio	FS14	Initiatives to improve access to financial services for disadvantaged people	Coverage with exception. At the moment, this indicator does not have available/complete information on the degree of application throughout the institution by product or segment, because Grupo Financiero BBVA México is in the process of building a database with the criteria and internal guidelines that meet that need. In the next annual report, the database in question will have all the necessary information in order to include the guidelines of each area involved to obtain said information in accordance with the GRI standard.
	FS16	Translate: Financial education programs.	Contribution to the community.

BBVA

PRESENTATION PROFILE STRATEGY GOVERNANCE CHAIN FINANCE COMMUNITY ABOUT EXHIBITS

SASB Index

Industry	Metrics	Code	Chapter / Direct Response			
Topic: Data secu	Topic: Data security					
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	on of financial inclusion and capacity					
СВ	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: 1.6 million accounts.			
Topic: Incorpora	ation of environmental, social and corporate governance factors					
СВ	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,	FN-CB-410a.2 FN-AC-410a.2	In 2022, BBVA Asset Management formalized its ESG Risk Policy prepared in accordance with BBVA's global corporate methodology.			
	investment banking and brokerage activities, and wealth management strategies and processes.	FN-IB-410a.3 FN-IN-410a.2	The ESG Risk Policy was presented to the highest governing bodies, including the risk committee, as well as to the board.			
			As of 2022, the ESG Risk Policy applies to Investment Funds, with the exception of those that seek to replicate an index passively. As of today, it is being implemented for the rest of the businesses managed by BBVA AM México.			
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	Sustainable finance.			

CHAIN

FINANCE

COMMUNITY

ABOUT



Industry	Metrics	Code	Chapter / Direct Response
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 2022, our ESG investment fund had managed assets worth MXN 290.23 million by the end of the year. This momentum enabled us to fulfill our commitment to the Principles for Responsible Investment (PRI).
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 On June 13, 2022, the "ring" was made at the Mexican Stock Exchange (BMV) with which the relaunch of the MEXTRAC ETF was announced with an ESG approach made up of companies that comply with the principles of the United Nations Global Compact. The MEXTRAC ESG ETF replicates an index the objective of which is to form a sustainable investment portfolio with liquid companies, consistent in dividends and with an improvement in ESG score compared to traditional indices.
AC	Description of the proxy voting and intervention policies and procedures in investee companies.	FN-AC-410a.3	During 2022, the manuals for attendance at general shareholders' meetings were updated, as well as the one for voting. In particular, the issuer's minimum ownership percentage was reduced from 2% to 0.5% as a criterion to attend the meeting and cast a vote.
Topic: Business	s 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	Risk management 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. 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. The information can be found in the consolidated financial statements of Grupo Financiero BBVA México, S.A. de C.V.			
AC	Total exposure to securities financing Transactions.	FN-AC-550a.3	Risk management			
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			
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.			

Industry	Metrics	Code	Chapter / Direct Response
Topic: Profession	onal 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	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.
IB	Description of approach to ensuring professional integrity, including duty of care.	FN-IB-510b.4	Integrity program.
Topic: Incentive	es for collaborators and risk taking		
IB	Percentage of total remuneration that is variable for material risk takers (MRT).	FN-IB-550b.1	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. 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. 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.

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	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.	
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).	
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	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.	

Industry	Metrics	Code	Chapter / Direct Response	
Topic: Discriminatory loans				
MF	Description of the policies and procedures to ensure the granting of mortgage loans without discrimination.	FN-MF-270b.3	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: 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. 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.	
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	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.	
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).	

Industry	Metrics	Code	Chapter / Direct Response		
Topic: Policies d	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.		
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).		



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Principles for Responsible Banking

Principle 1: Alignment



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

Business model

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 across the main geographies in which your bank operates or provides products and services. Please also quantify the information by disclosing e.g. the distribution of your bank's portfolio (%) in terms of geographies, segments (i.e. by balance sheet and/or off-balance sheet) or by disclosing the number of customers and clients served.

Response:	Links and references
BBVA is a financial group of Spanish origin with a worldwide presence. In Mexico, the bank is the largest financial institution, with a market share of 50 basis points (bps) to close December 2022 at 24.4%, according to public figures from the National Banking and Securities Commission (CNBV). We have 28 million customers, we have 1732 branches, offering a variety of products and services through 3 business lines:	See Group Profile in this report.
 Retail Network (Consumer finance, Mortgage finance & Insurance) Government and Commercial Banking (Commercial Finance) Corporate and Investment Banking (Commercial Finance, Asset Management and Investment Banking) 	

Strategy alignment

Does your corporate strategy identify and reflect sustainability as strategic priority/ies for your bank?

Yes

☐ No

Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.

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Does your bank also reference any of the following frameworks or sustainability regulatory reporting requirements in its strategic priorities or policies to implement these?
■ UN Guiding Principles on Business and Human Rights
☐ International Labour Organization fundamental conventions
■ UN Global Compact
☐ UN Declaration on the Rights of Indigenous Peoples
Any applicable regulatory reporting requirements on environmental risk assessments, e.g. on climate risk - please specify which ones:
Any applicable regulatory reporting requirements on social risk assessments, e.g. on modern slavery - please specify which ones:
Equator Principles, Principles for Responsible Investments, Carbon Disclosure Project, Sustainable Finance Advisory Committee.
☐ None of the above

Response:	Links and references
 In 2018, BBVA published its Commitment for the year 2025 based on 3 lines of action: Finance up to EUR 100,000 million between 2018 and 2025 to curb climate change, implement a financial inclusion and entrepreneurship framework, and comply with the Sustainable Development Goals (SDGs), which was updated in 2022 so that there are now EUR 300,000 millions earmarked for this purpose; Manage direct and indirect environmental and social risks; and Involve all stakeholders to collectively promote the contribution of the financial sector to sustainable development. 	See Sustainable finance in this report.
BBVA has a 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.	

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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 (key step 1)

Show that your bank has performed an impact analysis of its portfolio/s to identify its most significant impact areas and determine priority areas for target-setting. The impact analysis shall be updated regularly and fulfil¹ the following requirements/elements (a-d²):

a) Scope: What is the scope of your bank's impact analysis? Please describe which parts of the bank's core business areas, products/services across the main geographies that the bank operates in (as described under 1.1) have been considered in the impact analysis. Please also describe which areas have not yet been included, and why.

Response:	Links and references
The main business areas, products and services of BBVA México, considering the lines of business described in the business model (Principle 1).	See Strategy and Sustainable finance in this report.

b) Portfolio composition: Has your bank considered the composition of its portfolio (in %) in the analysis? Please provide proportional composition your portfolio globally and per geographical scope i) by sectors & industries³ for business, corporate and investment banking portfolios (i.e. sector exposure or industry breakdown in %), and/or ii) by products & services and by types of customers for consumer and retail banking portfolios.

If your bank has taken another approach to determine the bank's scale of exposure, please elaborate, to show how you have considered where the bank's core business/major activities lie in terms of industries or sectors.

Response:	Links and references
The Mexican portfolio was divided into two large groups:	See Sustainable finance in this report.
Consumer banking , which includes products such as credit cards, personal credit and loans, mortgage products, and loans for the purchase of automobiles. It is worth mentioning that some of our products are offered to more than one customer, so the number of customers that receive this type of service is greater than the number of Consumer Banking customers.	
Corporate banking , made up of various services provided to government agencies and corporate accounts. Among the most representative are government accounts, Real Estate activities and hotel services.	
The composition of each of the markets is 51.85% and 48.15% respectively, considering as a base a total of 1,433,611,129,887.91 products provided as of October 21, 2022.	

¹ That means that where the initial impact analysis has been carried out in a previous period, the information should be updated accordingly, the scope expanded as well as the quality of the impact analysis improved over time.

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² Further guidance can be found in the Interactive Guidance on impact analysis and target setting.

³ Key sectors' relative to different impact areas, i.e. those sectors whose positive and negative impacts are particularly strong, are particularly relevant here.

c) Context: What are the main challenges and priorities related to sustainable development in the main countries/regions in which your bank and/or your clients operate⁴? Please describe how these have been considered, including what stakeholders you have engaged to help inform this element of the impact analysis.

This step aims to put your bank's portfolio impacts into the context of society's needs.

Response:	Links and references
In future years, BBVA México will seek to deepen the main challenges or priorities identified in this analysis.	See Sustainable finance in this report.

Based on these first 3 elements of an impact analysis, what positive and negative impact areas has your bank identified? Which (at least two) significant impact areas did you prioritize to pursue your target setting strategy (see 2.2)⁵? Please disclose.

Response:	Links and references
Based on the impact analysis developed through the UNEP FI tool, initially feeding the data to the context module and later to the Consumer Banking and Institutional Banking modules, we identified the following positive impacts :	See Sustainable finance in this report.
Consumer banking. Direct associations are observed with the availability, accessibility, affordability and quality of resources and services.	
Institutional banking. Positive impacts are observed to a lesser extent, the most notable being survival, healthy economies, health and safety, and again the availability, accessibility, affordability and quality of resources and services.	
Overall, it was determined that there is a positive impact mainly on the availability, accessibility, affordability and quality of resources and services, followed by possible impacts on having healthy economies, health and safety, and survival.	
Regarding negative impacts , we identified the following:	
Consumer banking. Direct associations are observed with the availability, accessibility, affordability and quality of resources and services, although to a lesser extent than for positive impacts; in addition to other associations with circularity, climate stability, equality and justice.	
Institutional banking. Marked impacts are observed towards circularity, biodiversity and healthy ecosystems, climate stability, health and safety, and survival.	
Taken together, the main negative impacts are directed towards climate stability, circularity and health and safety.	

⁴ Global priorities might alternatively be considered for banks with highly diversified and international portfolios.

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⁵ To prioritize the areas of most significant impact, a qualitative overlay to the quantitative analysis as described in a), b) and c) will be important, e.g. through stakeholder engagement and further geographic contextualisation.

d) For these (min. two prioritized impact areas): Performance measurement: Has your bank identified which sectors & industries as well as types of customers financed or invested in are causing the strongest actual positive or negative impacts? Please describe how you assessed the performance of these, using appropriate indicators related to significant impact areas that apply to your bank's context.

In determining priority areas for target-setting among its areas of most significant impact, you should consider the bank's current performance levels, i.e. qualitative and/or quantitative indicators and/or proxies of the social, economic and environmental impacts resulting from the bank's activities and provision of products and services. If you have identified climate and/or financial health&inclusion as your most significant impact areas, please also refer to the applicable indicators in the Annex.

If your bank has taken another approach to assess the intensity of impact resulting from the bank's activities and provision of products and services, please describe this.

The outcome of this step will then also provide the baseline (incl. indicators) you can use for setting targets in two areas of most significant impact.

Response:				Links and references	
The results identified in this analysis will allow evaluating the current level of performance of BBVA México to establish goals that increase its positive impacts and other measures to reduce significant negative impacts.		See Financial inclusion and entrepreneurship in this report.			
Self-assessment summary:					
Which of the following components of im	pact analysis has your bar	nk completed, in order to	identify the areas in which your ban	k has its most significant (potential) positive and negative impacts? ⁶	
Scope:	Yes	☐ In progress	□ No		
Portfolio composition:	Yes	☐ In progress	□ No		
Context:	Yes	☐ In progress	□ No		
Performance measurement:	☐ Yes	In progress	□ No		
Which most significant impact areas have you identified for your bank, as a result of the impact analysis? Climate change mitigation and climate change adaptation, financial health & inclusion					
	,				
How recent is the data used for and disclosed in the impact analysis?					
Up to 6 months prior to publication					
\square Up to 12 months prior to publication					
☐ Up to 18 months prior to publication					
\square Longer than 18 months prior to publication	ation				
Open text field to describe potential chall	Open text field to describe potential challenges, aspects not covered by the above etc.: (optional)				

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⁶ You can respond "Yes" to a question if you have completed one of the described steps, e.g. the initial impact analysis has been carried out, a pilot has been conducted.

2.2 Target setting (key step 2)

Show that your bank has set and published a minimum of two targets which address at least two different areas of most significant impact that you identified in your impact analysis.

The targets have to be Specific, Measurable (qualitative or quantitative), Achievable, Relevant and Time-bound (SMART). Please disclose the following elements of target setting (a-d), for each target separately:

a) Alignment: which international, regional or national policy frameworks to align your bank's portfolio with have you identified as relevant⁸? Show that the selected indicators and 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.

You can build upon the context items under 2.1.

Response:	Links and references
This analysis will provide results that allow evaluating the current performance of BBVA México. As next steps, we will be setting SMART goals in order to increase the identified positive impacts and take steps to decrease the negative impacts.	N/A

b) Baseline: Have you determined a baseline for selected indicators and assessed the current level of alignment? Please disclose the indicators used as well as the year of the baseline.

You can build upon the performance measurement undertaken in 2.1 to determine the baseline for your target.

A package of indicators has been developed for climate change mitigation and financial health & inclusion to guide and support banks in their target setting and implementation journey. The overview of indicators can be found in the Annex of this template.

If your bank has prioritized climate mitigation and/or financial health & inclusion as (one of) your most significant impact areas, it is strongly recommended to report on the indicators in the Annex. Please include the relevant indicators using the indicator code in the following table:

Impact area	Indicator code	Response
Climate change		

Impact area	Indicator code	Response
Financial health & inclusion		

Please specify any other relevant and/or additional indicators that you have identified to establish the baseline and assess the level of alignment towards the impact-driven objectives.

Response:	Links and references
As next steps, we will be setting SMART goals in order to increase the identified positive impacts and take steps to decrease the negative impacts.	N/A

⁷ Operational targets (relating to for example water consumption in office buildings, gender equality on the bank's management board or business-trip related greenhouse gas emissions) are not in scope of the PRB.

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⁸ Your bank should consider the main challenges and priorities in terms of sustainable development in your main country/ies of operation for the purpose of setting targets. These can be found in National Development Plans and strategies, international goals such as the SDGs or the Paris Climate Agreement, and regional frameworks. Aligning means there should be a clear link between the bank's targets and these frameworks and priorities, therefore showing how the target supports and drives contributions to the national and global goals.

c)	SMART targets (incl. key performance indicators (KPIs)9): Please disclose the targets for your first and your second area of most significant impact, if already in place (as well as further impact are	eas, if in
	place). Which KPIs are you using to monitor progress towards reaching the target? Please disclose.	

Response:	Links and references
As next steps, we will be setting SMART goals in order to increase the identified positive impacts and take steps to decrease the negative impacts.	N/A

d) Action plan: which actions including milestones have you defined to meet the set targets? Please describe.

Please also show that your bank has analysed and acknowledged significant (potential) indirect impacts of the set targets within the impact area or on other impact areas and that it has set out relevant actions to avoid, mitigate, or compensate potential negative impacts.

Response:	Links and references
As next steps, we will be setting SMART goals in order to increase the identified positive impacts and take steps to decrease the negative impacts.	N/A

Self-assessment summary

Which of the following components of target setting in line with the PRB requirements has your bank completed or is currently in a process of assessing for your...

	Availability, accessibility, affordability and quality of resources and services first area of most significant impact:	Climatic stability second area of most significant impact:	(If you are setting targets in more impact areas)your third (and subsequent) area(s) of impact: (please name it)
	Yes	Yes	☐ Yes
Alignment	In progress	In progress	☐ In progress
	□ No	□ No	No
	☐ Yes	☐ Yes	☐ Yes
Baseline	■ In progress	■ In progress	☐ In progress
	□ No	□ No	No
	☐ Yes	☐ Yes	☐ Yes
SMART targets	☐ In progress	☐ In progress	☐ In progress
	No	No	No
	☐ Yes	☐ Yes	☐ Yes
Action plan	☐ In progress	☐ In progress	☐ In progress
	No	No	No

⁹ Key Performance Indicators are chosen indicators by the bank for the purpose of monitoring progress towards targets.

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2.3 Target implementation and monitoring (key step 2)

For each target separately:

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

Report on your bank's progress since the last report towards achieving each of the set targets and the impact your progress resulted in, using the indicators and KPIs to monitor progress you have defined under 2.2.

Or, in case of changes to implementation plans (relevant for 2nd and subsequent reports only): describe the potential changes to priority impact areas, changes to indicators, acceleration/review of targets, introduction of new milestones or revisions of action plans) and explain why those changes have become necessary.

Response:	Links and references
The results identified in this analysis will allow assessing the current level of performance of BBVA México to establish goals that increase its positive impacts and other measures to reduce significant negative impacts.	N/A

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Principle 3: Clients and Customers



Yes

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

☐ In progress

Does your bank have a p	olicy for sectors in which you ha	ve identified the highest (potential) negati	ve impacts?		
Yes	☐ In progress	□ No			
Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities ¹¹). It should include information on relevant policies, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.					
This should be based on	This should be based on and in line with the impact analysis, target-setting and action plans put in place by the bank (see P2).				
Response:				Links and references	
Our board approves and of the milestones we hav		tainability and financial health into BBVA's	business strategy, some	See Strategy and Sustainable finance in this report.	
sustainable business b. In addition, BBVA has	models. an Environmental and Social Fra	on and initiatives to accompany customer amework for sustainable transactions and	·		
issuance of bonds link	AND TO THE SINGS				

3.2 Business opportunities

Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/or how you have worked on these in the reporting period. Provide information on existing products and services, information on sustainable products developed in terms of value (USD or local currency) and/or as a % of your portfolio, and which SDGs or impact areas you are striving to make a positive impact on (e.g. green mortgages – climate, social bonds – financial inclusion, etc.).

Response:	Links and references
BBVA México finances projects and entities that contribute to the fulfillment of the SDGs (particularly 3, 4, 6, 7, 7, 8, 9, 11 and 12) and their specific targets through labeled bonds.	See Sustainable finance in this report.
In addition, it offers customized solutions for each category of customers to help them adopt more sustainable practices and reduce their greenhouse gas (GHG) emissions.	

¹⁰ A client engagement process is a process of supporting clients towards transitioning their business models in line with sustainability goals by strategically accompanying them through a variety of customer relationship channels.

Does your bank have a policy or engagement process with clients and customers¹⁰ in place to encourage sustainable practices?

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

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¹¹ Sustainable economic activities promote the transition to a low-carbon, more resource-efficient and sustainable economy.

Principle 4: Stakeholders



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

4.1 Stakeholder identification and consultation

target setting process?	, ,	consuit, engage, collaborate and partner with stakeholders (or stakeholder groups ¹²) you have identified as relevant in relation to the impact analysis and
Yes	☐ In progress	□ No
Please describe which s	stakeholders (or groups/types of	stakeholders) you have identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your
bank's impacts. This sho	ould include a high-level overview	of how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.

Response:	Links and references
BBVA actively participates in numerous initiatives, always in close collaboration with different stakeholders, aligned with the following priority areas:	N/A
1. Universal frameworks of reference: we are one of the founding banks of the Principles for Responsible Banking.	
2. Alignment with the Paris Agreement: with the assumption of the Collective Commitment on Climate Action, and participation in the pilot of the PACTA (Paris Alignment Capital Transition Assessment) methodology together with other entities known as the 'Katowice banks'.	
4. Transparency: following the recommendations of the TCFD 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. Global Compact: BBVA México has been a signatory of this United Nations initiative since 2004.	
7. Principles for Responsible Investments: BBVA México is a signatory of this initiative. The bank's responsible investment policy was created in 2022.	

¹² Such as regulators, investors, governments, suppliers, customers and clients, academia, civil society institutions, communities, representatives of indigenous population and non-profit organizations.

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Principle 5: Governance & Culture



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

5.1 Governance Structure for Implementation of the Principles

Does your bank have a governance system in place that incorporates the PRB?

effective implementation of the Principles. This includes information about

Yes	☐ In progress	□ No	
Please describe the r	elevant governance structu	policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and suppo	ort th

- which committee has responsibility over the sustainability strategy as well as targets approval and monitoring (including information about the highest level of governance the PRB is subjected to),
- details about the chair of the committee and the process and frequency for the board having oversight of PRB implementation (including remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected), as well as
- remuneration practices linked to sustainability targets.

Response:	Links and references
Sustainability management at BBVA México is defined in our policies, procedures and responsibilities throughout the different levels of the organizational structure.	N/A
We have a Global Sustainability Area that oversees and designs the strategic sustainability agenda and coordinates the organizational efforts of the different business units to achieve the established objectives. This includes the management and fulfillment of commitments such as the Ten Principles of the Global Compact, SDGs, PRI and PRB.	
This area reports to the President and CEO of BBVA. It is in charge of:	
1. Business Areas. Responsible for driving business transformation and ensuring the execution of the strategic plan.	
2. Strategy, Development and Data. Responsible for leading, coordinating and monitoring the Group's sustainability initiatives, as well as the design and implementation of the Group's data strategy, processes and training plan.	
3. Transition to Sustainability. Responsible for fostering sustainable business growth in all countries and across all business segments, supported by the development of innovative financial solutions and the deployment of new tools.	
4. Responsible Business. Responsible for defining sustainability standards and validating their application. Also responsible for public commitment to sustainability, community investment, responsible customer experience and impact management.	
Specifically in Mexico, Responsible Business is the main point of contact between the global structure and the local areas in order to implement the Principles. Among its functions is to attend training calls (for example, the Academy of Principles for Responsible Banking) to socialize knowledge in the organization, coordinate the work of defining indicators to report on the progress of implementation, etc.	

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5.2 Promoting a culture of responsible banking:

Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, e-learning, sustainability trainings for client-facing roles, inclusion in remuneration structures and performance management and leadership communication, amongst others).

Response:	Links and references
During 2022, we maintained the global training offer focused on sustainability. All our employees are required to take an express sustainability course, and those who are involved in sustainability issues or who wish to do so of their own free will can take a more advanced sustainability training course.	N/A

5.3 Policies and due diligence processes

Does your bank have policies in place that address environmental and social risks within your portfolio?¹³ Please describe.

Please describe what due diligence processes your banks has installed to identify and manage environmental and social risks associated with your portfolio. This can include aspects such as identification of significant/salient risks, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures vou have in place to oversee these risks.

you have in place to oversee these histor.		
Response:	Links and references	
Grupo Financiero BBVA México has an evaluation and selection process for Sustainable Bond projects:	See Sustainable finance in this report.	
1. The list of eligible projects is reviewed by the sustainable finance working group.		
2. The selected and labeled projects are further reviewed by BBVA's SDG bond committee which will decide which ones to include in each bond issued under the framework.		
3. Responsible Business will have final veto power over the list of selected projects.		
4. The Grupo Financiero BBVA México will be responsible for controlling the use of the proceeds from the issuance of green, social or sustainable bonds issued under this framework.		
5. Grupo Financiero BBVA México will supervise the use of funds from social and sustainable green bond issues according to their characteristics.		
In 2023, the first portfolio impact analysis exercise was conducted using the UNEP FI methodology.		
Self-assessment summary		

Sen-assessment si	ummary	
Does the CEO or other (C-suite officers have regular ove	ersight over the implementation of the Principles through the bank's governance system?
Yes	□ No	
0		ee PRB implementation (e.g. incl. impact analysis and target setting, actions to achieve these targets and processes of remedial action in the event
targets/milestones are	not achieved or unexpected neg	g. impacts are detected)?
Yes	□ No	
Does your bank have m	easures in place to promote a c	culture of sustainability among employees (as described in 5.2)?
Yes	In progress	□ No

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¹³ Applicable examples of types of policies are: exclusion policies for certain sectors/activities; zero-deforestation policies; stakeholder engagement policies; whistle-blower policies are: exclusion policies are: exclusion policies are: exclusion policies; zero-deforestation policies; stakeholder engagement policies; whistle-blower policies are: exclusion policies; zero-deforestation policies; zero-deforestation policies; zero-deforestation policies; zero-deforestation policies are: exclusion policies a

Principle 6: Transparency & Accountability



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

6.1 Assurance Has this publicly disclosed information on your PRB commitments been assured by an independent assurer? Yes □ Partially □ No If applicable, please include the link or description of the assurance statement.	
Response:	Links and references
Not applicable. This is the first year that we have asked a third party to verify our information on our progress in implementing the PRBs.	The limited verification report can be found in the Schedules in this BBVA Annual Report 2022.
 6.2 Reporting on other frameworks Does your bank disclose sustainability information in any of the listed below standards and frameworks? GRI SASB CDP IFRS Sustainability Disclosure Standards (to be published) TCFD Other: 	
Response:	Links and references
Grupo Financiero BBVA México's 2022 Annual Report has been prepared in accordance with GRI Standards and in compliance with SASB requirements for the sectors to which the Bank belongs. At Group level, BBVA also issues an annual report on the TCFD framework.	See the GRI Content Index and SASB Index in this report.

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6.3 Outlook

What are the next steps your bank will undertake in next 12 month-reporting period (particularly on impact analysis¹⁴, target setting and governance structure¹⁵ for implementing the PRB)? Please describe briefly.

Response:	Links and references
The results obtained from this analysis will make it possible to evaluate BBVA México's current performance, with the objective of establishing goals that will increase its positive impact, as well as the adoption of additional measures to reduce significant negative impacts.	N/A

6.4 Challenges

Here is a short section to find out about challenges your bank is possibly facing regarding the implementation of the Principles for Responsible Banking. Your feedback will be helpful to contextualise the collective progress of PRB signatory banks.

What challenges have you prioritized to address when implementing the Principles for Responsible Banking? Please choose what you consider the top three challenges your bank has prioritized to address in the last 12 months. (optional question).

If you wish, you can explain the challenges and how you are addressing them:

■ Embedding PRB oversight into governance	Customer engagement
☐ Gaining or maintaining momentum in the bank	☐ Stakeholder engagement
☐ Getting started: where to start and what to focus on in the beginning	■ Data availability
☐ Conducting an impact analysis	☐ Data quality
Assessing negative environmental and social impacts	☐ Access to resources
Choosing the right performance measurement methodology/ies	Reporting
■ Setting targets	Assurance
☐ Other:	☐ Prioritizing actions internally

If desired, you can elaborate on challenges and how you are tackling these:

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¹⁴ For example outlining plans for increasing the scope by including areas that have not yet been covered, or planned steps in terms of portfolio composition, context and performance measurement.

¹⁵ For example outlining plans for baseline measurement, developing targets for (more) impact areas, setting interim targets, developing action plans etc.



Creating Opportunities