

BBVA

Creating Opportunities

2021 Annual Report



Towards a sustainable future

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01

2021 Annual Report

The areas in charge of preparing the Annual Report are Investor Relations and Corporate Responsibility and Reputation. This report is the fifteenth Annual Comprehensive Report of Grupo Financiero BBVA México. These results correspond to the effort and work of all employees and the performance of GFBB throughout the year. The information shown below represents the most relevant issues for Grupo Financiero BBVA México and its stakeholders. Investor Relations and Corporate Responsibility and Reputation are in charge of preparing the Annual Report.

Report from the Chairman of the Board of Directors

GRI 102-14, 102-15

In 2021 we continue to develop the sustainability strategy through a new Global Sustainability unit to continue with our 2025 Commitment aligned with the Sustainability Policy and thus strengthen our activities to comply with the global warming scenario of no more than 2°C.



A **Global Sustainability** unit was created to ensure permeability of sustainability at the highest executive level of the organization.

The creation of innovative solutions to finance the investments of our customers capable of generating positive environmental and social impacts continues to be a fundamental axis of the business model to work together on sustainability.

Sustainability is a strategic priority for BBVA, which is why, by 2025, the figure of EUR 100,000 million in **sustainable financing** will double. In 2021, Grupo Financiero BBVA México increased sustainable financing by 373% compared to 2020, promoting the issuance of five green bonds and two social bonds issued by the International Capital Market Association and under BBVA's Sustainable Development Goals (SDGs) Bond Framework.

Similarly, reinforcing Grupo Financiero BBVA México's commitment to the Principles of Responsible Investment, we have a BBVAESG investment fund which has assets of MXN 549 million.



In November 2021, BBVA announced the objectives for the decarbonization of its loan portfolio in 2030 for industries that are intensive in CO₂ emissions. These are intermediate objectives with a view to being neutral in carbon emissions in 2050, this is a global commitment, with Mexico being a fundamental actor.

We were also neutral in direct carbon emissions by offsetting the environmental footprint with carbon dioxide (CO₂) mitigating projects, which also generate a positive impact on the local communities where they are developed. These actions, among others, consolidate BBVA Mexico in 2021 as one of the leading banks in Mexico in the region in sustainability matters.



Grupo Financiero BBVA México places **the first IDB Invest social bond** that promotes gender equality and the amount of the issuance was MXN 2,500 million.

With this transaction, we have promoted gender equity among the highest-ranking positions at GFBB, encouraging greater participation by women. The proceeds obtained from this issuance shall be used to finance projects under the IDB Invest sustainable debt framework, focused on promoting women.

Every day we assume a **responsible commitment** to our 40,383 employees in every way. During 2021 we have continued to position ourselves as one of the most attractive companies to work for, obtaining various awards. The Wellness program and the "Work Better, Enjoy Life" initiative contribute to strengthening Grupo Financiero BBVA México's efforts to ensure the health, safety and well-being of our employees.



Grupo Financiero BBVA México ranked third in the **"The Most Attractive Employers in Mexico 2021"** by Universum and first place in the Employers for Youth survey.

Grupo Financiero BBVA México's **commitment to the community** continues to strengthen and impact a greater number of Mexicans year after year thanks to the Financial Education programs and Fundación BBVA initiatives. In 2021, we continue promoting, disseminating and communicating about financial education to Mexican families. Through our remote and online workshops, more than 42,000 individuals benefited.



Financial education workshops **positively impacted more than 42 thousand individuals.**

Our Fundación BBVA México continues to grow as an important player in education for young people in Mexico. In 2021, 44,498 students benefited under the BBVA program for Young Boys and Girls that Inspire, adapting to current realities, creating the Scholarship programs for Online Education and Kids with disabilities.



The number of direct beneficiaries increased by 9.4% compared to 2020, adding a total of **44,498 students under the BBVA program for Young Boys and Girls that Inspire.**

We continue to strive to be recognized as the company that offers the best financial products in the country through a **responsible value chain** and offering all our customers a unique experience. With respect to innovation and digital transformation, new technologies, such as mobile and big data, have allowed us to offer a personalized value proposition.



During 2021, we are proud to have obtained the following recognitions in customer experience:

- 2021 Bank of the Year in Mexico by The Banker
- 2021 Bank of the Year in Mexico by Latin Finance
- Mexico's best supply chain finance providers 2021 by Global Finance
- Global SME Finance Forum 2021, Honorable Mention at the Global SME Finance Forum
- Rating of "Excellent" for the Trustee department by S&P Global Ratings
- IT Masters MAG, BBVA México, Top 25 most innovative Information Technology Masters
- Recognized with the Gallup Award for "Exceptional Workplace"
- Universum, Top 3 Most Attractive Employers
- First place in the financial sector according to the "Employers for Youth" survey
- Third place in the Ranking of the Most Responsible Companies in Mexico, "Merco, ESG Responsibility"
- CEMEFI Socially Responsible Company Distinction for 21 consecutive years
- Mundo Ejecutivo, BBVA México ranks in the Top 50 Most Sustainable Companies
- Distinction as a Healthy Responsible Company, Workplace Wellness Council Mexico
- BBVA México, Pensions and Insurance, First place in the Ranking of Corporate Integrity IC 500 Expansión

Since 2004 we have been signatories of the "Global Compact" initiative of the United Nations, which promotes the implementation of ten principles in the areas of human rights, labor, environment and anti-corruption, for which this report represents our Communication on Progress (CoP).

The path of Grupo Financiero BBVA México has been one of great achievements. I invite you to read our report Transiting to a Sustainable Future and to join as agents of change so that together we inspire a better sustainable country.

Sincerely,

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

Report from the Vice President of the Board of Directors and CEO

GRI 102-14, 102-15

Business Evolution, 2021 Fiscal Year

The year 2021 has been challenging given the effects of the pandemic and the evolution of its variants, and an uneven recovery of economic activities in the country and external factors caused by the reconfiguration of industries and bottlenecks that have generated a strong impact on inflation.

Despite this, at Grupo Financiero BBVA México we have been able to seize of the market opportunities by staying close to our customers, being proactive and consolidating our culture of service, of continuing to innovate. The resilience shown in this environment shows our ability to adapt to complex environments, always prioritizing the health of our customers and employees.

Given this environment, the robust digital offer, which has allowed us to differentiate ourselves, has been the result of the constant investment, innovation and transformation carried out since 2010. This is reflected in the number of financial transactions, which exceeded 2,300 million transactions at the end of 2021, with 54% of them carried out through our mobile application or the website, compared to 44% the previous year. We have managed to increase our digital customer base by 29% per year, to close 2021 with a total of 15.6 million. This means that around 62% of our total customer base is a user of some of our digital channels. And along the same lines, 70% of the bank's total sales have been made through one of our digital channels.

We continue to strengthen our digital offer by integrating new functionalities in our already robust "BBVA Mx App" with the incorporation of a module dedicated to helping our customers take care of their financial health, providing them



+2,300 million financial transactions at the end of 2021;
54% of them made through digital media.



with a comparison between their income and expenses, payments, transactions, historical information and tips on how to improve their financial health. From January to December 2021, mobile customers using our App increased by more than 3.5 million. We also promote the "BBVA Business App" aimed at legal entities from SMEs to large enterprises, which allows customers to manage and administer their business from their cell phone. Since its launch in June 2020, more than 326 thousand customers have joined this application.

In terms of sustainability, BBVA is promoting a new model of Sustainable Banking. For this reason, we have actively participated in numerous initiatives and always in close collaboration with all interest groups such as the industry itself, regulators, supervisors, investors and civil society organizations to continue advancing and promoting the transition of the world towards sustainable development. With this, it seeks to identify opportunities and offer advice for private customers and companies. Although the opportunity is still great, at Grupo Financiero BBVA México we have developed credit products that provide benefits to our customers and that revolve around sustainability, such as:

- i) Credit products for individuals, financing for the acquisition of hybrid and electric cars, financing for solar panels and green mortgages, among others. Closing the year with a portfolio of MXN 3,451 million.
- ii) Products for Companies: green financing for companies, letters of credit, leasing and green bonds, among others. This portfolio exceeded MXN 45,000 million at the end of the year.
- iii) Underwriter of sustainable bonds for MXN 21,473 million.

Grupo Financiero BBVA México is an institution committed to the country and economic development. We have promoted dynamism through the granting of credit, closing the year with a current loan portfolio balance of MXN 1,291,449 million, an increase of 6.6% compared to the end of 2020.



We consolidated our leadership position in current portfolio with an increase in market share of 25 basis points (bps) to close December 2021 at 23.7% according to figures from the National Banking and Securities Commission (CNBV).



MXN 1,291,449 million, current loan portfolio balance; +6.6% vs. 2020.

The commercial portfolio grew 5.0% in annual terms as a reflection of the good performance of corporate loans and the business segment. It is also important to highlight the evolution of SMEs, which have shown great dynamism due to the recent strategies implemented to continue improving service and attention to the segment. Allow me to comment on Neighborhood Banking, a new model that allows serving small businesses within a delimited perimeter around the branch in order to attract a greater number of customers and generate closer relationships, improving the service experience through wide range of specialized products for this segment. Within the corporate portfolio, there is also a positive evolution in loans to the government, derived from our strategy of actively participating with the States and the Federal Government.

Loans to individuals showed an 8.6% annual increase as a reflection of the boost to our digital strategy and the gradual economic recovery during the last quarter of the year. In detail, consumer loans and credit cards stand out, which together registered an increase of 7.6% in annual terms. Housing financing continues to show solid dynamism with a balance 9.7% higher than in 2020, which allows us to continue placing one in four mortgages in private banks.

The customer base, through our great physical and digital offer, grew by 2.7 million new customers, closing the year with more than 25 million customers, a reflection of the determined financial inclusion strategy.



+25 million customers at the end of the year.

With respect to asset quality, the evolution of the non-performing portfolio index shows a positive trend, registering an annual improvement of 127 bps, standing at 1.7% at the end of the year. This as a result of our internal risk models. The overdue portfolio coverage ratio stood at 153.9% at the end of 2021.



MXN 65,502 million, amount of net income; +52.8% vs. 2020.



On the deposit side, the constant promotion of savings is reflected in the increase in bank deposits (demand + time deposits) of 10.6% in annual terms. Demand deposits being the most dynamic with a 14.6% annual growth. This has allowed Grupo Financiero BBVA México to also consolidate our leadership position in bank deposits by registering a 23.6% market share, an annual increase of 102 bps, according to public figures from the CNBV at the end of December 2021.

In results, we recorded a net profit of MXN 65,502 million, equivalent to an increase of 52.8% compared to 2020. This is mainly explained by an improvement in the financial margin due to the growth of the portfolio, the increase in interest rates of interest and the release of reserves created in 2020.

At Grupo Financiero BBVA México, despite the complex environment, we maintain robust levels of solvency and liquidity. The capitalization ratio closed the year at 19.2%. The recurrence of income was reflected in the constant generation of organic capital, which allowed Grupo Financiero BBVA México to increase the total capital ratio by 164 bps compared to the 17.5% registered in December 2020. Liquidity levels remain comfortable and strong to continue growing our portfolio. The liquidity ratio, defined as Liquid Assets/Liquid Liabilities, stood at 76.5%, while the Liquidity Coverage Ratio (LCR) stood at 240.14%.

At Grupo Financiero BBVA México we continue to focus on what is ours, we knew how to take advantage of opportunities and turn them into growth, always ensuring the health of our customers, employees and society. It is time to recognize and thank each of the members of this great team for their work and their commitment throughout this 2021, let's celebrate the opportunity to continue being better and be present to continue supporting our customers and the country in the role that corresponds to us.



Let's keep creating opportunities.

Eduardo Osuna Osuna

Vice President of the Board
of Directors and CEO of BBVA México

Achievements in 2021

2021 was a key year in Grupo Financiero BBVA México's progress towards a sustainable, responsible and inclusive future. Through a strengthened sustainability strategy, Grupo Financiero BBVA México implemented innovative solutions to its material issues, amplifying a positive impact on its customers, employees and community through Sustainable finance.

Strategy and sustainable finance



Grupo Financiero BBVA México increased sustainable financing by **373%** compared to the previous year.

The BBVAESG fund had assets of **MXN 549 million**, invested through ETFs with the ESG label.

The **Corporate Social Responsibility policy** was updated and a **new global sustainability area** was created.

In line with the **2025 Commitment**:

- **The first IDB Invest social bond** that promotes gender equality was placed, with an issued amount of **MXN 2,500 million**.
- GFBB participated as an underwriter in **46%** of the ESG issuances in the local market; positioning itself as **the leading bank in stock market financing in this segment**.
- **Interim targets were set to decarbonize the investment portfolio** in four CO₂-intensive industries.

Innovation



Grupo Financiero BBVA México continued to innovate through the **implementation of an artificial intelligence tool** to strengthen the updating of its material topics.

The new **sustainability section in the BBVA Mexico App** reached more than **1 million single users**.

The **Smart Key card** was developed in a pilot version, distributed to **75 customers**, making Mexico the first country in Latin America to have this tool.

More than **6,000,000 recycled cards** were delivered, with Grupo Financiero BBVA México being the bank that issues the most recycled cards within BBVA.

Customer Perspective



The Data Protection Office was created to further strengthen the administrative, technical, and physical security measures that guarantee the confidentiality, integrity, and availability of personal data.

A solution was provided to new requests, thus achieving a percentage of **95% of contact with the customer**.

126.6 million transactions were made, among which 119.9 million corresponded to the payment to CCs for financial inclusion and entrepreneurship.

Workforce



In 2021, the first "**Express Sustainability**" course was offered to all employees, with a total of **86,758 hours of training**.

Academic scholarships awarded for employee development **increased 30%** compared to 2020.

Grupo Financiero BBVA México joined efforts to promote the comprehensive well-being of its workforce; **24,784 people benefited from the virtual workshops** on Productivity, Resilience, Life Balance and Mental Health, among others.

An accessibility **diagnosis was carried out** and **pilots were started for the incorporation of people with hearing and motor disabilities**.

Resilient community



Fundación BBVA México invested, in total, more than **MXN 1,630 million to carry out its social projects**.

13,559 hours of mentoring were given in the **BBVA Scholarship program for Young Boys and Girls that Inspire**, the highest figure since the program's existence.

Work was done on **financial education** through two main approaches: improving the financial health of the community and moving towards digitization, **Go Cashless**.



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Group's Profile

Grupo Financiero BBVA México, S.A. de C.V., is a holding company authorized to be organized and operate as a subsidiary financial group of Banco Bilbao Vizcaya Argentaria (hereinafter "BBVA"), which offers a wide range of financial services through the largest distribution network in Mexico. It has a presence throughout Mexico and is made up of different entities that provide a wide variety of financial products and services.

Profile

GRI 102-16

Our Aspiration

Strengthen the relationship with the customer...

- Helping our customers make the best financial decisions by providing relevant advice
- Providing the best solutions that generate trust: clear, simple, transparent and with fair conditions
- Through an easy and convenient experience: autonomously (DIY), through digital channels or human interaction

Redefining our value proposal focused on the real needs of our customers

Purpose

"To bring the age of opportunity to everyone."

Values

GFBB's values are reflected in the day-to-day life of all employees of Grupo Financiero BBVA México, influencing all their decisions.



Customer comes first

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



We think big

- We are ambitious
- We break the mold
- We amaze our customers



We are one team

- I am committed
- I trust others
- I am BBVA

Presence

GRI 102-2, 102-4, 102-6, 102-7

Grupo Financiero BBVA México serves its customers through a wide network of branches and other distribution channels such as ATMs, bank correspondents, point of sale terminals, Internet, mobile phones, among others. Additionally, it has specialized executives who provide differentiated and personalized service to both private and business customers and government entities.

 13,400 ATMs	 1,291,449 <small>MXN millions</small> Performing portfolio	 65,502 <small>MXN millions</small> Net income
 1,716 Branches	 15.6 million Digital customers	 1,461,645 <small>MXN millions</small> Bank deposits (demand + term, general public)
 658,368 Point of sale terminals	 15.1 million Mobile customers	 553,909 <small>MXN millions</small> Assets managed in investment funds
 25.3 million Active customers	 37,791 Correspondent banks*	



#1 as the recommended Bank by customers.

*Includes banking and foreign exchange



State	Branches	ATMs
Aguascalientes	20	175
Baja California Norte	52	421
Baja California Sur	20	139
Campeche	14	112
Chiapas	35	267
Chihuahua	52	431
Mexico City	257	2,147
Coahuila	42	392
Colima	10	77
Durango	22	147
State of Mexico	170	1,529
Guanajuato	77	524
Guerrero	31	209
Hidalgo	30	274
Jalisco	177	1,165
Michoacán	79	527
Morelos	27	189
Nayarit	21	143
Nuevo León	106	689
Oaxaca	27	213
Puebla	61	487
Querétaro	31	272
Quintana Roo	22	280
San Luis Potosí	29	195
Sinaloa	39	273
Sonora	49	402
Tabasco	33	245
Tamaulipas	42	388
Tlaxcala	8	85
Veracruz	74	637
Yucatán	35	223
Zacatecas	24	143

National:



13,400
ATMs



1,716
Branches

Source: Grupo BBVA México.
Figures as of December 2021.



History

- 1945 The Bank was founded in Mexico City under the name of Nuevo Mundo, S.A.
- 1957 Nuevo Mundo, S.A. changed its name to Financiera Bancomer, S.A.
- 1977 Financial Bancomer, S.A. merged with the companies that made up the financial group called "Sistema Bancos de Comercio" as merged companies that were extinguished and changed its name to Bancomer, S.A.
- 1982 The Mexican government nationalized banks, including Bancomer, becoming Sociedad Nacional de Crédito.
- 1991 Bank privatization. Grupo Financiero Bancomer (GFB) is formed, which acquires control of Bancomer, becoming a Multiple Banking Institution, a member of the Financial Group.
- 1996 Seguros Bancomer, S.A. de C.V. is created.
- 1997 Pensiones Bancomer, S.A. de C.V. is created.

- 
- A vertical timeline on a dark blue background. A light blue vertical line runs down the left side, with circular markers at each year. The years are listed on the left, and the corresponding events are listed to the right of the line. The 2021 marker is highlighted with a larger, solid light blue circle.
- 2000** BBVA capitalized Bancomer with USD 1,400 million and Grupo Financiero BBVA Bancomer, S.A. de C.V. was born (hereinafter "GFBB") as a result of the merger of Grupo Financiero Bancomer, S.A. de C.V., as surviving company and Grupo Financiero BBV-PROBURSA, S.A. de C.V., as disappearing company.

Bancomer, S.A. merged with Banca Promex, S.A., Institución de Banca Múltiple and is consolidated as the largest financial institution in Mexico.
 - 2002** GFBB becomes a subsidiary holding company of BBVA.
 - 2005** GFBB acquires Hipotecaria Nacional, an important mortgage SOFOL (Sociedad Financiera de Objeto Limitado), which, when joined with BBVA Bancomer's mortgage network, created Banca Hipotecaria, which was comprised of 120 specialized branches.
 - 2009** The merger of BBVA Bancomer, as surviving company, and BBVA Servicios, as disappearing company, takes place.
 - 2013** Afore BBVA Bancomer is sold to Afore XXI Banorte. GFBB consolidated its shareholding in Seguros BBVA Bancomer with a 99.99% holding.
 - 2016** Sale of the subsidiaries of Bancomer USA.
 - 2018** Grupo Financiero BBVA México issues the first green bond from a private bank in Mexico.
 - 2019** Global unification of the brand in all the geographies where BBVA operates. With this, in Mexico from that date the brand, "BBVA Bancomer" becomes "BBVA".
 - 2020** BBVA launched its Global Sustainability Policy.
 - 2021** BBVA's Global Sustainability unit 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.

Leadership and accolades

BBVA México Leadership

2021 market share

 22.8% ATMs	 23.7% Performing Portfolio	 28.7% Government loans
 14.7% Branches	 30.3% Consumer + Credit Cards	 23.6% Bank deposits (demand + full term)
 45.0% POSs	 25.7% Mortgage loans	 27.2% Deposits on demand
 22.2% Total Assets	 31.2% Auto loans	 21.2% Mutual funds

Figures in percentages, unless otherwise indicated.

Sources: National Banking and Securities Commission (hereinafter "CNBV") and Mexican Association of Stock Market Intermediaries (hereinafter "AMIB").

CNBV Information: Bank with Sofom.

Mutual Funds: Assets managed in investment companies without duplicities.

Information as of December 2021.



We are the #1.

2021 awards and accolades



Grupo Financiero BBVA México **ranked 1st** in the **Top 500 Companies against Corruption**

In 2021, Expansión magazine recognized Grupo Financiero BBVA México with the first place in the ranking of the 500 Companies against corruption due to the leadership shown through the Code of Conduct, the Whistleblower Channel, the Anti-Corruption Policy, the Program "I am of integrity" and its risk identification system. GFBB obtained a score of 100/100, an honor shared with other companies in the guild and other sectors. Also, BBVA Seguros México and BBVA Pensiones México were awarded as part of the same recognition.



Grupo Financiero BBVA México ranked in the **Top 3** in the **"Most Attractive Employers in Mexico"** ranking by Universum

Grupo Financiero BBVA México ranked third in Universum's "The Most Attractive Employers in Mexico 2021" ranking. This result reflects a 3-tier increase compared to 2020 and shows that GFBB has become a benchmark in terms of the most attractive companies to work for. This survey analyzes the opinion of more than 50,000 students from 165 universities and 136 areas of study; As a result, in 2021, Grupo Financiero BBVA México was recognized for its job stability, leadership in innovation of financial solutions, inclusion and social responsibility.



Grupo Financiero BBVA México **ranked 1st** in the **financial sector** in the **"Employers for Youth"** (EFY) survey

This year, Grupo Financiero BBVA México once again obtained the first position in the financial sector in the Employers for Youth (EFY) survey. This recognition translates the evaluation of young professionals under 35 years of age in Mexico who highlighted the opportunities for job development, innovation and the culture of diversity of GFBB.



Grupo Financiero BBVA México received the Gallup Award for “Exceptional Workplace”

In 2021, Grupo Financiero BBVA México received the award for “Exceptional Workplace” as a result of the evaluation of employee commitment in the Gallup survey. GFBB obtained an overall average result of 4.46 in this survey that covers, among other aspects, the satisfaction, development, well-being and diversity of the workforce; This result reflects the impact of the Bank’s ongoing efforts to promote the health, growth and inclusion of its employees. Thus, Grupo Financiero BBVA México stands out for being the Group’s geography with the highest level of commitment to its workforce and is positioned in the quartile of the most committed companies in the country.



Grupo Financiero BBVA México is “Bank of the Year in Mexico 2021” by “The Banker” and “LatinFinance”

On the one hand, the British magazine “The Banker” recognized Grupo Financiero BBVA México as the “Best Bank in 2021” due to its efforts in digital transformation and innovation. This achievement highlights the support that Grupo Financiero BBVA México grants to its customers to help them achieve their goals. On the other hand, the international magazine “LatinFinance” recognized GFBB as “Sustainable Finance Bank of the Year” due to its experience, creativity and performance in sustainable finance.



Grupo Financiero BBVA México ranked 1st in the Ranking of the Most Responsible Companies in Mexico within the financial sector and ranked 3rd overall, “Merco, ESG Responsibility”

In 2021, Grupo Financiero BBVA México was recognized as the financial institution with the greatest environmental, social and corporate governance commitment within the “Merco Responsibility ESG” (Environmental, Social and Governance) ranking of the Corporate Reputation Business Monitor (Merco).



Grupo Financiero BBVA México ranked in the Top 25 Most Innovative Companies by “IT Masters MAG” magazine

Since 2000, “IT Masters Mag” magazine has recognized the most innovative organizations that promote the use of information technologies in their business model and thus promote the competitiveness of the Mexican economy. In 2021, Grupo Financiero BBVA México was recognized as one of the top 5 most innovative companies in the private sector.

Additionally, Grupo Financiero BBVA México obtained the following awards and recognitions in 2021:

- Distinction “Socially Responsible Company” for 21 consecutive years for Grupo Financiero BBVA México, CEMEFI
- “Healthy Responsible Company” Distinction, Workplace Wellness Council Mexico
- Mexico’s best supply chain finance providers 2021 by Global Finance
- Honorable Mention, Global SME Finance Forum / SMEs
- Rating of “Excellent” to the Trustee department, with a stable outlook, by S&P Global Ratings
- Best Place to Code, Software Guru
- “BBVA México, 4th place in the Corporate Reputation Business Monitor”, Merco
- “One of the 50 most sustainable companies”, Executive World





03

Strategy

Grupo Financiero BBVA México is a bank in constant transformation, evolving every day to improve customer experience and the offer of traditional products, innovating through the digital offer. The business model allows providing specialized service to each Business Unit for the development of products and services focused on customer needs.

Business model

GRI 102-2

Grupo Financiero BBVA México is in constant transformation, evolving every day to improve the customer experience, the offer of traditional products and innovating through the digital offer. One of the main elements of the business model is customer segmentation, which allows specialized attention to be provided through Business Units, engaged in the development of products and services focused on the needs of each of the customers. This, accompanied by the robust structure of Support Units that allow businesses and all the Networks to be accompanied to generate the best experience and that, in addition, have the objective of maintaining adequate recurrence in the business and comprehensive management with synergies that allow the continued growth.

**Corporate****Companies and Government****Private****SMEs / Businesses****Wealth****Micro business****Personal****Express****Banking****Insurance**

Grupo Financiero BBVA México's **business model** allows it to improve the customer experience, the product offering and **innovate through digitization**.



Retail network

The Retail Network business unit manages the entire branch network, serving a variety of individual customer segments: Ultrahigh Net Worth, Private, Wealth and Personal to the banking and express segments. This unit also serves micro and small businesses.

This unit has been an important pillar for the redesign of the branch structure, adding larger self-service spaces to improve the customer experience by improving the flow within the branches and adding ATMs that allow Grupo Financiero BBVA México customers to obtain consumer loans, make deposits and payments in cash, payment of services, among others.

Significant investments have also been made to continue developing alternative digital channels that boost sales within branches, improve service and increase loyalty. As an example, there is the migration of payroll accounts, as of December 31, 2021, a total of 476,448 new payrolls were obtained in Grupo Financiero BBVA México, while, in the digital sphere, 69.9% of the total sales was made through an alternative channel to the office.

Together with the Business Development unit, a wide range of products and services have been implemented, including consumer loans, car loans, savings products such as demand deposits, time deposits, investment funds and life, auto, housing and natural disaster insurance. GFBB continues to work on innovating its offer, adapting to the needs of each of the customer segments.

During 2021, follow up was given to the transformation of the service strategy with the aim of consolidating long-term relationships and being able to meet their needs in advance with specialized solutions. The new service model for SMEs has been differentiating and has recorded positive results with the attraction of new customers. Additionally, Grupo Financiero BBVA México continues to promote the digital channels it has in place to strengthen and differentiate its offer with innovative collection solutions (CoDi, electronic payment, e-commerce and POSs).



476,448 new payrolls in Grupo Financiero BBVA México. In the digital area, 69.9% of total sales were made through an alternative channel to the office.





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 customer 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.
- **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.
- **Government Entities:** Grupo Financiero BBVA México 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".



Corporate and Investment Banking

Grupo Financiero BBVA México 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 include:

- BBVA Net Cash:** a global electronic banking solution that allows efficient and secure banking operations through a reliable and easy-to-use platform.
- BBVA Trader Mx:** a platform that allows investors to carry out their own commercial operations online and in real time, this service also offers market information, analysis, news and technical tools, which can be customized, to help customers make of financial decisions.

Corporate and Investment Banking also includes the global markets unit and, in association with the Broker-Dealer, Grupo Financiero BBVA México 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 GFBB has headed the SHCP and Banco de México classification of market makers since 2012.

Strategy

GRI 102-12, 102-13, 102-21, 102-29, 102-31

Strategic priorities

BBVA has established six strategic priorities that will accelerate and deepen the transformation of the Group in the coming years:



Improve the customers' financial health

Through technology and the use of data, Grupo Financiero BBVA México offers tailored advice to its customers in order to contribute to their financial health. GFBB approaches this strategic priority from two main perspectives: allowing an understanding of customers' income, expenses, future needs and savings capacity, and advising them on achieving their medium- and long-term life and business goals.



Help customers in transitioning to a sustainable future

Grupo Financiero BBVA México aspires to contribute to climate action and inclusive growth of its customers to support their transition towards a more sustainable future. Through responsible financing, advice and innovative products and services, GFBB contributes to the significant investments needed to accelerate the energy transition.



Grow in customers, to drive profitable growth

Grupo Financiero BBVA México seeks to focus its efforts on the most profitable products and segments, and for this reason, it will focus its operations over the next few years on payments, insurance, asset management, value segments such as SMEs and private banking, and Corporate and Investment Banking (CIB).



Pursue operational excellence

Grupo Financiero BBVA México recognizes the importance of focusing on transactions with the greatest added value for the customer in order to provide the best experience. This priority involves guaranteeing easy access to its products and services, transforming the relationship model through automation and increased productivity, always remaining under optimal management of financial and non-financial risks.



The best and most committed team

The BBVA team is a strategic priority for GFBB, which is why it seeks to form a diverse and empowered workforce, with a differential culture that internalizes the purpose and values of the Group, while providing growth opportunities for all.



Data and technology

Grupo Financiero BBVA México is aware that technology and data analysis are fundamental pieces to create high-quality differential solutions. For this reason, it continues to advance to develop an increasingly robust security and privacy model.



Sustainability strategy

GRI 102-31, 102-32, FS1

BBVA's sustainable development strategy is based on the Principles for Responsible Banking that are part of the United Nations Environment Program Finance Initiative (UNEP FI). BBVA is committed to the Principles of the United Nations Global Compact and in 2016 made its commitment official to meet the objectives established at the Paris Summit and the United Nations Sustainable Development Goals (SDGs).

Sustainability is one of the Group's main strategic priorities at a global level. By 2025, BBVA will double its commitment and sustainable goal to EUR 200 billion in financing for sustainable initiatives.

In 2021, Grupo Financiero BBVA México financed a total of EUR 2,960.01 million in climate change and EUR 618.43 million in inclusive growth, totaling EUR 3,578.44 million.

During 2021, **Grupo Financiero BBVA México increased sustainable financing by 373%** compared to the previous year.

Strategic Pillars of Responsible Banking of Grupo Financiero BBVA México

The Responsible Banking model of Grupo Financiero BBVA México is applied to all business and support areas, with the aim of seeking a profitability adjusted to principles, strict compliance with the law, good practices and the creation of long-term value for all stakeholders.



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.

General Sustainability Policy

Climate change and the transition to a low-carbon economy have relevant implications for the value chain of most productive sectors and will require significant investments in many industries. Technological advances around energy efficiency, renewable energies, efficient mobility or the circular economy represent a source of new business opportunities.

The **General Sustainability Policy** defines and provides for the general principles and management objectives in terms of sustainable development. It also seeks to promote the development of sustainable solutions and identify opportunities and offer advice to private customers and companies. It provides for two main focuses of action with respect to sustainability:

Climate change

Promote behavioral change in customers and facilitate the transition to a greener future and mobilize the necessary investments to manage the challenge of climate change.

Categories of business initiatives:

- Energy efficiency
- Circular economy
- CO₂ reduction

Social, inclusive and sustainable development

Stimulate economic growth that leaves no one behind and creates opportunities for all, promoting the mobilization of investments necessary to build inclusive infrastructure and support inclusive economic development.

Categories of development initiatives:

- **Facilitation of access to financial services** for unbanked groups through basic digital solutions.
- **Inclusive infrastructures**, including basic services and transportation systems.
- **Support for entrepreneurs**, and promotion of economic growth and full and productive employment.



Corporate Social Responsibility (CSR) Policy

The **Corporate Social Responsibility (CSR) Policy** creates the reference framework that recognizes the responsibility of Grupo Financiero BBVA México for the impact of its activities on stakeholders with respect to social, environmental, tax liability, human rights and corruption prevention aspects, among others.

Thus, the CSR Policy seeks to promote the achievement of BBVA's strategic objectives through responsible practices, with the following principles of action:



1. Orientation towards generating a positive impact on society:

GFBB will promote the positive impacts, both direct and indirect, of its activities and minimize the negative impacts.



2. Respect for the dignity of people and the rights inherent to them:

GFBB will act in accordance with the various national and international commitments to which it has adhered, including the International Bill of Human Rights, the United Nations Global Compact, the United Nations Guiding Principles for Business and Human Rights, the Guidelines for the Organization for Economic Cooperation and Development (OECD) for Multinational Enterprises, among others.



3. Investment in the community: GFBB will carry out social action programs and initiatives to address the greatest challenges of the communities where it has a presence, seeking to create opportunities for all.



4. Involvement as an agent of social change: GFBB will take on the role of agent of change, getting involved together with other stakeholders and dedicating its skills, business knowledge, capabilities and resources to this end.

Alliances

With the aim of helping its customers in the transition towards a sustainable future, Grupo Financiero BBVA México has forged alliances with experts in matters of sustainability, mobility, transport equipment, photovoltaic systems and energy efficiency.

In addition, the alliance with the German Agency for International Cooperation –also known as GIZ– was strengthened for a solar and sustainable housing offer. Working together, it will be possible to generate products that benefit the customers of Grupo Financiero BBVA México and the construction of a more sustainable world.

See the principles and policies that govern the activity of Grupo Financiero BBVA México at the following link: [link](#).

Economic impact

Grupo Financiero BBVA México is an entity that forms part of the country's economically essential activities, which is why it endorses its commitment to Mexico by continuing to give credit and encourage savings among its customers, always ensuring the health of employees, customers and society. With this, it continues to detonate the country's economic recovery even in times of great uncertainty.

The following lines demonstrate the strength, solvency and soundness of the strategy that Grupo Financiero BBVA México has in place to transform moments of crisis into opportunities that benefit its customers, with a clear focus on asset quality control as well as the evolution of spending, without neglecting profitability and productivity to continue driving the business.

The results are the fruit of several years of investment in technology that have allowed Grupo Financiero BBVA México to be better prepared to face the current situation, while also thinking of continuing to promote the financial inclusion of the country so that more Mexicans have access to high quality financial services.

Within the Grupo Financiero BBVA México, it is known that the complex environment demands agile solutions, therefore, during 2021, a couple of digital modules were created within the BBVA Mexico App that helped customers improve their financial health and transition to a more sustainable future.

At Grupo Financiero BBVA México, it is clear that the future is uncertain, which motivates GFBB to continue working on what characterizes it, to be better every day, to continue providing agile solutions with a focus on its customers and quality of service, with the aim of continuing to create opportunities.



Our goal is to **continue creating opportunities.**

Evolution of the activity

Given that the activities of Grupo Financiero BBVA México are considered economically essential, during 2021 GFBB continued to be the protagonist of the country's economic recovery, by continuing to give credit to both retailers and small, medium and large companies, which is why that the current loan portfolio closed with a balance of MXN 1,291,449 million, which represents an increase of 6.6% compared to the end of 2020.

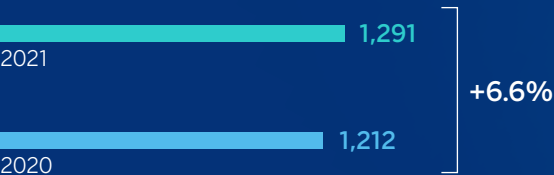
In 2021, we managed to consolidate our leadership position in the performing portfolio with a 23.7% market share. This reflects an annual increase of 25 bps according to CNBV figures.

The commercial portfolio increased 5.0% annually at the end of 2021, impacted by the good evolution of corporate loans and the business segment. It is worth highlighting a 6.8% increase in loans to the government, derived from our strategy of actively participating in bidding processes with faster proposals and competitive conditions.

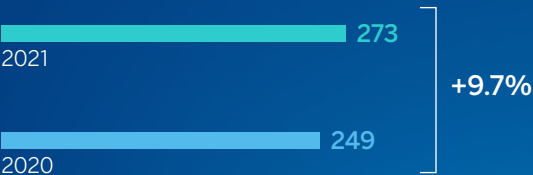
On the other hand, loans to individuals showed an annual increase of 8.6% as a reflection of our digital strategy and the gradual economic recovery during the last quarter of the year. In detail, consumer loans and credit cards stand out, which together registered an increase of 7.6% in annual terms. Housing financing continues to show solid dynamism with a balance 9.7% higher than in 2020, which is why we continue placing one in four mortgages in private banks.

Our continuous strategy of financial inclusion and promotion of savings among customers is reflected in the increase in bank deposits of 10.6% in annual terms. The foregoing has allowed Grupo Financiero BBVA México to consolidate its leadership position by registering a market share in bank deposits of 23.6%, according to public figures from the CNBV at the end of 2021.

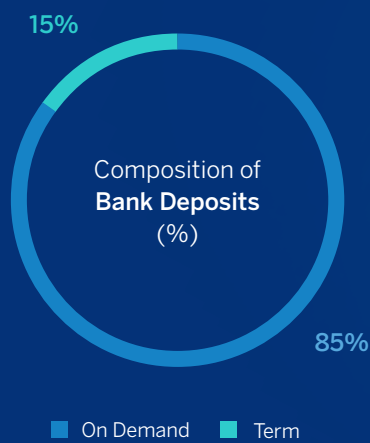
Total Performing Portfolio
(MXN Billions)



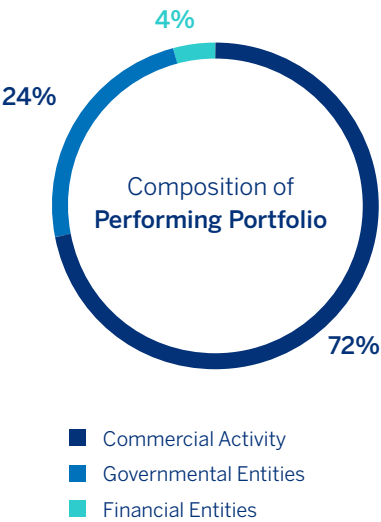
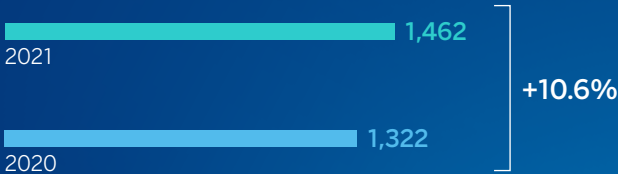
Mortgage Portfolio
(MXN Billions)



1 Composition of Bank Deposits = On Demand + Term.



Bank Deposits
(MXN Billions)



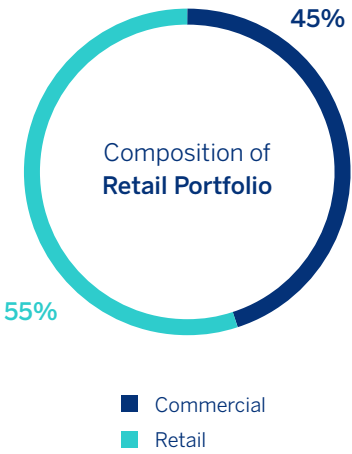
Composition of the Performing Portfolio

The performing loan portfolio as of the end of December 2021 is made up of 55% Commercial loans and 45% corresponds to retail, thus achieving an optimal balance between our portfolio.



Composition of the Commercial Portfolio

Our commercial portfolio is made up as of the end of December 2021 by loans to Companies, Government and Financial Entities of 72%, 24% and 4%, respectively.



Composition of Retail Portfolio

As of the end of December 2021, the retail portfolio is made up of 53% consumer loans and 47% mortgage loans.



Evolution of results

At the end of the year we have generated a net profit of MXN 65,502 million, equal to an increase of 52.8% compared to 2020. The foregoing is mainly explained by an improvement in the financial margin due to the growth of the portfolio in more profitable segments, as well as lower cost of deposits driven by our reasonable funding mix, releases of reserves created in 2020, and our strict control in expenses.

The financial margin in the year shows a 5.2% growth with respect to the previous year, driven by the economic reactivation of the country and the constant growth of the portfolio. Due to the release of prudential reserves created to face the crisis caused by the pandemic during 2020, the financial margin adjusted for provisions shows a growth of 31.4% compared to 2020.

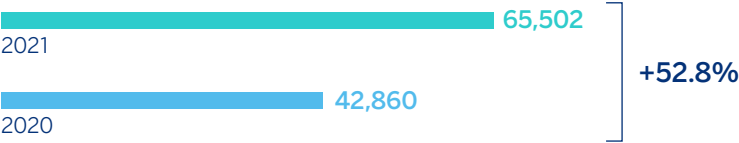
As for non-financial income, commissions and fees grew 8.8% in the year, mainly due to a higher level of transactions

from our customers with credit cards and commissions related to investment funds due to greater volume. Brokerage revenues show an increase of 2.2% compared to the previous year, mainly explained by the result of the valuation of derivative financial instruments.

In 2021, despite the high single-digit inflation registered during the last months of the year, we have managed to maintain the increase in expenses at 2.9% year-on-year, without neglecting the quality of our processes aligned with the strategy using in optimizing funds. Thus, the efficiency ratio (measured as expenses divided by income) stood at 36.7% at the end of December 2021, down by 136 bps compared to the previous year, impacted by the reduction in expenses.



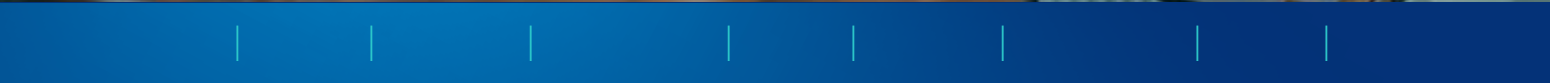
Net Income
(MXN million)



Total Revenue
(MXN million)



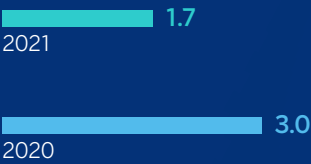
Total Expenses
(MXN million)



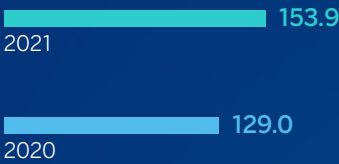


The resistance in the results has been a reflection of the effort and commitment of all employees who day after day faced the complex environment, offering constant service with the best experience for the customers.

Delinquency rate
(%)



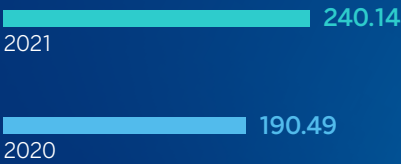
Hedging rate
(%)



Total Capitalization Ratio
(%)



Liquidity Coverage Ratio
(%)



Material information

Indicators (%)

	GFBB	Market*
Return on equity (ROE)	22.2	16.7
Net Interest Margin	5.2	4.9
Efficiency ratio	36.7	47.2
Delinquency rate	1.7	1.6

*Financial Groups Market includes: BBVA, Banorte, Inbursa, HSBC, Scotiabank, Santander and Citibanamex.

General Indicators of Full-Service Banks (CNBV Data)

	dec-21
Total Full-Service Banks	50 institutions
Branches	11,698
Employees	254,348
Banking total assets (MXN million)	11,066,172
Constant GDP (MXN million)	17,867,247
GDP %	61.9%
Total banking gross portfolio (MXN million)	5,549,056
GDP %	31.1%
Traditional deposits (MXN million)	6,544,202
Demand	4,561,703
Term	1,648,177
Securities	334,321

Figures in MXN millions.

Relevance of Grupo Financiero BBVA México in the Economy

	dec-21
Total Assets (MXN million)	2,752,369
Performing Portfolio	1,291,449
Market Share (Performing Portfolio)	23.7%
Traditional Deposits (MXN million)	1,555,032
Market Share (Deposits)	23.6%
Traditional Deposits / Total Assets	56.50%

Economic Value Added (EVA)

	2020	2021
Personnel expenses	24,461	25,317
Interest expense	55,289	41,846
Administration and operation expenses	17,453	18,251
Taxes	17,576	25,516
Contributions to the community: resources allocated	114,779	110,930

Economic value generated and distributed

	2020	2021
Economic value generated	173,653	185,422
Financial margin	135,483	142,470
Net commissions	25,866	28,140
Other ordinary income	12,304	14,812
Economic value distributed	89,166	99,705
Dividends	10,919	11,080
General administration expenses	36,210	37,792
Taxes	17,576	25,516
Personnel expenses	24,461	25,317
Economic value retained	84,487	85,717
Loan loss reserves	47,128	26,401
Other	37,359	59,316

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







Stakeholders and materiality

GRI 102-1, 102-40, 102-42, 102-43, 102-44, 102-46 and 102-47

Stakeholders and dialogue channels

Grupo Financiero BBVA México's relationship with its stakeholders is essential for the sustainable growth of GFBB and its community. The identification of interest groups considers the criteria provided by the AA1000 Stakeholder Engagement Standard Guide¹. This study is conducted by Corporate Responsibility and Reputation.

Stakeholder	Periodicity	Responsible Unit
 Shareholders	<ul style="list-style-type: none"> ■ Legal Department ■ Shareholders' Meeting ■ Annual Report ■ Quarterly Financial Information 	<ul style="list-style-type: none"> • Investor relations https://investors.bbva.mx
 Customers	<ul style="list-style-type: none"> ■ Branches ■ BBVA Hotline https://www.bbva.mx/personas/servicios-digitales/linea-bbva.html ■ Website https://www.bbva.mx ■ Press (newspapers, magazines, inserts, direct mail, television and radio, among others) ■ Satisfaction survey ■ Social media ■ Opinion studies 	<ul style="list-style-type: none"> • Wholesale and investment banking • Business development • Commercial network
 Employees	<ul style="list-style-type: none"> ■ We are BBVA ■ Email (employee reporting channel) ■ Work environment survey ■ Internal reputation study 	<ul style="list-style-type: none"> • Talent & Culture • Corporate Responsibility and Reputation
 Suppliers	<ul style="list-style-type: none"> ■ Adquiras e-portal https://bbvaproveedores.mx ■ Complaints and suggestions mailbox https://bbva-suppliers.appspot.com/presencia-bbva ■ Email ■ Satisfactory surveys 	<ul style="list-style-type: none"> • Purchases
 Regulators	<ul style="list-style-type: none"> ■ Committees ■ Forums ■ Meetings ■ Releases 	<ul style="list-style-type: none"> • Talent & Culture • Corporate Responsibility and Reputation • Risks • Regulatory compliance
 Society	<ul style="list-style-type: none"> ■ Fundación BBVA México webpage www.fundacionbbva.mx ■ Social media ■ Opinion studies 	<ul style="list-style-type: none"> • Fundación BBVA México • Quality • Corporate Responsibility and Reputation

■ Daily
 ■ Monthly
 ■ Quarterly
 ■ Annually
 ■ Biennially
 ■ Periodically

¹ For more information on the AA1000 Guide, go to: [website](https://www.aa1000.org/).

Materiality analysis

During 2021, Grupo Financiero BBVA México conducted a new materiality analysis to identify relevant economic, environmental, social and governance issues that could have any type of impact on the sustainability of GFBB and its stakeholders.

Under the strategy of continuing to be a reference in innovation in the country, Grupo Financiero BBVA México implemented in its analysis an innovative and unique materiality tool in the market. This technological tool contributes to understanding, anticipating and responding to the constantly changing panorama of the financial sector.

The result of this analysis is the identification of 15 material topics for Grupo Financiero BBVA México, each one contains specific topics and they were grouped into the four strategic pillars of Responsible Banking of Grupo Financiero BBVA México² and two additional pillars –strategy and reputation management–, in order to reflect how they impact the Bank's strategy and vice versa. The pillars of **Responsible experience with the customer** and **Responsible commitment to the employee** cover issues related to the duty that Grupo Financiero BBVA México has towards all the people who make its sustainability possible over time. **Sustainable finance** and **Investment in the community** include topics relevant to a responsible business and the impact that Grupo Financiero BBVA México has in the social and environmental spheres.

The selection of the 15 material topics for Grupo Financiero BBVA México is part of a process that consists of several steps.



In the first instance, the list of 28 topics of the financial sector was analyzed, which is based on international requirements such as:

1. The SASB Financial Sector Standards
2. GRI disclosure requirements
3. Panel of experts on sustainability
4. Requirements of international rating agencies such as the Dow Jones Sustainability Index
5. Relevant topics of competitors in the sector



Grupo Financiero BBVA México continues to innovate through **the implementation of technology in sustainability.**

² See the details of each pillar and the material topics it covers in Appendices -Material Topics.



On the other hand, the issues identified in the previous materiality update study were taken into account to identify if there were relevant issues not identified by the tool, once reviewed, they were approved to conduct the analysis.

The list of 28 was reduced to 17 topics, taking into account that each aspect of the full list appeared in the shortlist. The analysis process contemplates the following materiality criteria:

- Topics have the ability to impact the operations of Grupo Financiero BBVA México and vice versa.
- They are important to all GFBB stakeholders.
- They are within the possibility of control and influence of Grupo Financiero BBVA México.

Documentary information of the stakeholders was analyzed to obtain its relevance and the evaluation metrics for each one were established.

On the other hand, information and internal studies focused on the sustainability

strategy and the GFBB brand were analyzed to identify the relevance of the 17 topics for Grupo Financiero BBVA México. The results were standardized under the same scale to prepare the materiality matrix.

Once the results were obtained, the internal exercise was carried out with the Corporate Responsibility and Reputation to determine whether the topics evaluated consider:

- The perspective of each stakeholder
- The influence that Grupo Financiero BBVA México has on each of the material issues and the impact they have on the business
- The level of alignment they have with the Group's strategy, commitments and objectives

The 17 material topics identified were evaluated to obtain a Top 15, which are aligned with the Group's global strategy and are those reported in this Report.

Top 15 – 2021



- | | |
|--|--|
|  1. Responsible investment and financing |  9. Diversity and inclusion |
|  2. Risk and crisis management |  10. Communication and transparency |
|  3. Environmental footprint |  11. Financial education and inclusion |
|  4. Cybersecurity and responsible use of data |  12. Talent attraction, development and retention |
|  5. Regulatory compliance |  13. Contribution to society |
|  6. Customer experience |  14. Digital innovation and transformation |
|  7. Corporate governance |  15. Resilience of the business model |
|  8. Human rights | |

04

Governance

Grupo Financiero BBVA México's Governance system is the central pillar of the ethical operation of the organization, and of the efficient integration of sustainability at all levels. Based on the institutional principles and applicable regulations, the Governance system is made up of both a consolidated corporate governance structure and the efficient management of financial and non-financial risks, the compliance system and the Integrity Program.

Corporate governance

GRI 102-18, 102-19, 102-20, 102-21, 102-22, 102-23, 102-24, 102-25, 102-26, 102-29, 102-31, 102-32, 102-33, 102-35 and 102-36

Grupo Financiero BBVA México's corporate governance system ensures efficient communication with its stakeholders and the creation of ethical value both by offering banking solutions adapted to the needs of its customers, and by ensuring working conditions that promote the growth of its employees. To achieve its goals, the corporate governance structure is based on four principles and characteristics:

1. Optimum composition of its governing bodies.
2. Clear definition of duties between the Board of Directors, its Committees and Senior Management.
3. Solid decision-making process and consolidated informational model.
4. BBVA Mexico management monitoring, supervision and control system.

The **Board of Directors** is the body in charge of the management of the GFBB, and its members are appointed by the General Ordinary Shareholders' Meeting.

The Board is responsible for approving goals, guidelines and policies in matters of credit origination and servicing, which must be consistent with, compatible with and complementary to those established for Comprehensive Risk Management. It also appoints the Committees and officers of GFBB responsible for preparing said goals, guidelines and policies. Additionally, the Board knows and, where appropriate, approves, at the proposal of the Audit Committee, the goals of the internal control system and the guidelines for its implementation.

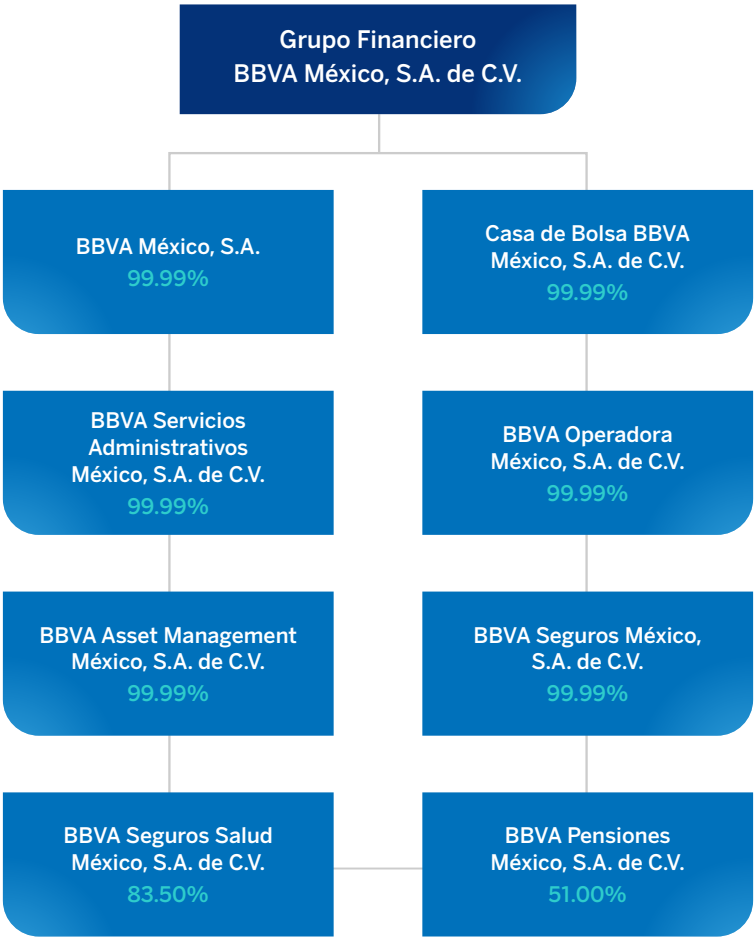
The criteria for the appointment and selection of the Board of Directors are those contained in Articles 23 and 45-K of the Banking Law. The criteria relating to delegate Committees of the Board are found in Articles 70, 145 and 168 Bis 8 of the General regulations applicable to banking institutions.

The **General Ordinary Shareholders' Meeting** is in charge of evaluating the performance of the Board through approval of the Board's Annual Report, audited financial statements and ratification of Board members.

In July 2021, the Board of Directors of Grupo Financiero BBVA México approved the **General Corporate Governance Policy** of Grupo Financiero BBVA México, with the purpose of maintaining a governance consistent with the Group’s corporate governance system and its internal organization, based on general principles and minimum requirements regarding structure, composition and operation of its corporate bodies, seeking to promote the diversity of its members, and the parent-subsidiary relationship model.

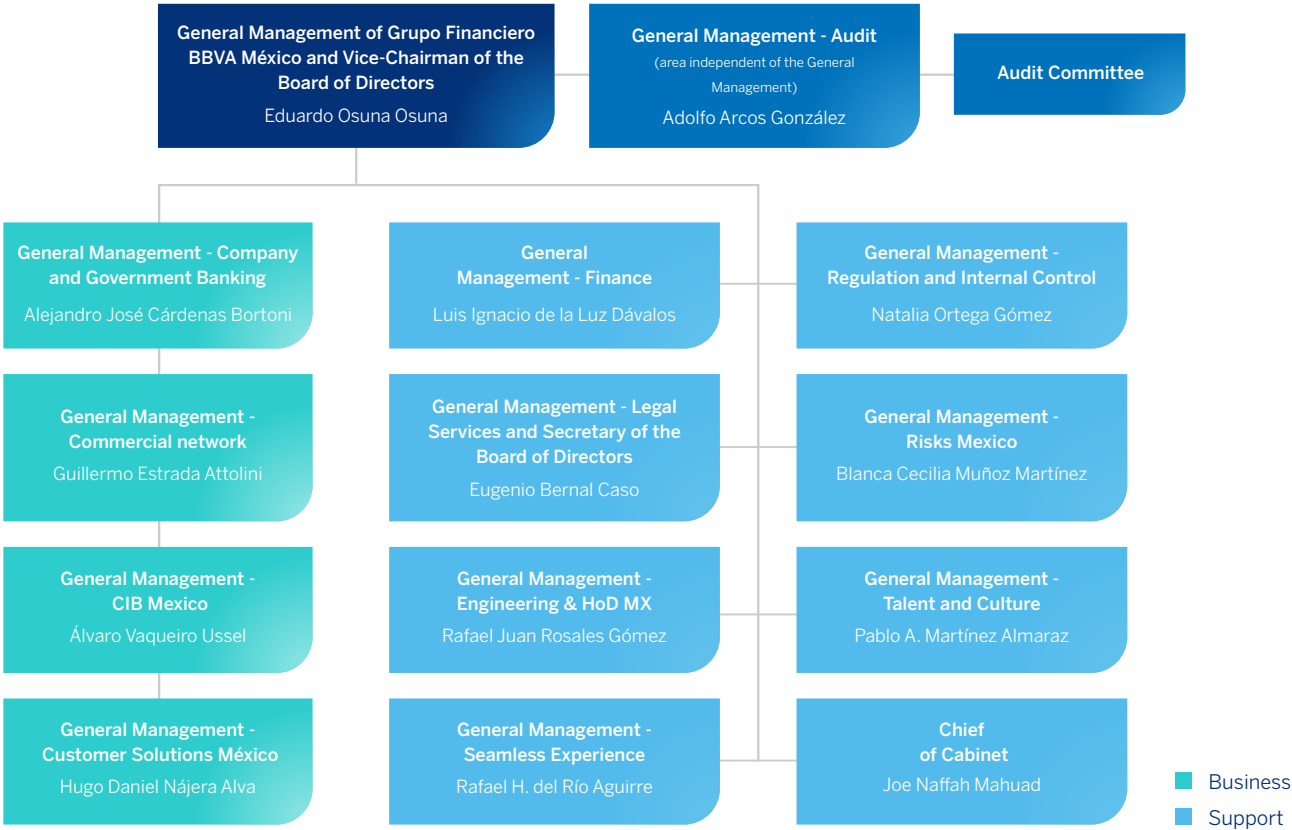
Corporate Structure of Grupo Financiero BBVA México

As of December 31, 2021.



Structure of the Board of Directors

As of December 31, 2021.



Composition of the Board of Directors of Grupo Financiero BBVA México

The **General Ordinary Shareholders' Meeting** is the corporate body entrusted with the appointment of the individuals who will serve as members of GFBB's Board of Directors based on the process and requirements provided by the applicable law and in chapter V, Article 25 and other applicable articles of GFBB's bylaws.

In turn, the members of the Board of Directors have the power to designate the individuals who will be members of the different Committees.

The **Board of Directors** approves, at the proposal of the Chief Executive Officer of BBVA México, S.A., the Institution's Code of Conduct, which prevents potential conflicts of interest among its employees, as well as

Directors and Executives. Also, said Code contains the procedures to be followed in various scenarios to avoid conducts contrary to the interests of the Institution.

The Board of Directors determines the mechanisms to be followed by the relevant officers, to keep GFBB informed of the financial, administrative, operational and legal condition of each of the financial entities and other legal entities controlled by GFBB.

Board Members

Information as of December 31, 2021.

DIRECTORS

- I Jaime Serra Puche**
CHAIRMAN OF THE BOARD
 - Time holding position: 14 years
- Eduardo Osuna Osuna**
VICE-CHAIRMAN OF THE BOARD
 - Time holding position: 6 years
- Onur Genc**
 - Time holding position: 3 years
- Carlos Torres Vila**
 - Time holding position: 5 years
- Vicente María Rodero Rodero**
 - Time holding position: 9 years
- I Carlos Vicente Salazar Lomelín**
 - Time holding position: 16 years
- I Ricardo Guajardo Touché**
 - Time holding position: 30 years
- Jorge Saenz-Azcunaga Carranza**
 - Time holding position: 5 years
- Cristina de Parias Halcón**
 - Time holding position: 2 years

ALTERNATES

- I Alejandro Mariano Werner Wainfeld**
 - Time holding position: less than a year
 - Armando Garza Sada**
 - Time holding position: 3 years
 - Juan Asúa Madariaga**
 - Time holding position: 3 years
 - Fernando Gerardo Chico Pardo**
 - Time holding position: 12 años
 - Eduardo Javier Garza Fernández**
 - Time holding position: 3 years
 - I Arturo Manuel Fernández Pérez**
 - Time holding position: 27 years
 - I Ana Laura Magaloni Kerpel**
 - Time holding position: less than a year
 - Enrique de Jesús Zambrano Benítez**
 - Time holding position: 2 years
 - Alejandro Ramírez Magaña**
 - Time holding position: 8 years
- I Independent**

Board Meetings

Meetings are held periodically on a quarterly basis and when called by the Chairman, Secretary, Assistant Secretary, one of GFBB's Statutory Examiners or at least a one fourth of the directors. To hold a meeting, a minimum attendance of 51% of the members is required and at least one must be Independent.

Remuneration

In 2020, for attending each meeting of the Board, GFBB directors receive the price of two coins of fifty pesos gold, the so-called "Centenario" multiplied by 1.53846³, to residents in Mexico or 1.3333 for residents abroad, as remuneration for the performance of their duties.

2021 Schedule

During 2021, six meetings were held on the following dates:



- January 21
- March 24
- April 22
- July 22
- October 18
- December 16

³ The value of the "Centenario" corresponds to the current value at the time of remuneration is given to the directors.



Regional boards

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 Luís Potosí
Querétaro
Hidalgo

SOUTH

Morelos
Puebla
Guerrero
Oaxaca
Veracruz

SOUTHEAST

Chiapas
Peninsular
Quintana Roo
Tabasco

The non-delegated Regional Boards of the Board of Directors integrate 541 great leaders in charge of creating an active forum to promote the progress and growth of Grupo Financiero BBVA México. In these forums, the objective is:

- Form an active business community for the development of Mexico.
- Receive feedback on banking activity, service levels and local business culture.
- Business reference.
- Create solid links between the officers of Grupo Financiero BBVA México and the community and local authorities.
- Participate actively with the Fundación BBVA México.

Each Board is structured as follows:

- Minimum 10 members depending on the size of the region.
- The Secretary or Coordinator of the Board is the BBVA México officer designated to coordinate the Board of each region.
- Remuneration only applies to Chairmen and Vice-chairmen.

In line with the advances in equity and diversity of Grupo Financiero BBVA México, in 2021, 25 women were registered as part of the regional directors. Thus, there are currently 25 Boards made up of one or more women. Also, 26 guest advisors joined, including artists, athletes, social activists and those dedicated to conservation.



25 women were integrated as part of the **regional councilors** in 2021.



2021 Schedule of the Regional Boards

During 2021, the following meetings were held virtually:



- 3 meetings of Chairmen
- **Divisional Meetings:** February 28 to March 9
- **Shareholders' Meeting:** April 12
- **Local Board's Meetings:** May 17 to June 23
- **Webinar for children of Directors:** June 30



In addition to these meetings, eight virtual Trade Missions were carried out throughout the year.

The drop in the number of infections by COVID-19 during the month of October allowed the holding of the Multiregional Meeting, the first face-to-face event after approximately two years, in Cancún, Quintana Roo, from November 18 to November 20, in 2021.

Sustainability in Governance Structure

Created in 2021, BBVA's global Sustainability unit, led by Javier Rodríguez Soler, is a new division that guarantees the permeability of sustainability at the highest executive level of the organization. This is part of the Global Leadership Team and reports to the delegated director. This unit designs the strategic sustainability

schedule and defines the lines of work that it integrates among the different global and transformation units, such as Risk, Finance, Talent and Culture, Data, Engineering and Organization, among others.

Also, this global business unit integrates the teams that made up the Global Sustainability Office (GSO) and promotes BBVA's leadership to coordinate the management of sustainability issues through the following functions and activities:

- Development of sustainable and innovative products
- Dissemination of specialized knowledge through differential advice to customers
- Establishment of marketing methodologies and relationships with strategic partners

Risk management

GRI 102-15, 102-30

SASB FN-CB-550a.2, FN-IB-550a.2, FN-AC-550a.2, FN-IN-550a.3

Organizational Structure

BBVA Mexico's General Risk Management reports directly to GFBB's Management, thus enduring its independence from the Business Units and allowing the necessary autonomy for the development of its activities.

In general, and considering the best national and international practices, three teams specialized in Credit Risk have been integrated; the first aimed at the Wholesale portfolio, with admission, follow-up and recovery functions; the second team focused on the SME sector; and the last one focused on the Individuals sector, both fulfilling admission and monitoring functions. These three teams are supported and complemented by a unit dedicated to the management of recovered Non-Financial Assets (NFA).

There is also a specific unit for SMEs and Individual sectors that concentrates the recovery functions given the common characteristics and synergies involved in carrying out the function for these sectors. Also, the management of

Market, Structural and Liquidity Risks are integrated into a Unit including the risk management of non-banking businesses and asset management.

In addition, Advanced Analytics, Risk Solutions and Risk Transformation provide support of the units mentioned above:

- **Advanced Analytics** meets the specialized needs of methodologies and technologies in risk units.
- **Risk Solutions** ensures that the areas have the necessary technological resources to perform their duties and leads the portfolio of projects in this unit.
- **Risk Transformation** seeks the efficient execution and continuous improvement of the processes of the risk areas.

The Portfolio Management, Data & Reporting unit has been implemented for the integration, monitoring and generation of reports for the management of the areas, and for the measurement of operational risk and loss management. In addition, this area is responsible for disclosing information within Risks in strict compliance with national and international regulations.

In accordance with CNBV regulatory requirements relating to the disclosure of the policies and procedures established by the banking institutions for Comprehensive Risk Management, the measures that the management of Grupo Financiero BBVA México has implemented for this purpose are presented below, including the relevant quantitative information.

Participation of corporate bodies

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

The Board of Directors of Grupo Financiero BBVA México plays an essential role within the risk management model, as it is in charge of approving:

- The objectives, guidelines and policies of Comprehensive Risk Management, as amended.
- The global limits of exposure to risk and, where appropriate, the Specific Limits of Exposure to Risk, considering the Consolidated Risk, broken down by business unit or risk factor and the Risk Tolerance Levels.
- The events or special circumstances in which both the Global Risk

Exposure Limits and the Specific Risk Exposure Limits may be exceeded.

- The Capital Sufficiency Assessment including the capital estimate and, where appropriate, the capitalization plan.
- The Contingency Plan and its amendments.





Additionally, the Delegate Risk Committee of the Board of Grupo Financiero BBVA México approves:

- Specific Risk Exposure Limits and Risk Tolerance Levels, and liquidity risk indicators
- The methodologies and procedures to identify, measure, monitor, limit, control, report and reveal the different types of risk to which Grupo BBVA México is exposed, as amended.
- The models, parameters, scenarios, assumptions, including those related to stress tests, that are used to carry out the Capital Sufficiency Assessment and that will be used to conduct the valuation, measurement and control of risks proposed by the Comprehensive Risk Management Unit, which must be in accordance with the technology of Grupo Financiero BBVA México.
- The methodologies for the identification, valuation, measurement and control of the risks of new operations, products and services that Grupo Financiero BBVA México intends to offer to the market.
- The correction plans proposed by the CEO.
- The evaluation of the aspects of Comprehensive Risk Management.
- The level of effectiveness that the validation mechanisms of the security elements of the identifications presented by potential customers should have, and the technology to carry out the biometric recognition contemplated in the law.

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 Comprehensive Risk Management procedure or policy of Grupo Financiero BBVA México.

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

Tactical decision making

Under its General Risk Management and Control Model, Grupo Financiero BBVA México develops its activities, products and services in accordance with the risk management and control strategy and policy established by the corporate bodies, and promotes a risk culture across all organizational levels. In addition, this Model guarantees the independence of the Comprehensive Risk Management Unit.

Similarly, it establishes monitoring processes through reports and alerts to timely detect deterioration and deviations from the business objectives and the structure of limits defined by type of risk.

Tools and analytics

A continuous measurement of credit, market, liquidity, operation and legal risks is carried out under methodologies and parameters consistent with international standards. Budgets are prepared for these metrics, which serve as the axis of direction for risk management. The reports monitor the series of metrics and analyze the risks incurred by the different business units of Grupo Financiero BBVA México, taking into account: Risk Metrics, Risk Appetite, Main Concentrations, Compliance with Regulatory Limits, Credit Stress Analysis, Calculation of Regulatory Capital Requirement, Structural Risks, Market Risks, Liquidity Risk, Operational Risk and Legal Risk.

Additionally, the methodologies and parameters used to measure the risks are periodically calibrated and submitted for approval to the authorized authorities. The establishment of periodic processes of sensitivity analysis, tests under extreme conditions, as well as revision and calibration of models is carried out.



Information

Information is an essential pillar in risk management and is used to carry out anticipated 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).

Similarly, these indicators seek to avoid deterioration and point out deviations and potential threats in all risks, along all defined axes, in all their phases (current, impaired and in recovery), at all organizational levels of the risk function, (risk units in the business areas, corporate area and specialist areas) and the corporate bodies, ensuring compliance and consistency with the regulatory requirements in this matter.

It is ensured that the data used in preparing the reports:

- Come from reconciled and unified sources by type of risk.
- Are traceable and automated to a greater extent, or in the case of being manual, have controls.
- Have a single definition, guaranteeing the frequency, distribution and confidentiality of reporting, among other aspects.

Technologic Platform

Periodically, the source and calculation systems for risk measurements are reviewed. Likewise, a process of continuous improvement is carried out to guarantee the quality and sufficiency of data, with the aim of automating processes.



Due Diligence

Annually, Internal Audit, in compliance with the obligations indicated in the Mexican Banking Regulations (Circular Única de Bancos, CUB), conducts an audit of Comprehensive Risk Management in accordance with the legal provisions applicable to the matter, which is sent to the National Banking and Securities Commission (CNBV). Once the audit is concluded, the recommendations made by the delegated Audit Committee of the Board of Directors are followed up periodically.

Similarly, audits are conducted to comply with the Mexican Banking Law, and other legal provisions applicable to Grupo Financiero BBVA México, 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 response to the characteristics of the operations, instruments, portfolios and risk exposures of Grupo Financiero BBVA México.

Beyond complying with the provisions regarding Risk Management, Grupo Financiero BBVA México continues to carry out projects to improve measurements and limitations, process automation and methodological refinements.

Methodological framework

Grupo Financiero BBVA México' general balance of risks is as follows:



Market Risks:

- **Transaction and investment portfolios:** Investments in securities for trading, reports and transactions with derivative financial instruments.
- **Structural Balance:** Available for sale, other operations, including securities held-to-maturity and derivative financial instruments for managing the structural risk of interest rates and exchange rates.



Credit Risk:

- Companies and Corporations
- Consumer
- 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, as well as the liquidity that the banking business itself may require from any of the related entities or persons mentioned.



The **general risk balance of BBVA** is made up of market, credit and liquidity risks.

Non-financial risk management

GRI 102-30 and FS2

In addition to the risk management and control model, Grupo Financiero BBVA México has a Non-Financial Risk Management Corporate Policy, which defines the guidelines and regulations in relation to the management of operational risks inherent to its activities. With the support of the Business and Support Areas, the Non-Financial Risk Units and the Specialist Control Units, methodologies and procedures are developed that allow the prioritization, assessment and periodic monitoring of risks and, in each case, to adopt the appropriate suitable mitigation and control measures.

Reputational risk management

Institutional reputation is extremely important for Grupo Financiero BBVA México and its stakeholders, since it has a direct impact on the performance and results of the organization. Since 2016 there are tools and methodologies to identify, assess and prioritize reputational risk on an annual basis based on two main variables: the impact on the perceptions of stakeholders and the strength of GFBB with respect to risk in order to generate action plans and adequate mitigation controls.

Through the mechanisms for identifying and assessing reputational risk, Grupo Financiero BBVA México generates action plans and appropriate mitigation controls.



In 2021, 17 mitigation action plans were carried out at Group level.

Since 2020, GFBB implemented the Manual for Annual Reputational Risk Assessment, which works as a guide and provides support to the Operational Risk Admission Committee in the identification and assessment of risks. Every year, Grupo Financiero BBVA México reports to the Global Corporate Assurance Committee and to the Permanent Executive Committee of the Board the results of the Annual Evaluation of Reputational Risk.

Risk management associated with climate change

Grupo Financiero BBVA México considers the risks associated with climate change as a factor that has an impact on the identified risk categories; therefore, the management of this type of risk is carried out through the governance processes and mechanisms of the Group's risk management frameworks (credit, market, liquidity, operational and other non-financial risks). Aware of the importance of climate risk management, Grupo Financiero BBVA México takes into account regulations and trends on the subject.

Regulatory compliance

GRI 103-1, 103-2, 103-3, 206-1
SASB FN-CB-510a.2, FN-IB-510a.2, FN-AC-510a.2

Compliance System

Grupo Financiero BBVA México's Compliance System consists of a series of elements that prevent the risks associated with the prevention of money laundering, conduct with customers, corporate compliance, data protection, the securities market, and it achieves this through the identification of risks, procedures, communication actions and training. This, in order to establish strict standards of ethical behavior to conduct its daily activities and mitigate possible compliance risks. Additionally, there is a statute for the Compliance function that regulates the framework of action of the Compliance Department within Grupo Financiero BBVA México.

Additionally, Grupo Financiero BBVA México aligns itself with the provisions of the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights and the Global Compact as part of its commitment to guarantee respect for dignity and the rights of all people through the creation of a favorable environment that preserves their well-being and contributes to integral development of the Societies in which it has a presence, contributing to generate sustainable actions for the well-being of said communities.

This system consists of **seven basic pillars**:



Adequate
organizational
structure



Policies and
procedures



Mitigation processes
and compliance
controls



Technological
infrastructure



Communication and
training mechanisms
and policies



Monitoring
metrics and
indicators



Independent
periodic review

Human Rights

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

In line with the United Nations Guiding Principles on Business and Human Rights, Grupo Financiero BBVA México conducted a new human rights due diligence process in 2021 to prevent, mitigate and remedy the potential impacts of its activities on human rights.

This process was carried out under a preventive approach in identify the impacts of operations, as well as the appropriate procedures to repair any damage in the event of a violation. The issues evaluated are grouped into six topics:



1. Conditions of employment: hiring and fair compensation, labor rights and relations, and health and safety.



2. Projects and products: impact on human rights derived from the credit activity.



3. Supply chain: fair contracting conditions, supplier control and responsible purchasing policies.



4. Customer welfare: accessibility and service, security and respect.



5. Respect for communities: environmental protection and inclusive businesses.



6. Cross-cutting issues: data protection and the impact of new technologies on human rights.

The inherent risks were evaluated, based on the seriousness of the impact and the frequency of occurrence, and the residual risks, derived from GFBB's management, of each of these six topics with respect to the interest groups, including employees, suppliers, customers and local communities, among others.

The results of the due diligence determined a medium-high effectiveness of the management and mitigation measures for each of the issues. Similarly, they allowed the detection of opportunities for improvement and the establishment of action plans for the six topics evaluated in terms of strategy, disclosure and BBVA processes.

BBVA and Human Rights: our history



A vertical timeline on a dark blue background, marked by a light blue line with circular dots at each year. The years are listed on the left, and the corresponding events are listed on the right. The timeline starts at 2002 and ends at 2017.

2002	Publication of the Code of Conduct Members of the UN Global Compact
2004	1 st Spanish bank to adhere to the Equator Principles
2005	Publication of the 1 st Regulation of the defense sector
2007	Publication of the 1 st 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 Social Housing Policy
2014	Review of the defense sector standard
2017	1 st global human rights due diligence 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 “BBVA and Human Rights”
 - 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



Integrity program

GRI 102-16, 102-17, 103-1, 103-2, 103-3, 205-1, 205-2, 205-3
SASB FN-IB-510b.4

For Grupo Financiero BBVA México, integrity is a fundamental value in the development of its activities since it continually prioritizes the interests of the customer. Within GFBB, everyone must act with respect for the applicable laws and regulations in an honest, transparent and professional manner, in accordance with the social impact of the financial activity and the trust that its shareholders and customers have placed in GFBB.

As part of Grupo Financiero BBVA México's efforts to create a culture of integrity, the "Soy Íntegro" Program was implemented, which first phase ended in July 2021, achieving 1,485 virtual sessions, benefiting 36,951 employees. As a second phase, an online version of the Program was carried out, aimed at newly hired employees and those employees who could not do it in the first phase. The foregoing, with the aim of emphasizing the expected ethical behavior and the practical application of integrity in the development of each of the activities of said employees.

The Program is structurally complemented by:

- 1 Personal reflection on the meaning of integrity, prior to the start of the Program
- 2 Live or online session to ratify BBVA's position on integrity issues
- 3 Interactive series of 21 chapters with various ethical dilemmas to reinforce the principles established in the Code of Conduct

Code of Conduct

The Code of Conduct of Grupo Financiero BBVA México represents the commitment to its stakeholders as it seeks to promote ethical behavior principles across the organization to maintain the best standards of integrity and honesty. Strict rules of conduct are established for the development of the activities of Grupo Financiero BBVA México, focused on safeguarding the information of its customers in accordance with legal provisions, based on four key pillars:

Conduct with



the customer



our colleagues



the company



society

For all employees to become aware of the importance of a culture of integrity and renew their adherence to the Code of Conduct, a series of campaigns were carried out focused on the communication of certain topics, such as Leadership and Code of Conduct, Whistleblower Channel, Competition Policies, Anti-Corruption, Gifts and Conflict of Interest.

In May 2021, a new Whistleblower Channel was launched the fundamental principles of which are confidentiality, whistleblower protection and other types of advantages that make the whistleblower experience more trustworthy for the whistleblower. This system also includes a mechanism to make inquiries about the application of the Code of Conduct.

The channel is also available for customers, suppliers and employees:



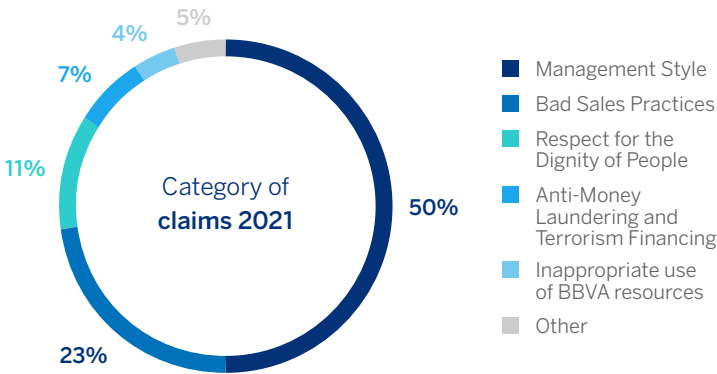
Whistleblower Channel:
<https://www.bkms-system.com/bbva>

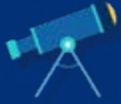
Inquiry Channel:
<https://www.bkms-system.com/consultas>

Telephone: (55) 5621 4188 o 800 001 0011

Global telephone: (34) 91537 7222

At the end of December 2021, 1,301 complaints were received, which represent 70% more than in 2020, a year that was impacted by the effects of the health emergency derived from COVID-19. Also, the generation of a culture of integrity was reinforced with the “Soy Íntegro” Program and communication campaigns. The complaints received in the channel are classified as follows:





2022 Goals

By 2022, the Code of Conduct will be updated on issues of sustainability, inclusion and diversity, to strengthen the guidelines that govern the conduct of Grupo Financiero BBVA México employees.

Additionally, it seeks to consolidate the Culture of Integrity through the formalization of an Integrity Governance Model, which will dictate and supervise the lines of action on integrity issues.

Anti-corruption

Grupo Financiero BBVA México has clear policies and procedures defined in Anti-corruption and Economic Competition matters, which are disseminated to all employees through the institutional campaign #Hazlocorrecto. In 2020, training programs on these topics were carried out in order to monitor possible risks.

During 2021, no cases of corruption were reported that could have affected the reputation of Grupo Financiero BBVA México or its employees.

Acknowledgments

In 2021, Grupo Financiero BBVA México obtained first place in the ranking of the 500 Companies Against Corruption published by Expansión magazine with a score of 100/100, an honor shared with other companies in the union and other sectors. As a Financial Group, GFBB continues to be a leader in the sector, as is its insurance company, which received awards with the same ranking. The Code of Conduct, the Whistleblower Channel, the Anti-Corruption Policy and the “Soy Íntegro” Program, together with the identification of risks in the matter, explain the position obtained. The challenge for 2022 is to maintain the same rank in the financial sector and in the country, to position GFBB as a benchmark in anti-corruption practices.



In 2021, Grupo Financiero BBVA México obtained **1st place** in the ranking of the **500 Companies against corruption** published by Expansión magazine.

Anti-Money Laundering and Terrorist Financing

Grupo Financiero BBVA México collaborates and works actively in Anti-Money Laundering (AML) and the Financing of Terrorism (FT). These two activities constitute a priority objective that GFBB associates with its commitment to promoting and preserving the well-being of the different social environments in which its activities are carried out. To achieve this objective, Grupo Financiero BBVA México has publicly assumed the following commitments:

- Actively collaborate with government agencies, international organizations and other institutions in the fight against drug trafficking, terrorist activities and other forms of organized crime.
- Establish a set of corporate criteria and procedures aimed at mitigating the risk that its products and services are used for criminal purposes.
- Design and implement an organizational structure that has the necessary resources to manage this function and a clear assignment of responsibilities.
- Create a regulatory body that determines the obligations to prevent money laundering and terrorist financing, with special emphasis on identification and knowledge of the customer (Know Your Customer) measures.
- Implement monitoring and filtering measures for customers and their transactions, aimed at identifying potential suspicious activities and guaranteeing their report to the competent authority.
- Serve as an instance of consultation within BBVA regarding the application of the rule of law, criteria and procedures in AML and TF matters.
- Execute annually the communication and training plans for employees, which are designed at the union level by the Association of Banks of Mexico (ABM), depending on the level of exposure of each group to the risk of money laundering and in order to equip them with the necessary capacities to comply with the applicable regulations.

Training and dissemination programs contemplate, at least, the following:

- The disclosure of the know your customer policies and the criteria, measures and procedures for due compliance with the applicable provisions regarding anti-money laundering and terrorist financing.
- Dissemination of the provisions and their amendments.
- The members of the Board of Directors and Executives are also included.
- Information on techniques, methods and trends to prevent, detect and report transactions that could be intended to favor, provide aid, aid or cooperation of any kind for money laundering and terrorist financing.
- The courses are accredited by applying evaluations on the knowledge acquired.

Below is the detail of the employees who were trained in the last three-four years:



	2018	2019	2020	2021
Participants in AML training activities	32,546	36,444	36,472	37,967
Specialists in activities to anti-money laundering and terrorist financing activities	305	481	347	352
AML and TF Management Committee and Board of Directors	29	29	31	31

05

Responsible Value Chain

Grupo Financiero BBVA México's priority is to create value for all its stakeholders in a responsible, sustainable and inclusive manner. As part of this value creation, it seeks continuous improvement of the experience and satisfaction of its customers, providing innovative, safe and high-quality products and services. In addition to responding to the needs of its customers, Grupo Financiero BBVA México is committed to its employees, recognizing the importance of a safe and diverse work environment; it seeks to minimize its impact on the environment through the Global Eco-Efficiency Plan; and it extends its efforts to the rest of its supply chain, through a new evaluation of its suppliers. Thus, Grupo Financiero BBVA México involves its entire value chain, ensuring comprehensive progress in its sustainability strategy.

Seamless Experience

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

During 2021, GFBB continued with the mission of promoting a customer-centric vision across all the pillars of Grupo Financiero BBVA México. The customer experience is the direct result of the commitment and behavior of employees.

This way, GFBB has provided the tools and training to its employees so that they have the necessary skills to offer a quality service and tailored attention. Grupo Financiero BBVA México seeks to provide its employees with the information, tools and training so that they can offer a tailored service adapted to the needs of all their customers at each point of contact. Thus, the goal is to have employees who are empathetic to the needs of customers and have problem-solving capacity. The continuous improvement in results has been driven by GFBB's commitment to Customer Experience.

Quality and customer service

The purpose of Grupo Financiero BBVA México is to differentiate itself from its competition and offer its customers unique products and services. GFBB has focused on offering a seamless experience, distinguished by its quality and personalized advice. The methodology for measuring quality and customer service allows knowing the degree of recommendation and, therefore, the degree of satisfaction of customers of Grupo Financiero BBVA México for the different products, channels and services. This index is based on a survey that measures, on a scale from 0 to 10, the level at which customers would recommend your bank.

The information obtained is essential to improve GFBB's products and services, as well as to align them with the needs and expectations of customers. The application of this tool has allowed Grupo Financiero BBVA México to increase its trust with customers to the point that they recognize it as one of the safest and most recommendable banking entities in the country.



Thanks to multiple programs, Grupo Financiero BBVA México, for the **7th consecutive year, has ranked 1st place in the Net Recommendation Index of customer satisfaction.**

Open Market Recommendation Index

Part of Grupo Financiero BBVA México's strategy is based on carrying out studies on the perception of the brand in order to optimize attention, products and services for its customers. The result of this entire strategy is reflected in GFBB's position in the Open Market Recommendation Index.

During 2021, Grupo Financiero BBVA México maintained the first position in the annual average Open Market Recommendation Index, both for Commercial Banking, Government and Commercial Banking and SME Banking, ranking as Market Leader, as well as in the different channels.

Business or Channels	Points above the nearest competitor
Commercial Banking	+ 30
Government and Commercial Banking	+ 32
SME Banking	+ 3
Telephone Banking	+ 12
Mobile Banking	+ 28
ATM's	+ 30



Grupo Financiero BBVA México maintains the **1st position in the open market recommendation index**, standing +30 points ahead of second place.

Internal Customer Recommendation Index

For Grupo Financiero BBVA México, the satisfaction and well-being of its customers is a priority; therefore, to know their perception, surveys are conducted, mainly electronic, both internal and external. In line with this strategic initiative, Grupo Financiero BBVA México increases the scope of its employee surveys to include their opinion in the continuous improvement process of GFBB. The evaluation consists of profiled surveys via email that measure the perception that the Commercial Networks have regarding the service they receive from their internal providers to provide customer service.

Customer Perception

Bank	2021 vs 2020 Change
Commercial Banking	↑ 9
Wealth Management and Private Banking	↓ 1
SME Banking	↑ 20
Government and Commercial Banking	↓ 2
Mortgage Banking	↑ 2
Banca Consumer Finance	↑ 3

Perception of the internal employee

Bank	2021 vs 2020 Change	
Commercial Banking	↓	2
Wealth Management and Private Banking	↑	3
SME Banking	↓	3
Government and Commercial Banking		0
Mortgage Banking	↑	9
Banca Consumer Finance	↓	1

Also, as part of the institutional efforts to maintain constant contact and interaction with the customer, and to facilitate their experience with the services and products during the health emergency caused by COVID-19, Grupo Financiero BBVA México implemented various actions, which include Remote Banking and Do it yourself initiatives, created with the aim of encouraging customers to live a seamless experience, taking care of their health and that of GFBB employees at all times.



2022 Goals

Maintain first place in the evaluations of the Open Market Recommendation Index.

Specialized Customer Service Unit (UNE)

GRI 417-2, 417-3 and 418-1
SASB FN-CF-270a.4, FN-IN-270a.2

For Grupo Financiero BBVA México, customer feedback is essential to improve the services, products and attention provided; therefore, a channel is made available to clarify complaints and claims through: branches, BBVA line and website.

If the resolution received does not meet the customer's expectations, the specific request is dealt with by the Specialized Customer Service Unit (UNE), which carries out a timely follow-up of the clarifications until the root disagreement is identified. This way, GFBB guarantees optimum quality in customer service. The UNE has the following channels:

- ✉ **Email:**
une.mx@bbva.com
- ☎ **Call center in Mexico:**
800 112 2610
- ☎ **Call center International:**
55 1998 8039
- 🌐 **Webpage**
<https://www.bbva.mx/personas/centro-de-ayuda/quejas-y-reclamos.html>
- 🏢 **Corporate offices:**
Mexico City and Guadalajara

Customer service in terms of advice and claims is provided at the corporate offices of Grupo Financiero BBVA México; in 2021, 1,091 customers were served in Torre Parques Polanco and 929 in Guadalajara. The BBVA Tower office was temporarily closed due to the health protocol due to the COVID-19 pandemic, so customers were not served in person at that location.



Thanks to the follow-up of the improvements presented in 2020, Grupo Financiero BBVA México once again achieved a historical result with a **rating of 9.83 in the User Service Performance Index (Índice de Desempeño de Atención a Usuarios, IDATU)** and finished 2nd place in the G6.



During 2021, a solution was provided to new requests, having a **percentage of 95% of contact with the customer.**

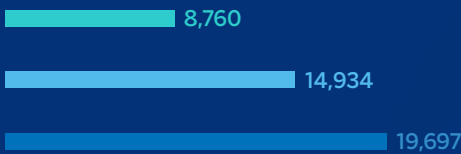
2021 Results

During 2021, a total of 25,416 claims were filed; this result decreased by 17% compared to claims filed in 2020. Similarly, the average number of days to resolve a claim was 7 days in 2021, reducing this period by 2 days compared to 2020. Claims received are presented in detail as follows:

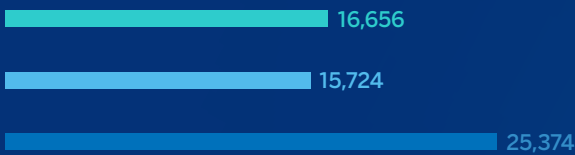


Claims filed with the UNE in 2021 **decreased by 41%** compared to the previous year.

Claims filed with UNE



Claims filed with CONDUSEF⁵

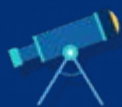
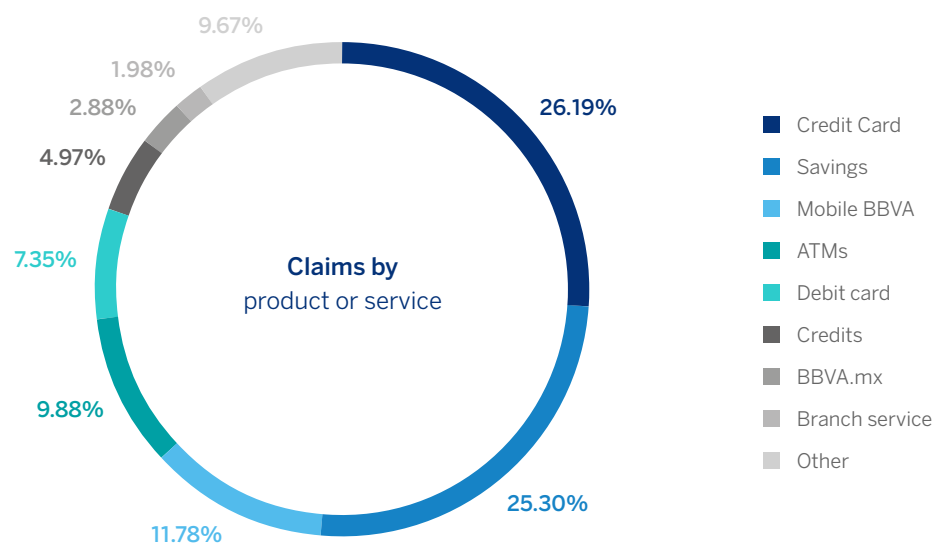


Claims resolved



At the end of December 2021, the **UNE Recommendation Index reached a value of 50.5**, improving by 13.4 points compared to the beginning of the year.

⁵ Of the claims filed with CONDUSEF during 2021: 15,156 resulted in monetary losses and 1,500 in non-monetary losses.



2022 Goals

- Best in class: provide the best service in the G17 banking sector.
- Implement a process for delivering funds to beneficiaries with UNE management.



Digital Innovation and Transformation

Grupo Financiero BBVA México continues to innovate in its relationship with customers through products and services in digital channels. New technologies, such as mobile and big data, allow GFBB to provide its customers a tailored value proposition. During 2021, a series of products, services and intuitive functionalities were developed that allow the customer to do more, with less effort.



Innovation, improvement of experience and security



New features of the BBVA Mexico App

In mid-2021, the Wallet BBVA and App BBVA México applications merged to provide all customer services on the same platform. This makes it possible to consolidate the functionalities of daily use in the BBVA Mexico App, and facilitate access to the digital card, review BBVA points, turn cards on and off, view the Personal Identification Number (NIP), review the dynamic CVV code, activate purchase alerts and check balances, among other options.

Also, the new features of the BBVA Mexico App allow customers to be offered security and total control over their cards. These new services through the app include:

- **Payment with BBVA points:** customer can pay for purchases with BBVA points, even after completing the transaction. At the end of 2021, there were 2.5 million purchases with BBVA points, for a total of MXN 290 million.
- **Expense categorizer:** allows customers to know the evolution of their balance of income and expenses classified in different categories. Since its launch in July 2021, the expense tracker has generated more than 4.5 million views.
- **Digital experience for additional cards:** a new additional card management experience was included, reaching more than 250,000 customers.

Additionally, a non-financial services section was included in the BBVA Mexico App:

- **Electronic toll recharge:** in collaboration with PASE, this service allows customers to recharge their electronic toll cards. Since May 2021, more than 350,000 top-ups have been made.
- **Digital Gift Cards:** allows any user of the application to purchase gift cards from different brands such as Amazon, Spotify, PlayStation and Google Play, among others. Two months after launch, more than 17,000 recharges were made.

Similarly, the Aqua clean debit and credit cards were launched, which allow the transformation of payment methods with contactless technology and without the use of printed data.



In 2021, **more than 6,000,000 clean cards** were delivered to customers.

On the other hand, Grupo Financiero BBVA México launched the new credit card, Smart Key, with advanced biometric technology, aimed at its affluent segment. In its pilot version, the card has reached the hands of 75 customers, making Mexico the first country in Latin America to have this tool and the third country worldwide.

Lastly, two proactive journeys were built that allowed a greater understanding of customer needs. Through these journeys, customers were offered a credit card when making a credit card payment from another financial institution or when recharging airtime.





Insurance

In order to meet the needs of customers, Grupo Financiero BBVA México developed a series of new products, always maintaining the appropriate levels of insurance:

- **“Tu Médico Particular” (Your Private Doctor):** this is insurance designed to cover medical expenses related to the most common conditions, such as the flu, fever, stomach pain or even minor fractures, among others. The contracting of this insurance is done completely digitally and allows access to medical care through physical consultations, at home, remotely, by telephone or by videoconference. As of August 2021, this product has more than 21,000 insured, with an issued premium of MXN 142 million.
- **WIBE x km:** it is a mobility product that allows the user to pay only for the kilometers used. The OBDII device technology connects to the vehicle and stores both the kilometers traveled and the user’s driving style; it can check the distances traveled and make the payment with variable rates, from 0.80 cents per kilometer, which are adjusted to the car model. Contracted through the application or the online site, 154 policies have been sold with an issued premium of MXN 712,000.
- **New generation insurance:** Grupo Financiero BBVA México diversifies the products offered to its customers through the launch of pet, pregnancy, surgery and cyber insurance. During 2021, 1,646 pet insurance policies, 59 cyber insurance policies for SMEs, 354 pregnancy insurance policies and 222 surgery insurance policies have been placed, thus increasing protection and welfare services for customers.



Sustainable offer

In line with the strategic priority of Grupo Financiero BBVA México, a **sustainability section** was created both on the BBVA website and on the BBVA México App. This section contains information on sustainability in different formats such as videos, podcasts, interviews and forums with experts, in order to support customers in their transition to an inclusive and responsible future. Throughout the year, this section generated more than 1.5 million visits to the application.



At the end of 2021, the sustainability section in the BBVA Mexico Retail App (GloMo) reached **1 million single users**.

Additionally, a **new sustainable investment solution** was created that integrates a risk analysis beyond the traditional evaluation and incorporates sustainable investment criteria in the selection of assets. This way, Grupo Financiero BBVA México promotes investment in companies with high ratings in environmental, social and governance (ESG) matters.



During 2021, an investment of more than **MXN 561,000,000** was reached in the ESG fund.

Within the new sustainability content on the website and the BBVA GFBB App, it included an **Emissions Calculator**, which is a digital tool based on data analytics that allows the calculation of the emissions of its private customers based on their consumption of electricity, fuel and water, among others. Similarly, GFBB published a monograph⁵, accessible free of charge to anyone, detailing the concept of the carbon footprint and the detailed process for its calculation.

Grupo Financiero BBVA México also seeks to promote the circular economy through a commitment to responsible consumption of recycled materials and their recycling. Thus, Grupo Financiero BBVA México increased the number of recycled credit and debit cards distributed to its customers, to advance towards the goal of reaching 100% cards made from recycled material in 2023.

6 million recycled cards issued by GFBB at the end of the year, making it the Institution that has issued the most recycled cards within BBVA.



⁵ For more information, go to [page](#).



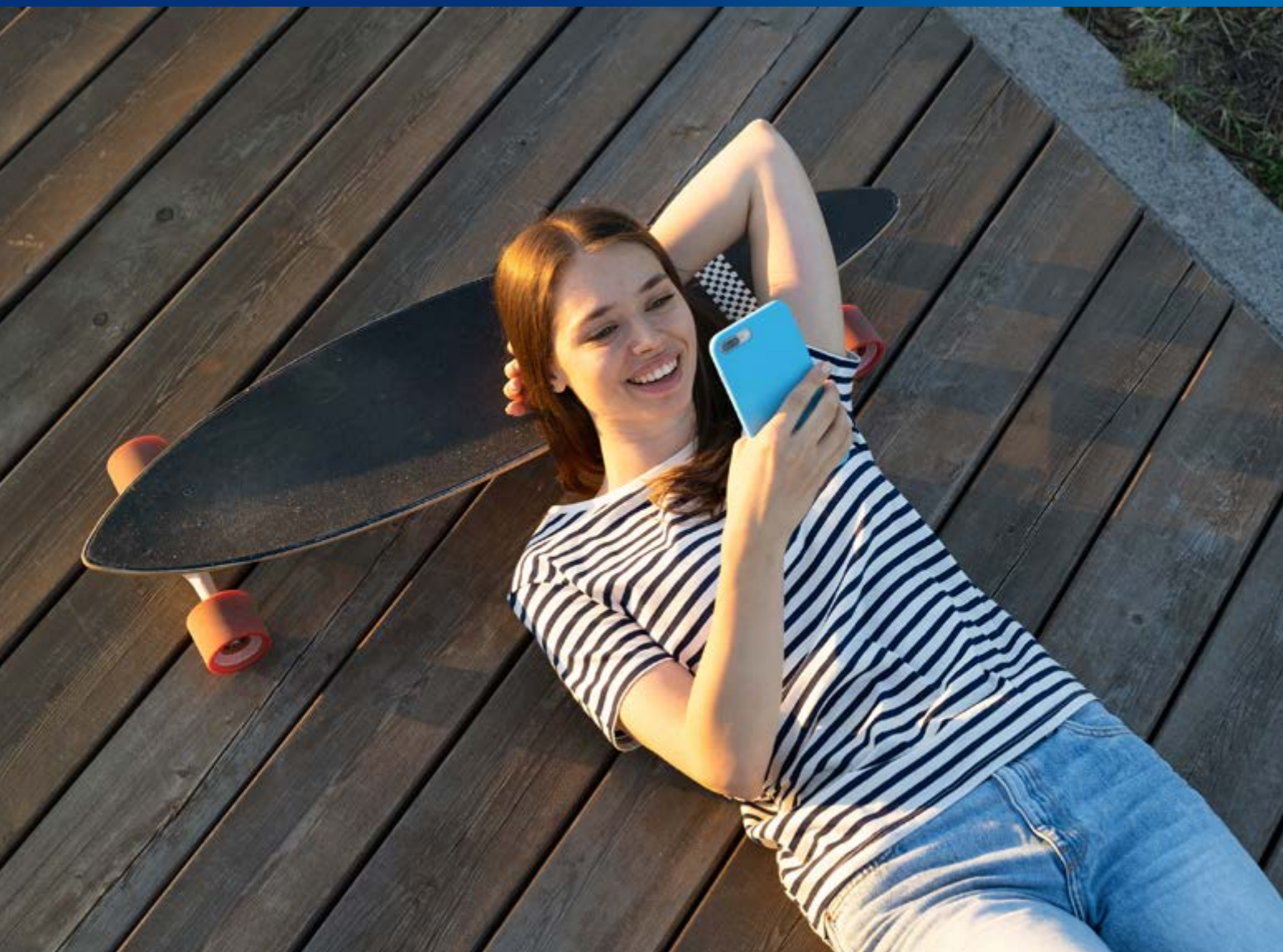
Open market

Double Pay es una iniciativa de *Open Market* a través de la cual las personas que no son clientes pueden obtener una tarjeta de crédito y una cuenta N2 de manera completamente digital. Al cierre de 2021, se colocaron 209 tarjetas de crédito diarias en mercado abierto, alcanzando una tasa de conversión de 2.6%.



Hackathon

In 2021, Grupo Financiero BBVA México once again held the Hackathon; event where 752 young people from eight different countries –including Mexico, Spain, Colombia and Peru– developed innovative solutions to the challenges posed from different areas. In this event, participants faced nine BBVA challenges and three transversal challenges.



New Customer Relationship Models



Remote banking

During 2021, Grupo Financiero BBVA México continued promoting Remote Banking. This allows bankers to provide the service, advice and sale of financial products to their customers remotely, without having to go to the branches. Currently, there are 294 bankers who serve more than 880 customers under this modality, including in the product offering:

- **Life insurance and home insurance:** insurances tailored to the needs of customers, who can choose the coverage and the amount of the insured sum.
- **Credit not pre-approved Consumer and Credit Cards:** the banker has the power to operate a credit not pre-approved for less than MXN 75,000 for customers without an offer in any channel or who request a higher amount. In case of requiring an amount greater than MXN 75,000, the banker can escalate the case with support of the Specialized Admission Center (CEA), only for consumer.
- **Renewal of investments (promissory note):** the banker can help the customer to renew his investments.
- **Auto pre-approved:** allows the customer to receive advice so that they can take the pre-approved offer through the BBVA Mexico App. In case of difficulties at the time of contracting, the banker can give his option of issuing a certificate that the customer receives by email.



Digital banking for SMEs

Barrio Banking continues to be one of the pillars of the SME strategy for Grupo Financiero BBVA México. This initiative offers attractive financial and digitization solutions to promote banking and formalization of SMEs. In 2021, a series of products was launched that seeks to offer payment systems and grant loans adapted to SMEs:

- **Collection link:** this new modality allows secure collection transactions to be charged to credit or debit cards from any bank. It is done through SMS, email or social networks, without the need to install any application on the cell phone.
- **POSs advance:** it is a 100% digital credit product that allows the customer to have immediate liquidity. During 2021, more than 2,000 credits were distributed to customers through the BBVA Empresas App.



BBVA Business App (GEMA)

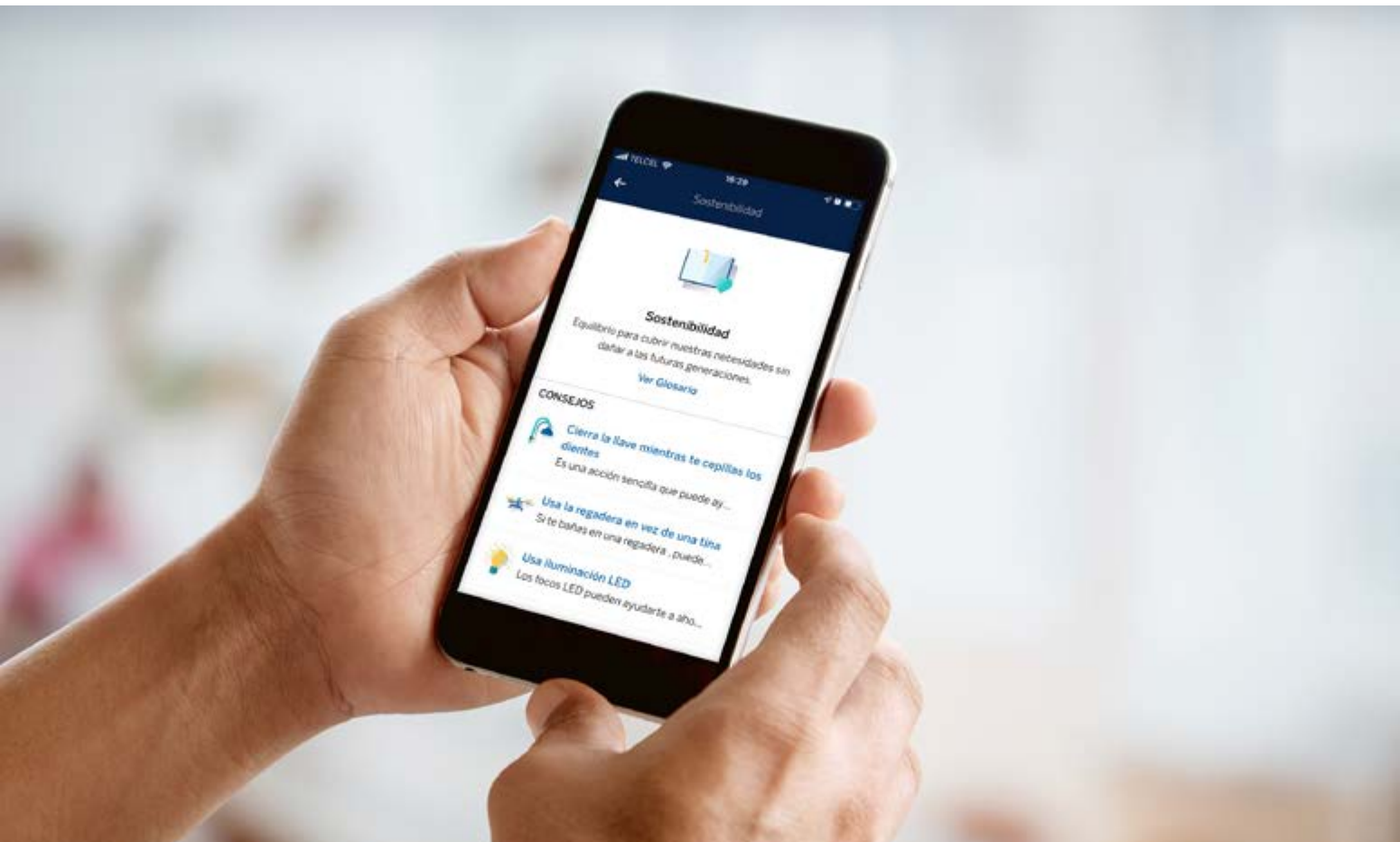
The BBVA App for Companies allows us to provide a high-quality service to Government and Commercial Banking customers. In 2021, new features were developed, including:

- BBVA Business App with remote signature that allowed more than 8,500 companies to activate their BBVA Business App and remotely sign more than 24,000 transactions.
- Signature of transactions with biometrics.
- Activation of mobile token for companies.
- Geolocation (regulatory).

During 2021, more than 190,000 SME customers with recurring income used the BBVA Business App, exceeding 2.2 million monthly transactions and amounts operated in excess of MXN 34 million.



As of November 2, 2021, **a sustainability section is included in the BBVA Business App (GEMA).**



Transparent, Clear and Responsible (TCR) Communication

GRI 103-1, 103-2, 103-3, 417-1, 417-2 and 417-3
SASB FN-AC-270a.3, FN-IN-270a.4

The Transparent, Clear and Responsible (TCR) Communication consists of defining the basic criteria of action and the necessary guidelines to apply the maximum possible simplicity to all the communication of products and services and in all the points of contact with the customer and with the interest groups through the following channels:



Commercial documents



Public website



Applications



Customer services



Campaigns

TCR principles



Transparent communication

It must be honest, stick to the facts and always be based on the truth, avoiding all information that could lead to error and the making of unwanted decisions:

- 1 Provides the customer with clarity with the relevant information
- 2 Bears in mind that the relevant information varies depending on the customer's profile, the timing of the process and the product
- 3 Gives the same visual relevance to benefits/benefits and risks/costs/requirements
- 4 Use the right channel: the one that allows you to tell what is relevant
- 5 Ensures that the main message is valid for most of the audience



Clear communication

It must be direct to present the characteristics of the product or service in an agile and precise manner, and complete, that is, adequate and sufficient for correct and responsible decision-making, indicating both the risks and the benefits of the product or service:

- 1 Uses good structure and uses visual elements to facilitate understanding and navigation
- 2 Checks that the graphic elements give a realistic and intuitive image
- 3 Promotes accessibility. In audiovisual pieces, use subtitles and incorporates the relevant
- 4 Uses clear and easy-to-understand language
- 5 Limits the use of small print as much as possible (when you use it, keep it clear)



Responsible communication

It must be honest, always oriented to the interests of the customer, and committed to the elimination of all exclusion, promoting financial education and the development of the communities where it operates:

- 1 Looks after the customer's interests in the short, medium and long term
- 2 Gives the customer control over their relationship with the bank
- 3 Accompanies the customer
- 4 Makes a responsible use of the customer's personal data
- 5 Promotes financial health

The Transparency Standard for the advertising of Grupo Financiero BBVA México products establishes the obligations of GFBB with respect to any communication or advertising of the products it offers to customers or users. Similarly, it allows the application of behavior guidelines in relation to:

- Full and transparent compliance with applicable laws and regulations, in line with the trust that shareholders and customers place in GFBB.
- Use of clear and truthful information to transparently communicate both the characteristics and the risks of products and services.
- Non-conditioning of the granting of products and services to obtaining benefits or personal advantages, among other guidelines.

During 2021, more than 110 initiatives were developed by the Scrum teams of the Digital Factory for Business Development and Business Banking with the aim of applying the TCR principles in digital solutions.

Also, during 2021, GFBB has focused on the design of TCR solutions for people with some type of visual, hearing, motor or cognitive disability 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 2021 show that BBVA is the 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 ranked 1st given its TCR result in the Recommendation Index, with a score of 51.4.



In 2021, 1,820 online TCR awareness and training interactions were carried out at BBVA.



2022 Goals

Give continuity to TCR practices with the joint application of Behavioral Economics (economic conduct).

Security, privacy and customer protection

GRI 103-1, 103-2, 103-3 and 418-1

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

Data Protection Office

Because the privacy, security and protection of its customers is a key priority, in 2021 Grupo Financiero BBVA México created the Data Protection Office (DPO), as a Division within Compliance.

It is responsible for ensuring compliance with the regulations on personal data, so that, in each initiative carried out where personal data is processed, the DPO has verified that the appropriate administrative, technical and physical security measures are in place to protect personal data, guaranteeing the confidentiality, integrity and availability of each personal data system they possess.

These measures comprise three types of security:



Administrative security

The process used include the creation of policies, procedures and training and communication actions that allow employees to correctly comply with the legislation.



Technical security

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



Physical security

The actions and processes to protect the physical environment of the personal data and the resources involved in its treatment are verified. Examples include preventing unauthorized access to personal data or the unauthorized exit of any mobile or portable resources outside the organization.

Thus, the DPO seeks to preserve the full exercise of the rights holders against damage, loss, alteration, destruction or unauthorized use, access or treatment.

Security and data protection

As part of the continuous improvement of Grupo Financiero BBVA México in terms of privacy and information security, different advances were made during 2021:

- Restructuring of different rules and procedures in order to optimize understanding of regulatory compliance.
- Creation of an internal mailbox to improve the internal consultation processes for employees.
- Attention to ARCO Rights in compliance with the legislation and in accordance with the needs of the business and the customer.

- Approach, creation and alignment of the affiliates and subsidiaries of the Group to what is established in GFBB.
- Integration of the DPO Module in the “Commercial Banker Diploma Program” and inclusion of a section related to this Office in the Course “Return to Headquarters”.

On the other hand, Grupo Financiero BBVA México recognizes that the awareness of all its employees in matters of Personal Data Protection is essential to guarantee the care of the information. Therefore, the following awareness campaigns were carried out:



1. Campaign for the International Day for the Protection of Personal Data 2021, during the month of January.



2. More than 40 periodic publications through all institutional channels aimed at the branch network and central areas (Banca al día, Red al día, Wiki Red, Para Mí, HPD and Somos), as well as customers and users through social networks.



3. Campaign "New Beginning" or Change of Company Name of GFBB, through which the Privacy Notices of the entire Group were modified and a campaign aimed at customers and users was made, through ATMs, social networks and the website of BBVA, on the importance of the document, and the modifications made.



4. Creation of the DPO section within the internal Compliance website, where the functions of the new management are reported and the periodic information on personal data is updated.

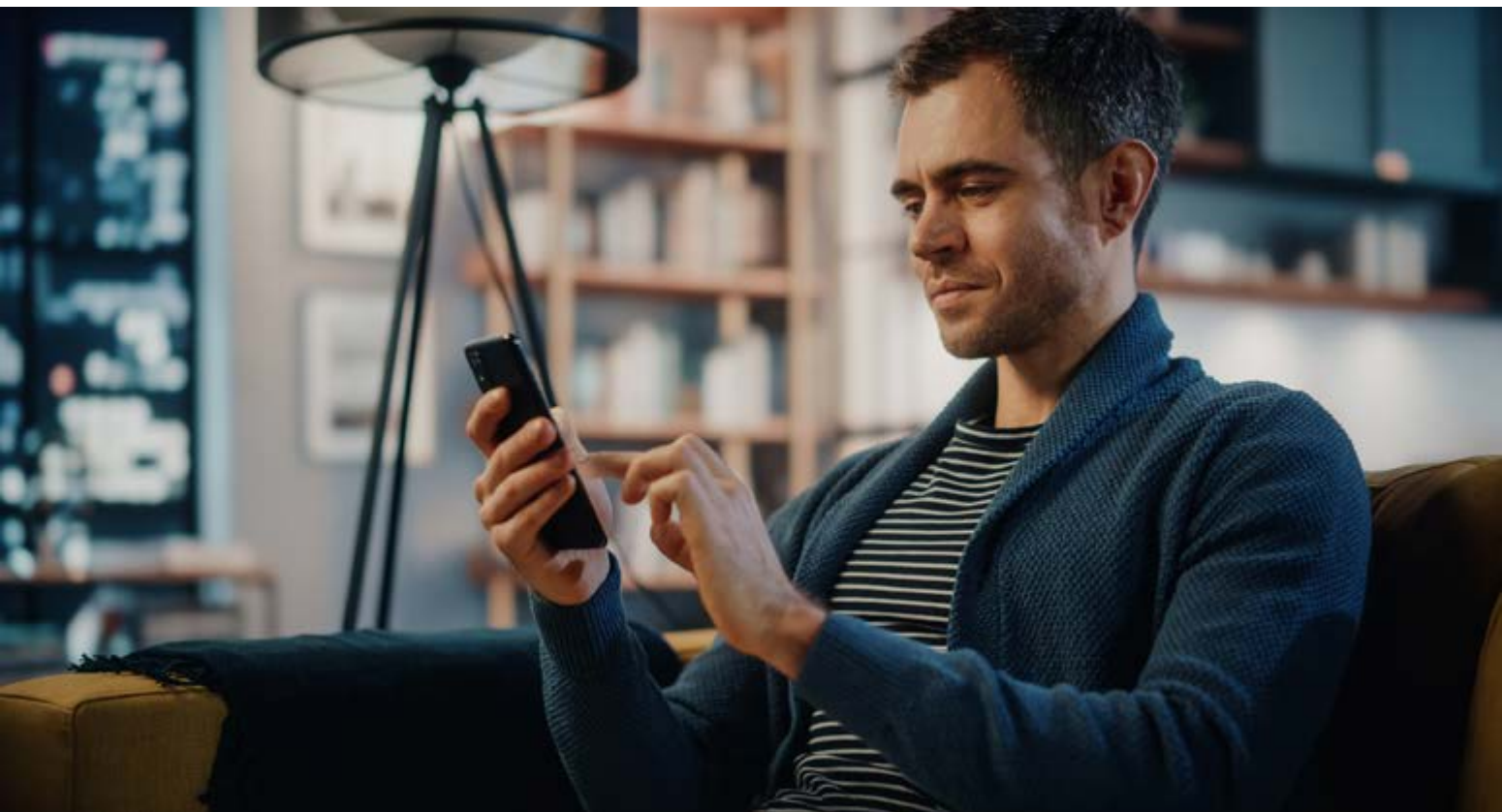


In 2021, the security of the “GloMo” mobile application for individuals was strengthened with the **implementation of facial biometrics** when reinstalling the application on another device.

Additionally, as of December 31, 2021, 98% (37,631) of employees successfully completed the institutional regulatory course on Personal Data Protection.

Personal Data Protection Mailbox

The Personal Data Protection Mailbox (protecciondedatospersonales.mx@bbva.com) is available to customers for the purpose of reporting and dealing with any type of complaint, comment or situation regarding the protection of Grupo Financiero BBVA México's customer and/or user data.



2022 Goals

Improve the process for customers and users of ARCO Rights in order to consolidate a more agile and technological environment.

Restructure the Privacy Notices to strengthen a perspective of trust and transparency for personal data holders in the processing of their data within BBVA.

Responsible Commitment to the Employee

GRI 102-7, 102-8, 102-41, 103-1, 103-2, 103-3, 401-1, 401-2 and 405-1
SASB FN-IB-330a.1, FN-AC-330a.1, FN-MF-270a.4, FN-CF-270a.1

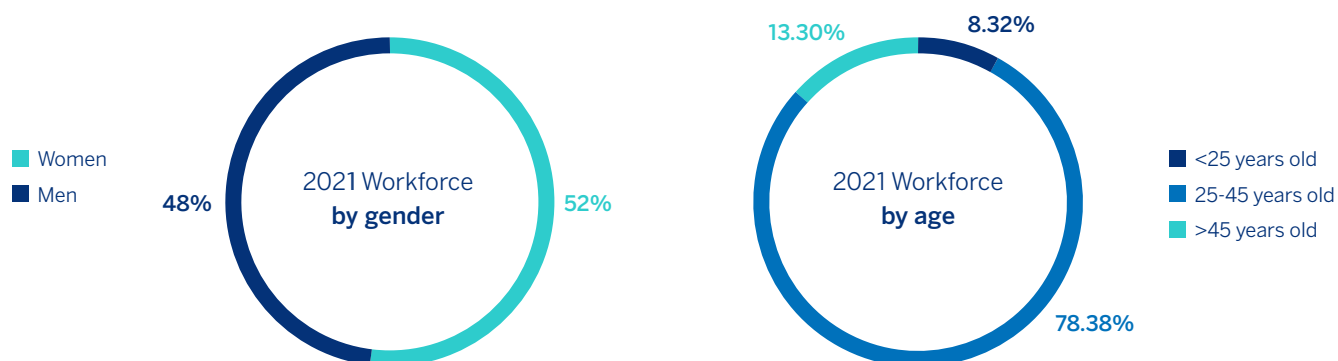
BBVA Team

At the end of 2021, Grupo Financiero BBVA México's workforce was made up of 40,383 employees. This represents an increase of 8% compared to 2020.



40,383 employees in 2021,
8% more compared to 2020.

Workforce by age and gender	2018		2019		2020		2021	
Women	19,565	53%	20,405	53%	19,924	53%	21,172	52%
Men	17,272	47%	17,823	47%	17,334	47%	19,211	48%
Age								
Total employees	36,837		38,228		37,258		40,383	
< 25 years old	11%		11%		9%		3,359	8.32%
25-45 years old	75%		75%		78%		31,653	78.38%
> 45 years old	14%		14%		13%		5,371	13.30%



Scope: Grupo Financiero BBVA México. 26 employees are excluded.



52% of Grupo Financiero BBVA México's workforce is made up of women.

	2018		2019		2020		2021	
	Men	Women	Men	Women	Men	Women	Men	Women
Workforce by contract and gender*								
Full-time contract	15,583	17,882	16,084	18,621	16,300	18,958	17,776	19,876
Temporary work contract	1,689	1,683	1,721	1,767	1,006	952	1,429	1,285
Workforce by shift and gender*								
Full-time	17,253	19,551	17,823	20,403	16,300	18,956	19,211	21,171
Part-time	19	14	0	2	0	2	0	1

Category of employees by gender	2018		2019		2020		2021	
Position	Men	Women	Men	Women	Men	Women	Men	Women
Management committee and corporate directors	45	5	44	6	39	4	34	4
Executives	131	29	116	28	109	33	105	35
Middle management	3,290	2,205	3,597	2,633	3,658	2,700	4,014	2,978
Specialists	3,017	2,977	2,993	3,022	2,952	3,029	4,039	3,801
Sales force	5,743	6,050	5,684	6,150	5,523	6,062	5,292	5,916
Base positions	5,046	8,299	5,389	8,566	5,035	8,088	5,708	8,431
Other positions	26 employees							



25% of the management positions of Grupo Financiero BBVA México are held by **women**.

Unionized employees	2018	2019	2020	2021
Men	4,533	4,903	4,653	5,411
Women	7,704	8,035	7,669	8,209
Total	12,237	12,938	12,322	13,620



34% of Grupo Financiero BBVA México employees are unionized, of these, **60% are women**.

*The results do not consider part-time staff, expatriates and temporary disability.
Scope: Grupo Financiero BBVA México. 26 employees are excluded.



	2018		2019		2020		2021	
	Men	Women	Men	Women	Men	Women	Men	Women
Employee hirings*								
< 25 years old	1,612	1,940	1,131	1,317	535	638	931	947
25-45 years old	2,538	2,517	2,567	2,388	1,612	1,374	3,594	2,968
> 45 years old	56	26	54	37	42	21	276	146
Total		8,689		7,494		4,222		8,862
Employee dismissals								
< 25 years old	563	655	645	714	364	406	492	490
25-45 years old	2,309	2,432	2,657	2,546	1,870	1,786	2,849	2,793
> 45 years old	366	305	374	252	185	143	391	278
Total		6,630		7,188		4,754		7,293

Rotation by age and gender	2018	2019	2020	2021
Men	19%	21%	14%	20%
Women	18%	17%	12%	17%
< 25 years old	33%	34%	25%	30%
25-45 years old	18%	19%	19%	18%
> 45 years old	11%	11%	6%	11%

Absenteeism level	2018	2019	2020	2021
Employees	8,661	8,364	5,052	2,757
Days	177,759	130,797	130,421	31,779



The level of absenteeism decreased by 45% between 2020 and 2021.

Scope: Grupo Financiero BBVA México. 26 employees are excluded.

Talent attraction

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

To strengthen its team of employees, Grupo Financiero BBVA México implements various initiatives, generating a high impact in attracting talent and highlighting its commitment to the development of its workforce.

Young Talent Programs

During 2021, seven Young Talent programs were carried out, aligned with the recruitment and development of opportunities for growth in BBVA. These correspond to the Trainees, Scholarship Recipients, Summer, Veranito and Graduates programs, and two new ones, Global MBA and Women in Data.



Collectively, Young Talent programs gave **207 students and recent graduates** the opportunity to develop at BBVA.

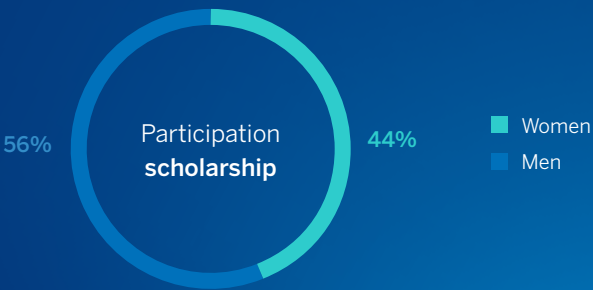
Trainee Program

The Grupo Financiero BBVA México’s Trainee program (12 months) included the participation of 40 recent graduates, who received more than 500 hours of training in leadership, values and business during 2021.



Scholarship Program

It focuses on the participation of final year undergraduate students who carry out a specific project for six months, covering 30 hours a week, to boost their professional experience. In 2021, the program included 107 scholarship recipients and 1,070 hours of training.



Summer and Veranito programs

Aimed at master’s degree students (MBA), the Summer program lasts from 8 to 12 weeks. Participants are assigned a defined project, at the end of the program a presentation is made with the Head of the unit. Throughout the program, exposure sessions are held with managers from different areas in order to learn more about GFBB.

Veranito is exclusively for Fundación BBVA México grant recipients with a duration of 8 to 10 weeks, aimed at students in their 4th to 5th semester of university. The program allows students to have their first work experience.

Global MBA

Program that seeks candidates who take an MBA in business schools in order to develop them so that they can assume leadership positions in the long term in Grupo Financiero BBVA México.



More than **180 hours** were invested in the Summer, Veranito and Global MBA programs during the year.

Women in Data

Launched in 2021, the "Women in Data" program is focused on attracting the best female talent in data science. The first generation of participants welcomed 15 women within the Engineering department, who received more than 90 hours of training.

Living BBVA

It was an online event to launch the calls for Young Talent 2022, where 4,272 young women and men participated and were interested in starting their professional career with Grupo Financiero BBVA México.

Facebook Careers

Facebook Careers has been an unprecedented channel to connect with all those people who aspire to work within the group. The page has more than 187,000 followers.

University connection

The BBVA National Employment Fair was held in June 2021 to recruit the best talent in the country for the BBVA branch network.

Additionally, during the year, more than 70 virtual events were held, impacting more than 7,000 students nationwide through job fairs, financial education workshops and specialized talks.

Also, three university lectures were given, reaching more than 80 students who shared virtual classrooms with bank experts who passed on their knowledge to the new generations.



Acknowledgments

Employers for Youth

This year, Grupo Financiero BBVA México once again won first place in the financial sector in the Employers for Youth (EFY) survey, which is conducted among young professionals under the age of 35 in Mexico to assess different aspects, including career development, recognition, benefits, talent, quality of life, infrastructure, innovation, work environment, reputation and diversity-culture. In the general survey, Grupo Financiero BBVA México reached the sixth position, thus confirming its leadership in the matter.

For more information, go to [website](#).

Most Attractive Employers in Mexico

Since 2020, Grupo Financiero BBVA México has continued to position itself as one of the most attractive companies to work for, this year obtaining third place in the ranking of "The Most Attractive Employers in Mexico 2021" by Universum. This means an increase of three positions compared to 2020. Regarding the score for specific areas, the Group obtained 3rd place in the business division and ranked 8th in humanities.

For more information, go to [Universum website](#).



BBVA ranked 1st in the Employers for Youth (EFY) survey in 2021.

Talent development

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

Grupo Financiero BBVA México considers training of all its employees a priority, including those who are new employees; therefore, it focuses on developing and implementing the necessary tools and knowledge that favor the retention of talent to comprehensively meet the needs of customers. Through specialized training, employees develop the skills to provide the best solution alternatives that optimize the financial health of customers.

Additionally, GFBB generates a comprehensive strategy to permeate the BBVA Service Culture through the implementation of the EARA Model and its behaviors, thus seeking to improve the perception of customers and their level of satisfaction. With innovation and creativity, Grupo Financiero BBVA México implements attractive resources that provide agile and effective training experiences under a "just enough" modality with the amount of precise information required by the employee and investing as little time as possible.

Trained employees

With the drop in the number of infections by COVID-19 during the second half of 2021, Grupo Financiero BBVA México implemented a training strategy for its employees adapted to new trends and GFBB and personnel requirements. Even if the momentum of the online training initiative #yomeformoencasa slowed down compared to the previous year, Grupo Financiero BBVA México took the opportunity to develop innovative training experiences.

Among them, the launch of the "The Camp" tool stands out, which focuses on reskilling at the BBVA level with 10 topics ("expeditions") released and up to three levels of specialization (valley, mountain and summit). This initiative promoted an increase of more than 1,229% in the training hours of employees in cybersecurity compared to 2020. Similarly, The Camp's "Sustainability" expedition allowed, for the first time, the training of 31,166 employees in the subject, adding a total of 86,758 hours of training.

Also, we build 15 inductions to the positions of the Commercial Network,



Because it is a new type of disruptive training, ***The Camp program allowed a 650% increase in training hours*** for employees in cybersecurity compared to 2020.

and an internal diploma program for the Banker of commercial bank. The coaching model was followed up, reaching a total of 100 certified coaches, of which 25 joined in 2021; this allowed 76 coaches to receive internal coaching, and 23 coaches to obtain external coaching.



More than **1.85 million training hours** for employees in face-to-face, virtual and remote formats.

Trained employees and investment in training

	2018	2019	2020	2021
Trained employees	36,479	38,210*	36,985*	40,260*
% of trained employees	99%	100%*	99%*	99.7%*
Total courses on BBVA CAMPUS platform	2,725	4,137*	19,845*	23,395*
Average Evaluation	9.6	9.78	9.51	9.6
Total investment in training	\$231,954,778 MXN	\$202,008,617.22 MXN	\$176,715,217.62 MXN	\$199,190,378.97 MXN

*Total number of employees who have received at least one course in the reporting period; considers courses completed, with passed grades and completed.



40,260 trained employees
in 2021; 8.85% more than in 2020.

Training hours

	2018	2019	2020	2021
Hours of in-person training	820,783	786,116	336,721	412,342
Hours of training through e-campus	1,069,642	993,811	1,863,382	1,460,244
Total	1,890,425	1,779,928	2,200,103	1,872,585
Average hours per employee	52	47	59	47

As a result of the pandemic in 2020, the #YoMeFormoEnCasa campaign was promoted. In 2021, when gradually returning to work at headquarters and branches, the number of training hours decreased.

Anti-corruption training

2020	2021
33,610	2,810

Values training

2019	2020	2021
76,078	204,228	60,856

Information security training

2018	2019	2020	2021
190,317	8,694	14,282	189,870

Human rights training

2018	2019	2020	2021
7,474	18,489	7,436	9,785

Sustainability training



Delivery of the first "**Sustainability Express**" course for all employees: **86,758 training hours** in 2021.

In line with our strategic priority, more specialized sustainability training was carried out this year.



Performance evaluations and professional development

During 2021, 37,954 employees received a performance evaluation, corresponding to 99.9*% of the total workforce. Prior to the annual evaluation, information webinars were held where the entire process was explained in detail to the employees. Also, a communication campaign was launched with tools to ensure that Managers could efficiently monitor compliance with the evaluation.

With the aim of promoting the growth of employees, three Conversations on Development were held between Managers and Employees of the Central Units, and two for the Commercial network. In this context, 92% of the employees obtained the first and second conversation, while 83% of the employees had the third. Precisely, 98% of the Managers were certified to carry out constructive Conversations on

Development to adequately direct the future development of their employees' skills; this contributed to the three conversations having a quality rating of 4.4, 4.6, and 4.7, respectively, on a scale of 1 to 5.

BBVA University

Since 2013, BBVA University has been able to offer different educational programs such as bachelor's degrees, master's degrees and diploma programs with high-level institutions.



In 2021, Grupo Financiero BBVA México awarded **30% more academic** scholarships than in 2020 for employee development.

Scholarships (number of individuals)	2018	2019	2020	2021
Diploma programs	N/A	72	120	470
Bachelor's degrees	150	76	175	129
Master's degrees	205	184	160	198
Development (individuals receiving fixed monthly support)	108	101	220	180
Certifications	N/A	N/A	120	100
Specializations	N/A	N/A	100	94

*Active employees are taken into account as of January 14, 2022 and employees who joined before October 31, 2021.

Acknowledgment

Gallup Poll: Employee Engagement

In 2021, Grupo Financiero BBVA México obtained a general average result of 4.46 in the Gallup survey that covers, among other aspects, the satisfaction, development, well-being and diversity of the workforce. This achievement reflects GFBB's ongoing efforts to further develop its commitment to its partners. This way, Grupo Financiero BBVA México is positioned in the quartile of the most committed companies in Mexico, standing out for being the Group's geography with the highest level of commitment.



In 2021, Grupo Financiero BBVA México received the Gallup award for “**Exceptional Workplace**”.



2022 Goals

Advise and accompany the employee with training experiences that contribute to his/her development objectives, strengthening the value proposition that Grupo Financiero BBVA México offers them. This, through five strategic pillars:

1. **Evolution of future skills:** provide development opportunities through reskilling to expand their employability and well-being.
2. **Segmentation:** provide differentiated training solutions according to the objectives, needs and preferences of the employee and/or areas/departments.
3. **Learning experience:** generate an impact on employees due to their experience in training actions, ensuring productive and practical learning.
4. **Data and impact measurement:** use data management to assess the use of training actions, and the contribution to the employee and the business.
5. **Integration to the People Development Model (*Modelo de Desarrollo de Personas, MDP*):** align and link training experiences to the MDP to maximize impact.

Benefits to employees

GRI 102-36 and 401-2

Grupo Financiero BBVA México is recognized as a distinguished employer that prioritizes the well-being of its employees; As part of this approach, it has the B Promos platform that allows employees to learn about all the features and benefits that GFBB has for them.

At the end of 2021, the employees had 583 agreements at the national level of the best brands, grouped into 14 collections. Similarly, the "Travel" category accumulated more than 83,000 visits in the year, becoming the most viewed category of the year.

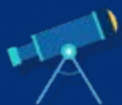


In November 2021, **B Promos** had **37,603 registered users** on the platform, among which 36,364 are employees and 1,239 are retirees.

In July 2021, the Promos BBVA Mx community was launched, which, at the end of December, had 644 members, and a segmented communication strategy was implemented in collaboration with five of the recognized brands.



At the end of November 2021, the B Promos application had a record of **21,399 downloads**.



2022 Goals

Increase the range of sustainable benefits on the portal.

Incorporate a space for communication of new benefits within the portal and/or the application.

Enable guest access through the web portal.

Remuneration

Grupo Financiero BBVA México has a remuneration policy, drawn up based on the best national and international practices for employee remuneration.

Designed by the Board of Directors, the remuneration system of Grupo Financiero BBVA México focuses on the reciprocal generation of long-term value, which seeks, among others, the following principles:

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

Under these principles, Grupo Financiero BBVA México ensures that its remuneration system is aligned with the Group's strategy, objectives and values, is compatible with risk management, impartial due to gender and independent in terms of conflicts of interest.

The employee remuneration model has two main components:

Fixed remuneration determined based on the level of responsibility and the professional career of each employee, based on a salary reference for each function, which reflects its value for the Grupo Financiero BBVA México. Also, the granting and amount of the **fixed remuneration** are based on predetermined objective criteria and principles of internal equity.

Variable remuneration rewards the individual contributions of the teams and the value contribution of all of them to the recurring results of Grupo Financiero BBVA México. This remuneration can be monetary or non-monetary and is related to the fulfillment of previously established objectives.

Benefits

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

Pensiones

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 their employees upon retirement.

Occupational health and safety

GRI 401-2, FS1

As part of the front against the COVID-19 pandemic, Grupo Financiero BBVA México continued to implement various measures to guarantee comprehensive protection for its employees:

- Permanent campaign to prevent contagion and raise awareness about the virus.
- Awareness campaign about vaccination against COVID-19.
- Detection and reintegration of a group classified as a vulnerable group in accordance with government health protocols.
- Updating of COVID-19 protocols.
- Follow-up of the recurring testing program for mobility positions.

In line with its commitment to the health, safety and well-being of its employees, Grupo Financiero BBVA México implements the “#Tu_bien_estar” Wellness Program, which includes a series of programs and initiatives that foster care for the physical, mental and emotional health of its workforce. Each month, the Wellness Committee reviews the progress of the programs through key performance indicators and proposes the following strategies. Additionally, Grupo Financiero BBVA México has an Institutional Policy for the Prevention of Psychosocial Risks that guarantees compliance with the Official Mexican Standard NOM-035-STPS-2018, and makes the Wellbeing Line available to its employees for any type of advice.



Grupo Financiero BBVA México implements the “#Tu_bien_estar” **Wellness Program** which includes a series of programs and initiatives that foster care for the physical, mental and emotional health of its workforce.



Physical and emotional well-being

During 2021, Grupo Financiero BBVA México joined forces to strengthen the **Work Better, Enjoy Life** (WB, EL) initiative, which seeks to guarantee the comprehensive well-being of each one of its employees to achieve having more engaged and balanced work teams. Under this umbrella, actions, courses and workshops have been created that allow employees to improve their physical, mental and emotional well-being:

- Workshops on **Resilience**, aimed at understanding resilience, self-knowledge and the Mindset Agile, through 28 sessions for more than 3,000 attendees.
- **Mental Health** Workshops, carried out in conjunction with the Tecmilenio, where issues such as anxiety, depression, isolation, emotional management are addressed with advice on how to treat and care for them. 24 workshops were held for more than 2,000 attendees.
- **The Moment of Meditation** was launched, a 30-minute space where an expert guides the session to teach employees how to lower stress and improve concentration. 66 sessions were held, for more than 3,000 employees and 10,000 attendees.



Through the **virtual workshops** on Productivity, Resilience, Life Balance, Meditation, Mental Health and Managers, **24,784 individuals** have benefited.



The **total investment** in the Work Better, Enjoy Life program workshops was **MXN 2,061,431**.



"Tu Bienestar" Challenge

To encourage employees to improve their physical well-being, the **"Tu Bienestar" Challenge** Program continued. This provides employees experience that allows them to change their eating and physical activity habits, through the support of specialized coaches and nutritionists, with monthly progress monitoring and support. In its first virtual broadcast, more than 6,000 employees participated, losing more than 13 thousand kilograms together.



The **total investment** of the **"Tu Bienestar"** Challenge was **MXN 600,000**.



Digital Disconnection

We promote digital disconnection of employees, seeking a better quality of life. As part of the digital disconnection actions, different communication campaigns have been launched to establish start and end times for activities, lunch times, avoiding emails, meetings and connections outside of working hours. Currently, 99% of the branches comply with the established schedule and for Central Areas, a communication plan for disconnection schedules has been established with a scope of 87% of the current workforce.

Reminders are sent on a daily basis, both at the headquarters and virtually, that invite employees to disconnect from their activities and the time for reserving meeting rooms at the headquarters has been limited, with the maximum reservation limit being 7:00 p.m.



Work culture and productivity

On the other hand, the efforts of Grupo Financiero BBVA México include the implementation of actions that enable employees and leaders in a new work culture focused on productivity. Workshops and Webinars are offered for the leaders of Grupo Financiero BBVA México where various topics are addressed:

- The new reality of leadership
- Tools to lead in times of crisis
- Team leadership during homework
- Autonomy and alignment: a new culture of collaboration



More than **1,000 leaders trained** through specific workshops and webinars.



Birthday Free Day

An initiative was launched in which all employees whose birthdays are from Monday to Friday can enjoy a day off and share it with whoever they want. Around 2,300 employees per month benefit from Birthday Day.



Productive Thursday Afternoon

In the search to continue improving the quality of life of employees, the Productive Thursday Afternoon initiative or Thursday Afternoons without a meeting was implemented. 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 the employee the opportunity to focus on their own work. Employees can dedicate this time to:

- **Planning:** closing activities for the week, activities for the next sprint and/or fortnight
- **Reskilling:** complete training or carry out development activities
- **Innovating:** time to update, read papers, and analysis, among others
- **Developing:** giving and receiving feedback, as well as having Development Conversations



The Productive Thursday Afternoon program has directly impacted **more than 8,000 employees** in the central areas.

Influenza campaign

In 2021, the scope of the influenza vaccination campaign (tetravalent vaccine) was expanded to include active employees, retirees and beneficiaries registered in the medical service of 11 additional cities compared to 2020. The campaign covered 18 main cities of the country, applying a total of 10,832 doses through 23 locations, of which 6,965 were carried out within Mexico City, and 3,867 within the other states in Mexico.

In Mexico City, vaccine applications were carried out through a new "drive thru" modality to guarantee contagion prevention measures against COVID-19. Additionally, the possibility was opened for employees in cities that were outside the scope of the campaign to obtain the vaccine on their own and be reimbursed by Grupo Financiero BBVA México.



In 2021, 73% more influenza vaccines were applied compared to 2020.



Grupo Financiero BBVA México invested a total of MXN 5,000,000 to carry out the vaccination campaign against influenza.



Visual health campaign

During 2021, Grupo Financiero BBVA México once again carried out the visual health campaign in person at the Torre BBVA facilities, guaranteeing all measures to prevent contagion due to COVID-19. From November 30 to December 4, 2021, 508 studies were carried out to promote visual health care for employees and family members.

Civil protection

Made up of brigade members in branches, buildings and external personnel, the Civil Protection area seeks to guarantee the safety of all in its facilities.

In 2021, 34,708 employees were trained in civil protection through the "Basic Civil Protection Course."

Additionally, the area updated its communications on various relevant topics, including preventive infographics for hurricanes, earthquakes and rains, among others, and obtained an average score of 88.6 in the Recommendation Index.

Oncological campaign

Free studies were carried out for all employees and beneficiaries registered in the medical service who met certain age criteria at the national level. Through agreements with different clinical laboratories, 476 breast ultrasounds were performed on women between 35 and 39 years of age, 722 mammograms on women over 40 years of age, and 853 prostate antigen tests on men over 40 years of age.

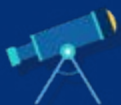


Through the oncology campaign, a total of **2,051 studies** were carried out.



412 hours of training given to brigade members, 203% more than the previous year.

Total number of brigade members in branches	8,505
Total number of brigade members in corporate buildings	698
Total brigade members	9,203



2022 Goals

- Resume and implement preventive medicine campaigns.
- Strengthen awareness campaigns on issues related to COVID-19.
- Continuously update COVID-19 protocols.

Inclusion and Diversity

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

As part of the progress made with respect to 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.

Diversity and inclusion board

In Grupo Financiero BBVA México, there is a Diversity and Inclusion Board, made up of 22 members, with representation from each of the business units. Additionally, Grupo Financiero BBVA México has champions and dependencies, who work on actions focused on Culture, Leadership, Processes, Talent and Disability.

Since January 2021, the Rooney Rule was implemented in all internal and external promotion processes to increase the representation of women in the shortlists and promote gender equity in management positions.

Also, 17 group interviews were held with more than 200 people to detect the main barriers to growth in Grupo Financiero BBVA México, which allowed to launch initiatives to detect, provide visibility and develop female talent. Some of these initiatives are the transversal talent matrix, the Female Mentoring program and the Development Conversations to empower female talent.

An essential part of promoting the internalization of diversity and inclusion issues is raising awareness and training employees, so that:



- The D&I Board and Champions received training on Diversity.
- Started the Certification Module for the Recruitment team and TCBP on Diversity and Inclusion.
- Throughout the year, multiple events were held with more than 44 sessions where more than 15,000 employees registered; which include: International Women's Day, Pride Day, Non-Violence Against Women Day, Disability Day and the global Diversity Days.



The **total investment** in panels and webinars of the inclusion and diversity events was **MXN 1,623,777**.

Disability

In 2021, in addition to working on Gender Equality, Grupo Financiero BBVA México has focused on the inclusion of men and women with disabilities. An accessibility diagnosis was carried out and pilots were started for the incorporation of individuals with hearing and motor disabilities.

During the year, training was carried out to learn the basics in "Mexican Sign Language" and employees were sensitized through a webinar called the "ABC of Disability".

In addition, Grupo Financiero BBVA México adhered to the decalogue of older adults of the National Commission for the protection and defense of Users of Financial Services (hereinafter "CONDUSEF"), which is a signed commitment to improve care and service to customers for older adults, and care protocols are being reviewed to ensure that they are inclusive of men and women with disabilities.

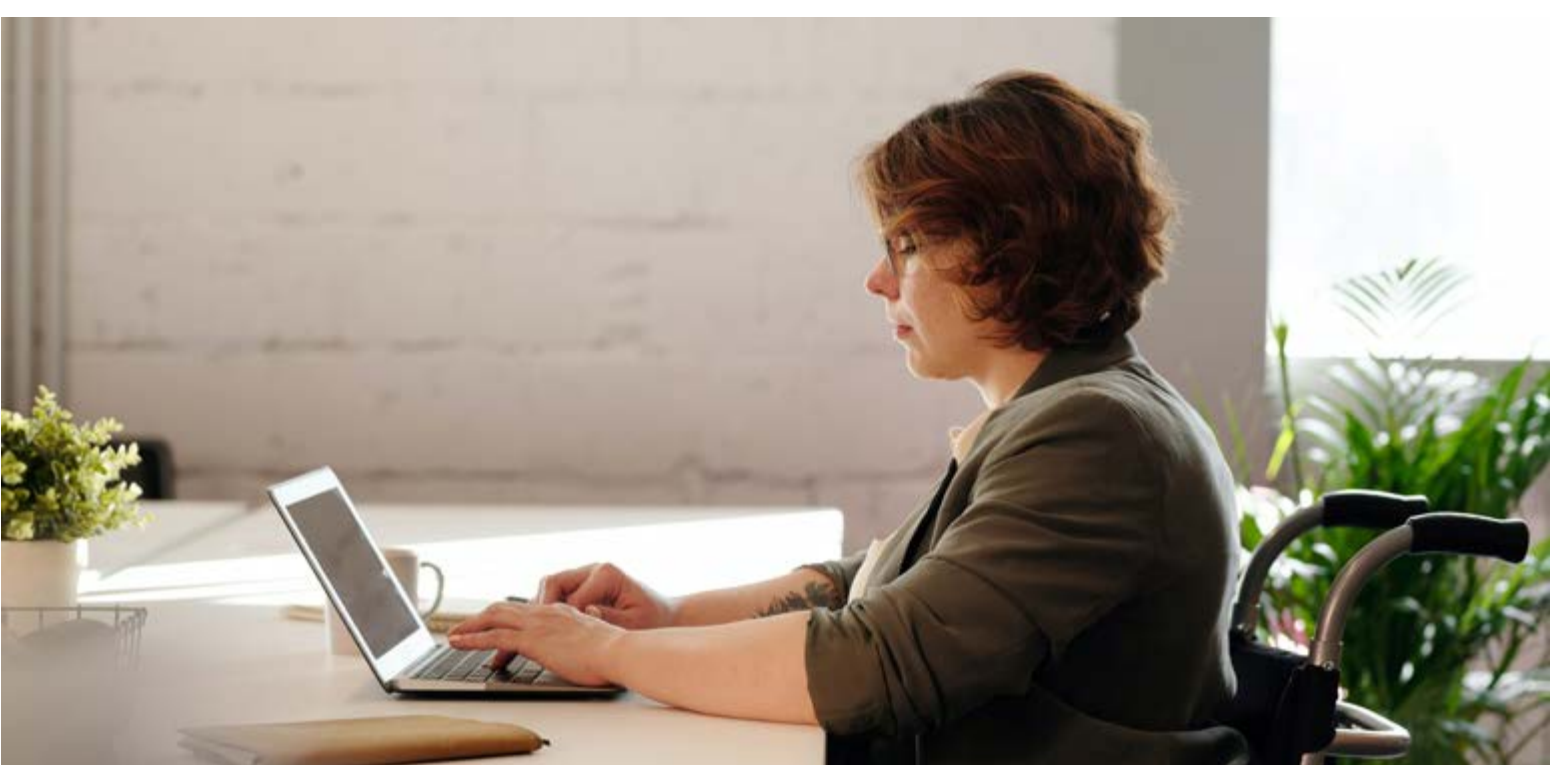
Maternity and Paternity Leaves

To promote the strategy of inclusion and equity of new fathers and mothers, maternity and paternity leave was increased by four weeks, which is more than provided by law, as part of the formal process of monitoring maternity and paternity. This inclusive license considers all types of families; by adoption, with heterosexual parents, homosexual parents and single parents.

From preparation to reincorporation, Grupo Financiero BBVA México continues to strengthen maternity and paternity support:

- The gift kit was expanded to include three choice options and 845 kits were delivered during the year.
- Keynote presentations were made virtually for the School for Parents.

Similarly, Grupo Financiero BBVA México has seven lactation rooms distributed in its facilities in Torre BBVA, Parques Polanco, Tecnoparque, Data Processing Center and Torre Black, in Mérida.



Activities for employees

Grupo Financiero BBVA México implements programs focused on prioritizing an adequate work-life balance. There are various initiatives with totally free access for employees that allow the development of new skills, foster the bond between employees and their families with the Group, stimulate networking, promote competitiveness and increase the attractiveness of the company for young people.

Additionally, the programs allow employees to enjoy a better quality of life; Some initiatives focus on cultural activities, such as dance, painting and theater, while others are part of union volunteering, with the participation of Grupo Financiero BBVA México's oratory and singing team and integration workshops.

Family programs



Summer Entrepreneurs

Program aimed at employees who have children between the ages of 17 and 25, where they are offered a diploma in "Innovation and Entrepreneurship," with a duration of 4 weeks. In 2021, 16 virtual sessions were held with 173 participants.



The **total investment** in the Summer Entrepreneurs program was **MXN 900,000.**



Time organization workshops

Workshops in virtual format for the children of employees who attend middle school, high school and university in order for them to learn to manage their time. During the year, six sessions were held, reaching a participation of 486 young men and women.



The **total investment** of the time organization workshops was **MXN 214,425.**



Values programs



Values Day

It is a month in which 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 other. In 2021, the initiative was carried out in face-to-face locations, benefiting more than 29,442 individuals.



Total investment of the Values Day program was MXN 1,987,640.



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; in 2021, we added a total of 37,000 beneficiaries.



Domestic Violence Hotline

This hotline allows all employees of Grupo Financiero BBVA México to ask questions and receive emotional guidance in cases of domestic violence. The hotline is attended by certified specialists in the field and is available 24 hours a day, 365 days a year, maintaining the confidentiality of all calls received.

Cultural and sports activities

As part of the wellness strategy for Grupo Financiero BBVA México employees, different online initiatives were carried out:

- **Guided activities:** yoga, Latin rhythms, Arab dance, jazz and hip hop, among others.
- **Cultural activities:** photography, painting, stories, poetry, oratory, vocal musician, singing, regional dance, ballroom dance, sports dance and theater.
- **Integration workshops:** photography, public speaking and singing.
- **Recreational events at the national level:** artistic festival, Online Banking Games.
- **2021 BBVA Race**

In addition, a community was created on Facebook with greater flexibility of hours to allow employees to carry out their cultural and sports activities.

Beneficiaries for cultural and sports activity in 2021

Activity	Beneficiaries
Online Banking Games 2021	73
2021 BBVA Race	9,300
Artistic festival	800
Directed online activities	365
Cultural activities	448
Facebook community	1,900
Integration workshops	200
Recreational events (end of the year dynamics)	2,265
Awards for experience	5,357



Total investment in the 2021 BBVA Race was MXN 10,200,000.



Union Volunteering

Since 2017, Grupo Financiero BBVA México has carried out Bank Volunteering in coordination with the Quiera Foundation, which aims to join the greatest number of efforts and support the Institutions in the network of said Foundation as a guild.

Even though the Bank Volunteering had to be canceled in 2020 due to the COVID-19 pandemic, the #NoPodemosParar campaign was promoted, which sought to support the largest number of Quiera Foundation Institutions (QFIs) in their operation. However, this year, Grupo Financiero BBVA México carried out the first Virtual Banking Volunteer Program from May 7 to 17, 2021.

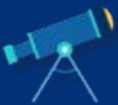
Grupo Financiero BBVA México participated in this initiative by making three videos, where the speaking and singing teams dedicated hours of work to entertain the children of the chosen Foundations and Associations. Through two storytellers and a medley of songs, we reached a large number of children, thus achieving the goal.



	2021
Participants	43
Volunteer hours	2,265
Beneficiaries	762



The **total investment** in the Association of Banks of Mexico Union Volunteer program was **MXN 12,017.50**.



2022 Goal

Make available to employees actions that help them improve their quality of life.

Global Eco-Efficiency Plan

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

To continue strengthening its commitment to the environment, BBVA established in 2021 the new 2021-2025 Global Eco-Efficiency Plan (GEEP) that seeks to continue promoting GFBB in its transition to a sustainable future. This plan defines three axes for managing BBVA's direct environmental impacts:

- 1. Reduction of consumption as the main lever to minimize the direct impact of BBVA's operation.
- 2. Awareness of employees and other stakeholders about the transition to a low-carbon economy.
- 3. Compensation of residual emissions through the acquisition of credits in Carbon Market projects to achieve zero net emissions.

Pledge 2025

The objectives of the new GEEP 2021-2025 are part of BBVA's Climate Change Strategy and contribute to compliance with the 2025 Pledge. This defines two global objectives of increasing the consumption of renewable energy and reducing the carbon footprint:

Renewable energy

Pledge 2025	RE100 Initiative
80% in 2025	100% in 2030

Carbon footprint

Pledge 2025
-100% in 2025 in scope 1 and 2 emissions

The Global Sustainability Office (GSO) carries out monthly monitoring of the progress of the objectives both globally and by country, in order to maintain the transparency and effectiveness of BBVA's sustainability strategy.

Through the GEEP 2021-2025, specific objectives were established in terms of consumption, circular economy, carbon footprint and sustainable construction for Grupo Financiero BBVA México:

Direct Impact Management Levers	KPI	Goals as of 2025*	Units
Consumption	Renewable electricity	80%	MWh
	Electrical consumption	-5%	MWh
	Energy consumption	-5%	MWh
	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 surface	4%	m ²

*Base year 2019.

2021 Results

Sustainable construction

	2020	2021
ISO 14001:2015 certified buildings	6	6
LEED certified buildings	4	4
Number of occupants	13,062*	13,062*

*Grupo Financiero BBVA México has a national total of 38,661 occupants in its buildings, of which 13,062 employees are in certified buildings.

2021 Progress*

	2021 Achievement	2021 Goal
Certification	21%	21%

*Base year 2019.



In 2021, the six corporate buildings have an **ISO 14001:2015 certification**.

Energy

Grupo Financiero BBVA México's energy sources come from electricity –supplied by CFE and by a private company that supplies wind energy–, LP gas, natural gas and diesel.

Sustainable constructions

	2016	2017	2018	2019	2020	2021	Unit
Electricity consumption by non-renewable sources	261,238	239,917	202,189	233,541	79,823	69,938	MWh
	940,456	863,701	727,880	840,748	287,362	251,777	GJ
Electricity consumption from renewable sources	N/A	14,321	54,074	61,677	201,347	210,823	MWh
	N/A	51,556	194,666	222,037	364,849	758,962	GJ
Electrical energy consumed per occupant	5.78	5.40	4.44	5.04	6.07	7.27	MWh/FTE
Total LP gas consumed	156,722	146,673	164,155	136,810	46,980	39,336	Liters
	3,758	3,805	4,284	3,571	1,227	1,028	GJ
Total natural gas consumed	63,892	67,083	68,148	68,862	34,898	39,210**	m³
	2,690	2,753	2,820	2,847	1,445	1,435	GJ
Total diesel consumed	331,810	200,451	279,990	310,997	291,026	285,939	Liters
	12,096	7,086	10,631	11,809	10,964	10,773	GJ
Total gasoline consumed *						443,912	Liters
						14,712	GJ
Total R410A refrigerant consumed*						9,261	kg
Total R407C refrigerant consumed*						230	kg
Total R438A refrigerant consumed*						23	kg
Total R22 refrigerant consumed*						614	kg

Scope: Grupo Financiero BBVA México.

1. The total number of occupants is considered as the average number of employees of Grupo Financiero BBVA México in 2021, with a value of 38,661 employees.

2. Figures as of the end of 2021.

3. As of 2021, total diesel consumption includes use at Grupo Financiero BBVA México facilities, and in GFBB vehicles.

4. The annual data on electricity consumption of the Real Estate Database of Grupo Financiero BBVA México does not consider some locations that are not part of the centralized collection agreement with CFE, the energy consumption of which is unknown, among other aspects, because it is included as part of the rent of the property.

5. For the calculations of the consumption of LP gas, diesel and gasoline in 2021, we used the calorific values of the "List of fuels and their calorific values (CONUEE) that will be used for the report to RENE 2021".

6. As of 2021, the electrical energy consumed per occupant is calculated only on the average number of employees. In previous years, the calculation included the sum of the average number of employees and external occupants.

* Because the GEPP includes the consumption of gasoline and refrigerants, it begins with its report and disclosure.

2021 Progress*

	2021 Achievement	2021 Goal
Renewable electricity (%)	75.00%	72.00%
Electricity consumption (MWh)	-4.81%	-1.50%
LP gas consumption (liters)	-71.25%	-10.00%
Natural gas consumption (m ³)	-43.06%	-10.00%
Diesel consumption (liters)	-8.06%	-2.00%

*Base year 2019.



In 2021, **75% of the electricity** consumed by Grupo Financiero BBVA México came from **renewable sources**.

Emissions

Total emissions generated

	2016	2017	2018	2019	2020	2021	Unit
Direct CO ₂ emissions (scope 1)	1,314	881	1,161	1,203	935	22,847*	Tons
Indirect CO ₂ emissions (scope 2)	117,838	111,223	94,547	112,333*	36,647	27,863	Tons
Indirect CO ₂ emissions (scope 3)	9,686	10,599	16,436	13,958	2,476	2,510	Tons
Total CO ₂ e emissions	128,855	122,703	112,144	114,520	40,058	53,220	Tons
Total CO ₂ per occupant	2.87	2.76	2.46	2.47	0.89	1.38	Tons / occupant

*In 2021, the use of refrigerants was included in the total scope 1 emissions.

Scope: Grupo Financiero BBVA México.

1. The 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 (air travel).
2. To calculate the emissions, the emission factors of the European Environment Agency were used.
3. The total number of occupants is considered as the average number of employees of Grupo Financiero BBVA México in 2021, with a value of 38,661 employees.
4. Figures as of the end of 2021.
5. As of 2021, the total CO₂ per occupant is calculated only on the average number of employees. In previous years, the calculation included the sum of the average number of employees and external occupants.

2021 Progress*

	2021 Achievement	2021 Goal
Total emissions (tCO ₂ e)	-100%	-100%

*Base year 2019.

Compensation of emissions

In order to reduce the carbon footprint, compensation bonds were purchased from different projects with the following characteristics:



56,853.02 tCO₂e
compensated in total.

Type of project	Location	Compensation (tCO ₂ e)
Scolet' te agroforestry, reforestation and sustainable forest management activities	Chiapas, México	20,000.00
Conservation of the Lacandona forest	Chiapas, México	1,800.00
Forestal Weyerhaeuser, Guarané	Uruguay	5,000.00
Capture of methane in landfill	Durango, México	2,437.30
Landfill Gas (LFG) Management and Disposal	Guanajuato, México	6,128.17
Wind power	Oaxaca, México	15,477.14
Afforestation and reforestation	Nayarit, Tabasco, Chiapas; México	6,010.41

Renewable energy certificates

In 2021, 110,000 renewable energy certificates were purchased in order to advance the transition to clean energy sources. This value corresponds to 100,000 MWh.

Kilometers of air travel

	2020	2021	Unit
Sections less than 500 km	1,567,433	573,691	km
Sections between 500 and 3,700 km	9,901,377	4,940,225	km
Sections greater than 3,700 km	2,898,559	1,401,649	km
Total	14,367,369	6,915,564	km



Water

		2016	2017	2018	2019	2020	2021	Unit
Water withdrawal	Pipe water*	N/A	N/A	56,495	52,440	10,676	445**	m³
	Municipal water*	N/A	N/A	N/A	N/A	775,708	693,255	m³
	Total extracted water	624,359	731,840	471,435	828,553	786,384	693,700	m³
	Extracted water by occupant	13.81	16.44	10.35	17.89	17.00	17.94***	m³/FTE
Water discharge*	Municipal drainage	N/A	N/A	N/A	N/A	750,060*****	659,240.38	m³
	Treatment plants	N/A	N/A	N/A	N/A	36,324	34,459****	m³
Water consumption*	Total annual water consumed	N/A	N/A	N/A	N/A	823,008*****	728,158	m³

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

**Corresponds to the value of Torre BBVA.

***Corresponds to water consumed per employee.

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

*****The data reported for 2020 is corrected with the new calculation methodology for the 2021 data.

Scope: Grupo Financiero BBVA México.

1. The total number of occupants is considered as the average number of employees of Grupo Financiero BBVA México in 2021, with a value of 38,661 employees.

2. Figures as of the end of 2021.

3. The annual data on water consumption in the Real Estate Database of Grupo Financiero BBVA México does not consider some locations whose water consumption is unknown, among other aspects, because it is included as part of the property's rent.

4. The total water consumption in 2021 corresponds to the sum of the total water extracted and the water reused in the treatment plant.

5. As of 2021, extracted water by occupant is calculated only on the average number of employees. In previous years, the calculation included the sum of the average number of employees and external occupants.

6. The volume of water discharged to the municipal drainage corresponds to the total water extracted less the water reused in treatment plants.

2021 Progress*

	2021 Achievement	2021 Goal
Water consumption (m³)	-12.12%	-0.50%

*Base year 2019. In 2019, the volume of water extracted is considered.



The **recycling of rainwater and wastewater** in Torre BBVA, Parques BBVA and the Data Processing Center (DPC) allows the treated water to be used in restrooms, cooling towers, water mirrors and gardening.

Paper and Waste

Paper consumption

	2016	2017	2018	2019	2020	2021	Unit
Total paper consumed	1,769,841	2,480,687	1,662,173	1,246,244	851,989	866,824	kg
Total paper consumed per occupant	39.17	55.72	36.51	26.9	18.39	22.42	kg/FTE

Scope: Grupo Financiero BBVA México.

1. The total number of occupants is considered as the average number of employees of Grupo Financiero BBVA México in 2021, with a value of 38,661 employees.

2. Figures as of the end of 2021.

3. As of 2021, the total amount of paper consumed per occupant is calculated only on the average number of employees.

In previous years, the calculation included the sum of the average number of employees and external occupants.

2021 Progress*

	2021 Achievement	2021 Goal
Total paper consumption (kg)	-30.46%	-1.00%



99.00% of the paper was recycled in 2021.

*Base year 2019.

Managed waste

	2016	2017	2018	2019	2020	2021	Unit
Non-hazardous waste	954,115	954,115	1,137,588	1,125,661	366,862	252,201	kg
Hazardous waste	6,085	6,085	16,202	18,167	936	15,751	kg

Scope: Six buildings that are part of the Environmental Management System of Grupo Financiero BBVA México

1. Figures as of the end of 2021.

2. Due to the gradual return of employees to headquarters and branches after the pandemic, in 2021 the generation of waste increased.

2021 Progress*

	2021 Achievement	2021 Goal
Total waste (kg)	-76.57%	0.00%



100% of the waste generated was valued in 2021.

*Base year 2019.

GEEP Dashboard and Carbon Footprint

With the aim of strengthening the consumption management of Grupo Financiero BBVA México, in 2021 the "Global Eco-Efficiency Plan and Carbon Footprint Dashboard" was developed. This is a tool that strengthens the reporting methodology for environmental indicators and allows graphical and intuitive consultation of the GFBB consumption status.

Based on an exercise in transparency, accessibility and accuracy, the Dashboard integrates four main sections and features:

1. Contains a glossary with the definition of specific terms, which allows easy reading and ensures understanding of the content by any user.
2. Displays the annual and 5-year progress of the indicators with respect to the goals of the Global Eco-Efficiency Plan.
3. Includes a section with the carbon footprint in detail; that is, the indicators that make up each of the scopes and their equivalence in CO₂ are shown, in order to continuously know the impact generated.
4. It incorporates a "zoom" function to allow a deep analysis of the information, and facilitate the identification of atypical behaviors and trends; as a result, it is possible to define specific strategies for the fulfillment of the objectives.



Responsible Suppliers and Purchases

GRI 102-9, 102-10, 412-1, 412-3 and FS1

Grupo Financiero BBVA México seeks to create value in a sustainable manner through its entire supply chain; therefore, GFBB's relationships with its suppliers are governed by a series of documents that extend GFBB's ethical, social and environmental responsibility to this stakeholder group. These documents are available in the supplier portal for consultation:



Code of
Conduct



Code of Ethics
for Suppliers



Responsible
Purchasing Policy



Corporate Standard for the
Acquisition of Goods and
Engagement of Services

For more information, go to:

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

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



In 2021, **96.37%** of active **suppliers** are **Mexican**, **2.66%** are **Spanish**, **0.80%** are from the **United States**, and **0.17%** are **other** nationalities.

New Evaluation of Suppliers

2021 was a year of innovation and changes towards continuous improvement in the area of Responsible Suppliers and Purchases, since a new methodology was implemented at Group level during the year to evaluate all BBVA suppliers. The new methodology consists of a corporate scheme for assessing the Risk Level, which provides for the common criteria for all of BBVA and which makes it possible to assess suppliers with which it is currently active and, of course, all those with which it is going to establish a relationship in the future.

As specified in the Standard for the Acquisition of Goods and Engagement of Services, this evaluation applies only to manageable expenses within and outside the Purchasing perimeter.

Within this process, suppliers are evaluated through the following modules to obtain an individualized evaluation for each one, defining their level of risk.

Evaluation modules



The final result of the supplier will be determined by the level of risk (low, medium or high), as well as by the evaluation opinion which can be Passed or Failed, which replace the sanctions of the previous model.

At the end of 2021, all suppliers of Grupo Financiero BBVA México were integrated into this new process, however, the Supplier Homologation process was carried out in parallel with this new evaluation. Starting in 2022, they will be reported based on the new evaluation system.

Homologation of Suppliers

This is a review process through which compliance with supplier approval criteria is verified based on the provisions of the previous Corporate Regulations. Suppliers that provide goods and/or services to Grupo Financiero BBVA México are subject to this process according to three criteria:

1. The level of annual spending of the supplier taking as a reference the billing and/or the amount of awards made or planned.
2. The potential business impact of the provider's services and/or products.
3. New negotiations between suppliers and GFBB, whose relationship is equal to or greater than two years.

The review analyses different aspects, including:

- Legal
- Financial
- Tax
- Laboral
- Internal control
- Reputational
- Technical
- Regulatory
- Corporate social responsibility



+6% of homologated suppliers in 2021 compared to 2020.

Supplier homologation	2019	2020	2021
Total number of suppliers that entered the homologation process	2,026	2,744	3,514
Number of suppliers subject to homologation	1,768	2,512	2,668
Percentage of purchases from suppliers that have participated in the homologation process	96%	98%	99.54%*
Number of suppliers that have not passed the homologation process (Not homologated)	84	222	242
Number of suppliers with a remediation plan in the homologation process (without penalty)	13	10	3**
Total active suppliers at the Grupo Financiero BBVA México level	8,104	7,546	6,297

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

**These suppliers are given an additional period to mitigate any risk or observation detected during their review or the user area decides on the continuity of the relationship with the supplier. Information at the end of November 2021.

In 2021, we obtained the results of the supplier quality survey carried out in 2020, where we received a rating of 81/100 points.

Supplier mailbox

If there is any incident in the provisioning process or it is required to communicate any doubt, comment or suggestion, the applicant or contact person from the Purchasing Department can be contacted directly. If additional attention is required, it is possible to send the incidence through the following link:

<https://bbva-suppliers.appspot.com/presencia-bbva/>.

Similarly, any action or situation related to Grupo Financiero BBVA México that may go against the legal provisions or the standards of the Code of Ethics for Suppliers must be reported by the supplier through the Whistleblower Channel.

06

Sustainable Finance

GRI 102-11, 103-1, 103-2, 103-3, 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 incorporates sustainability in its day-to-day activities and in everything it does, both in relations with customers and in internal processes. It is aware of the outstanding role of banking in the transition towards a more sustainable world through its financial activity and is willing to play a relevant role. GFBB seeks to accompany its retail, business, corporate and institutional customers in adopting more sustainable habits that help reduce their emissions, using data-based tools and solutions that help them control their consumption and emissions. To do this, it constantly works to make a wide range of products available to you, both for investment and financing.

Management

BBVA has made it a priority to “help our customers in the transition towards a sustainable future,” inspired by the SDGs adopted by the UN, with a focus on climate change and inclusive and sustainable social development.

BBVA has working groups specifically designed to develop sustainable solutions for customers and to promote responsible communication and marketing practices directed at them.

Grupo Financiero BBVA México has implemented strategies that favor the creation of sustainable markets. GFBB aims to enhance the positive impact through financial instruments, aligning itself with initiatives such as:

- United Nations Environment Programme Finance Initiative (UNEP FI)
- Equator Principles
- Principles of Responsible Investment (PRI)
- Principles of Responsible Banking (PRB)
- UN Global Compact
- Carbon Disclosure Project (CDP)
- Green Finance Advisory Council (Consejo Consultivo de Finanzas Verdes, CCFV)



We make it a priority to help our customers in the transition to a sustainable future.

2025 Commitment

SASB FN-AC-410a.1



Grupo Financiero BBVA México has participated as an **underwriter in 46% of the ESG issuances in the local market**. With this, it positions itself as the leading bank in stock market financing in this segment.

In 2018, BBVA presented its commitment to contribute to the fulfillment of the SDGs established by the United Nations and the challenges derived from the Paris Climate Agreement. This commitment is based on the following three lines of action.

The commitment has a goal of mobilizing EUR 200,000 million in sustainable finance and fighting climate change, between 2018 and 2025. At the end of December 2020, BBVA had already reached EUR 50,154 million in sustainable financing. This means achieving half of its target for that period a year ahead of schedule.

1 Finance

Originate new financing to curb climate change and promote the SDGs by mobilizing EUR 200 billion between 2018 and 2025 for green activities, sustainable infrastructure, agribusiness, entrepreneurship and financial inclusion.

2 Manage

Minimize the environmental and social risks associated with GFBB's activity and its potential direct and indirect negative impacts and progressively align its activity with the Paris Agreement. Also, among others, the objective was set that 100% of the energy contracted by BBVA be renewable in 2030.

3 Involve

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

Sustainable Development Goals (SDGs) Bond Framework

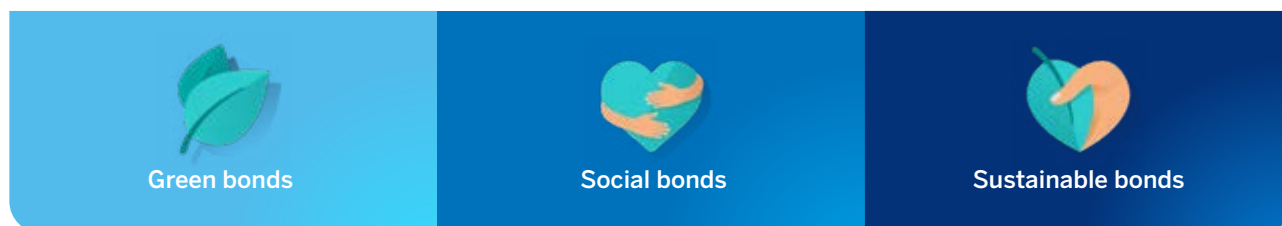
Its objective is to finance projects and entities that contribute to the fulfillment of the SDGs and their specific targets, particularly in the following SDGs:



The SDG framework is governed by the Principles of the International Capital Market Association (ICMA) for Green Bonds, the Guide for Social Bonds and the Guide for Sustainable Bonds, where they establish four fundamental requirements:

- Use of proceeds
- Process for expenditure evaluation and selection
- Management of Proceeds
- Reporting

Pursuant to the ODS Framework, Grupo Financiero BBVA México can issue three types of bonds:



These are debt instruments which proceeds shall be used exclusively to finance, in whole or in part, green, social, sustainable projects (as appropriate) that are aligned with the four essential components of this framework.



Process for expenditure evaluation and selection

For the selection, evaluation, management and dissemination of projects, Grupo Financiero BBVA México shall follow the process below:

1. The Sustainable Finance working group reviews a prospective list of eligible projects.
2. BBVA's SDG Bond Committee conducts an additional review of the projects selected and labeled and decides which ones will finally be included in each bond issued under the framework.
3. The Responsible Business department will have a final veto over the list of selected projects.
4. Grupo Financiero BBVA México will control the use of proceeds from green, social or sustainable bonds issuances in accordance with the framework.
5. Grupo Financiero BBVA México will monitor the use of proceeds from green, social and sustainable bond issuances in accordance with their characteristics.

Grupo Financiero BBVA México may publish a report on the follow-up of the bond on an annual basis, to guarantee the correct application of the issuance framework.



Green bonds

In 2021, Grupo Financiero BBVA México released the issuance of the following green bonds:

Green bond	Amount of the issuance
FIRA	\$700 million
Coca Cola FEMSA	\$9,400 million
Grupo Bimbo	\$1,750 million
Volaris	\$1,500 million
Betterware	\$1,500 million



Social bonds

In 2021, Grupo Financiero BBVA México released the issuance of the following social bonds:

Social bond	Amount of the issuance
BID Invest: first social bonus that promotes gender equality	\$2,500 million
Central American Bank for Economic Integration: first COVID social bond	\$5,000 millions

Sector Regulations

BBVA believes that customers who manage their business responsibly are more successful in the long term. Therefore, environmental and social aspects were included in the due diligence process for decision-making.

Objective

To address sector-specific sustainable issues and provide clear guidance on the procedures to be followed in managing customers and transactions in these sectors.

This management framework includes processes that allow Grupo Financiero BBVA México to better understand customer activities, manage stakeholder expectations, mitigate risks and contribute to compliance with BBVA's Responsible Banking Policy. All of this is aimed at supporting the achievement of the SDGs, playing a key role in the fight against climate change and strengthening the commitment to Human Rights.

The standards are applied in the Corporate Banking and Investment Banking activities carried out by all entities, business lines, branches, subsidiaries and geographies of BBVA.

BBVA established general exclusions. It will not provide financial services to projects or customers whose main business is associated with the following environmental and social activities or impacts:

- Companies for which there is credible evidence (court decisions or relevant disputes) of material violations of applicable laws and regulations, or of participation in human rights (HR) abuses regardless of the country.
- Activities that use child or forced labor as defined in ILO Conventions.
- Projects that involve the resettlement or violation of the rights of indigenous and/or vulnerable groups without their free, prior and informed consent.
- 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.
- Company based in countries under financial sanctions from the European Union, the United States and the United Nations.

To ensure the implementation of the standards, BBVA has due diligence processes in place for the acceptance of customers, the evaluation of transactions and the internal development of new products.

Industry covered



Mining



Energy



Agriculture



Infrastructure



Defense



When the commercial or control functions responsible for identifying and evaluating environmental and social risks, as part of the due diligence processes, determine the existence of potential material risks, they refer the customer or the transaction to a specialized unit for environmental and social risk for a more in-depth review. For this review, a dialogue is carried out with the customer to gather as much information as possible and assess the possible mitigating measures. If the analysis concludes that it is a high-risk customer or transaction and that it does not comply with the Standard, the decision will be referred to the CIB Leadership for a final decision.

Industry Standards are global and exemptions will only occur exceptionally and can only be granted by the CIB Leadership. Exemption requests must be clearly justified and supported by all decision-making bodies. The opinion of the environmental and social team will be required. Said team may, in turn, request the opinion of the Legal, Compliance and Responsible Business area.

Principles of Responsible Investment (PRI)

In 2005, United Nations, with the support of the principal asset managers, launched a global initiative for the capital market to incorporate the evaluation of ESG factors into investment decision-making and the term of Responsible Investment, which encompasses not only the

traditional analysis of financial factors but also the evaluation of these ESG factors.

The six Principles for Responsible Investment make up a set of voluntary and aspirational investment principles that offer a set of possible actions to incorporate ESG issues within the investment practice. These Principles can be consulted on the website.

Grupo Financiero BBVA México currently has an investment fund with the ESG label, the classification is equity, it has the MSCI global market index as a benchmark. This fund invests in ETFs or investment funds listed in countries and regions, as well as topics that have the ESG label.

Within the portfolio of Grupo Financiero BBVA México, issuers with a C rating will be part of the portfolio only if they are part of the benchmark without being able to have overweighting. A global committee has been created that sanctions the products that GFBB can market as ESG. As a general rule, to be able to label them as ESG, 60% of the assets in which they are invested must have the ESG denomination.



The BBVAESG fund has **assets of MXN 549 million** and the assets are invested through ETFs with the ESG label.

Approach to incorporate 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, GFBB.

The investment process incorporates sustainability criteria, considering the specifics of the various assets, such as:



Third-Party Funds

All funds incorporated into portfolios are subjected to a demanding due diligence process, as one of its fundamental aspects, it incorporates the analysis of the integration of sustainability, both in the investment process of the selected funds and in their management entities. For this analysis we have Quality Funds, a team of BBVA experts specialized in the selection and monitoring of international funds.

This analysis is materialized in a sustainability rating (A+, A, B or C). For similar funds, in case of equality of return/risk from a strictly financial point of view, preference will always be given to the vehicle with the best sustainability rating. Also, the possibility of supplementing this rating with extra financial information on the instruments in which these third-party vehicles invest is being evaluated.



Corporate Equity and Fixed Income

The investment process for these two asset classes is expected to culminate with the preparation of an internal rating of the various issuers. Currently, the financial analysis of the issuers is complemented with a questionnaire on extra financial aspects (environmental, social and corporate governance) that are integrated into the investment process.



Government Fixed Income

Within the analysis and selection process, there are specific reports from suppliers specialized in sustainability that are integrated with the rest of the financial information.



Policies and procedures for proxy voting and collaboration with the investee

In Mexico, an active exercise is carried out of the political rights that correspond to GFBB as participants in the capital of the issuers. For the exercise of these political rights, BBVA, through the Asset Management area in Mexico, has a procedure in place that explains when to vote and how the direction of the vote is decided.

Also, interaction with issuers has increased in order to make them see the commitment to sustainability and emphasize those aspects that they should improve in order to contribute to their own sustainability improvement. If there is an interest greater than 2% in the capital of a company, GFBB attends the meetings and votes, or if it is relevant for the investments. For the decision of the votes, there is an internal analysis plus the opinion of the ISS companies. Additionally, initiatives are signed, together with other members of the AMIB, to demand greater transparency in ESG factors from companies.



BBVA has set **intermediate targets to decarbonize its portfolio** in four CO₂-intensive industries⁶.

⁶ To learn more about BBVA's investment in the community, go to [page](#).

Sustainable solutions

With the aim of accompanying the entire customer portfolio of Grupo Financiero BBVA México in adopting more sustainable habits and reducing emissions, there are sustainable solutions developed for each category of customers.



Retail customers

Grupo Financiero BBVA México has tools and solutions based on data that help them control consumption and emissions. A wide catalog of both investment and financing products is made available to you. The following initiatives stand out:

- Promote mobility
- Loans in energy efficiency
- Investment funds and pension plans with sustainable investment criteria
- Cards with recycled plastic

Low-emission car insurance and financing

In Mexico, the advances in the leasing of equipment linked to sustainability stand out, therefore, in 2019 an agreement was signed with the IFC to promote this product. It also offers individuals products for the financing of low-emission cars and insurance for these vehicles. Within the range of credit products, some of them have attractive benefits for customers such as preferential rates, this with the aim of making these products more attractive in the market.



Companies, corporate and institutional customers

Sustainable financing for companies and the development of new standards and products are actively promoted. Some of the advances in this line of business include:

- Carbon footprint compensation loans
- Rental financing solutions used in energy efficient goods or sustainable mobility
- Financing solutions with environmental or social impact metrics
- Offer of agricultural financing for organic food production

BBVA wants to accompany its wholesale customers in the transition towards a more sustainable world using green financing for companies, letters of credit, leasing and green bonds, sustainable corporate loans, project and green sector financing and transactional banking, among others.

ESG Advisory

To complete the sustainable offering, the ESG Advisory service is a data-based advice and oriented to facilitate the commitments that customers are making, each from a different starting point, to align with the Paris Agreement and advance the United Nations 2030 Agenda. BBVA offers value-added information on regulation, best practices, challenges and opportunities that its sectors face on the road to sustainability. In addition, it provides an overview of the entire set of sustainable products and services that can be offered from CIB, both from a debt and equity point of view. Efforts are being focused on specific sectors such as oil & gas, utilities, automotive and infrastructure, along with cross-cutting issues, such as energy efficiency.



Financial support to farmers

Together with the Ministry of Agriculture and Rural Development (SADER), the operation continued to provide direct support to 969,171 farmers in rural areas, especially grain producers, in order to increase production, through the granting of debit cards and a hub account which is the means for producers to access the resources granted by SADER.



Financing under the Equator Principles

Energy, transport and social services infrastructures, which drive economic development and create jobs, can have impacts on the environment and society. BBVA's commitment is to evaluate the financing of these projects to reduce and avoid negative impacts and thus enhance their economic, social and environmental value.

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

BBVA has adhered, since 2004, to the Equator Principles (EP), which provides for a series of standards that serve to manage environmental and social risk in project financing. The EPs were prepared based on the Policy and Performance Standards on Social and Environmental Sustainability of the International Finance Corporation (IFC) and the Environment, Health and Safety General Guidelines of the World Bank. These principles have become the benchmark for responsible financing.

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.

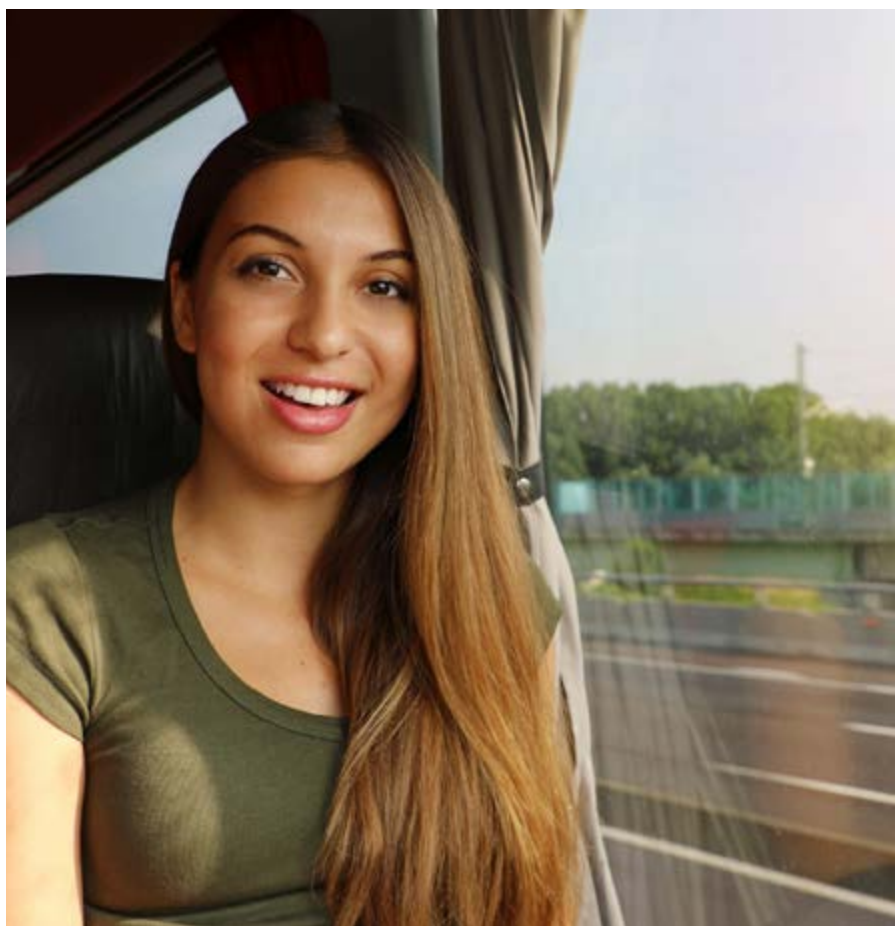
3 Category C

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 EPs depending on the category of the project. The financing contracts incorporate the environmental and social obligations of the customer. The application of PEs at BBVA is integrated into the internal processes for structuring, admitting and monitoring transactions and is subject to periodic controls by Internal Audit.

BBVA has reinforced due diligence procedures associated with the financing of projects whose development affects indigenous communities. In these cases, the free, prior and informed consent of the communities must be obtained regardless of the geographical location of the project, even in projects in countries where a robust legislative system is assumed to guarantee the protection of the environment and the social rights of their habitants. If potential risks are detected, the transaction must include effective management of these risks, as well as operational mechanisms for managing claims.

In 2020, the fourth version of the EPs entered into force. This update, after an extensive public consultation period, incorporates new and more demanding requirements in the review of projects in relation to human rights and climate change. BBVA has actively participated in the updating process and its contribution in recent years has been recognized with a new mandate in the Steering Committee of the Equator Principles Association.



2021 Financing under the EP

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

Financial inclusion and entrepreneurship

GRI 103-1, 103-2, 103-3, FS13 and FS14

As a financial institution and in addition to a sustainability strategy, generating access to financial services for Mexican families and thus generating economic growth is one of the main approaches of Grupo Financiero BBVA México's social investment. Using the Financial Inclusion Model, GFBB seeks to make its products and services available to everyone in order to support people to make informed decisions regarding their financial well-being and to raise awareness of possible risks and opportunities.

The model consists of the following actions:



Be relevant to the express segment and help him solve his basic needs related to money, for example: make transfers to unbanked family members who live outside the main urban centers, recharge money on his mobile, reducing travel times and costs, administration of payments, etc.



Bring basic financial services for cash transactions closer to 1,467 municipalities through more than 36,065 establishments in operation.



Facilitate the management of funds through digital tools in order to reduce the use of cash and promote formality in the country.

2021 Results



1,655 commercial banking branches covering 542 municipalities nationwide.



Of the **2,462 municipalities nationwide** the CNBV has registered in the location report, **Grupo Financiero BBVA México covers 1,508** through its network of banking correspondents, of which, only in 966 there is presence through the NETWORK of correspondents.



In 2021, **126.6 million transactions** were made, in an amount of **MXN 180 billion**, of which 119.9 million transactions correspond to the payment of credit cards in an amount of MXN 167 billion.



Grupo Financiero BBVA México by promoting the bankarization of the beneficiaries of **Money Remittances made by the migrant population**, as this allows them a better collection experience that is not achievable in cash settlements: **deposit of the remittance at any time or day, full or partial withdrawal of their money.**



During 2021, **more than 89% of the amount of the remittances were received directly on an account** and only 18% of the transactions were made in cash.

IDB Invest social bonus

In 2021, Grupo Financiero BBVA México continued to lead the issuance of gender social bonds, which once again represents a great milestone for gender equality in the country.

The gender social bond was issued under the IDB Invest sustainable debt framework, which is aligned with the Green Bond principles and with the Social Bond Principles issued by the ICMA and has the Second Party Opinion of Vigeo Eiris. The proceeds of the bond shall be used to finance projects under the sustainable debt framework of IDB Invest and that are focused on promoting women.



Grupo Financiero BBVA México placed the **first IDB Invest social bond that promotes gender equality**, and the amount of the issue was MXN 2,500 million.

To learn more about the bonus, visit [page](#).

BBVA 2021 Momentum

It is the largest acceleration program for social and environmental entrepreneurs in Mexico. **BBVA Momentum** aims to promote companies and entrepreneurs that offer solutions to social and environmental problems, in an innovative and sustainable manner. In response to the global situation, BBVA Momentum held its second edition completely online.

In 2021, 100 companies from various sectors with social or environmental impact received support through training, acceleration, support and financing under preferential conditions.

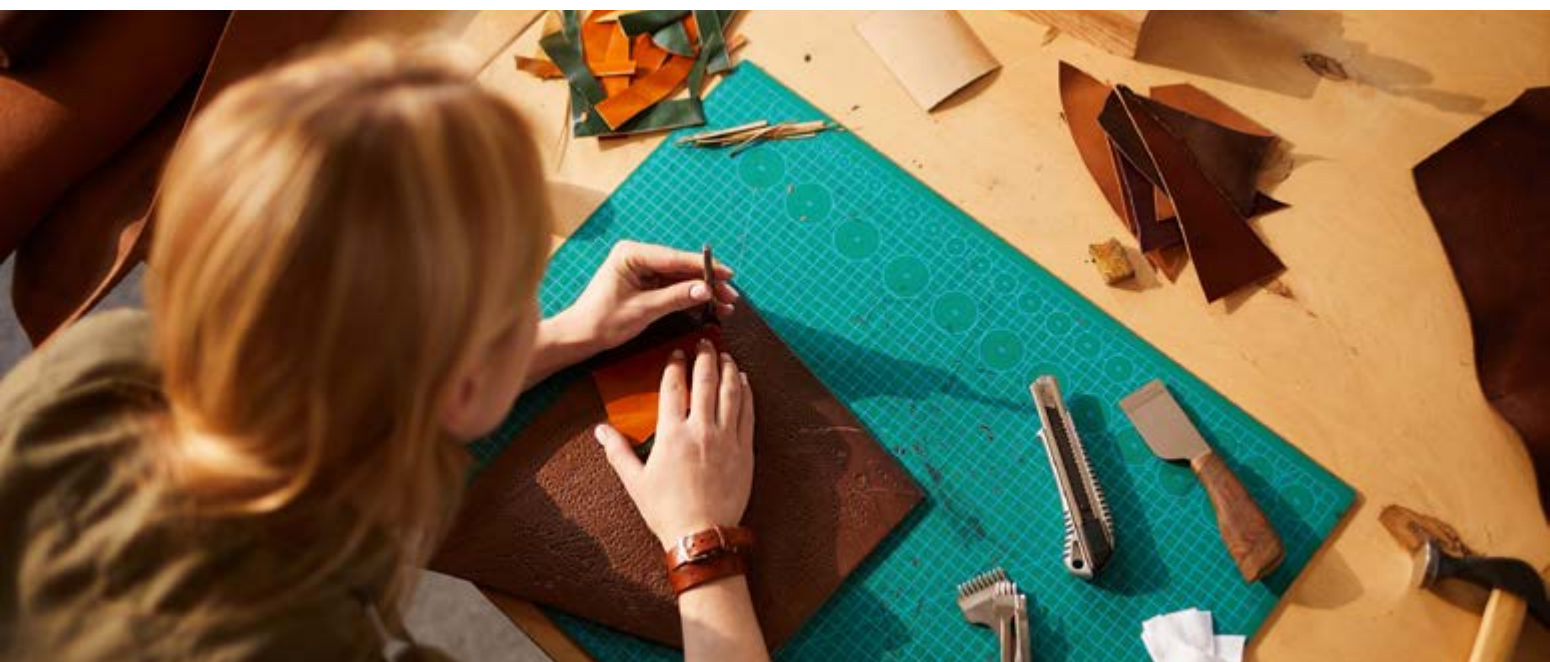
First stage

Online workshops, specialized consulting with specialists from the New Ventures network and an online course with the Instituto Tecnológico y de Estudios Superiores de Monterrey (ITESM).

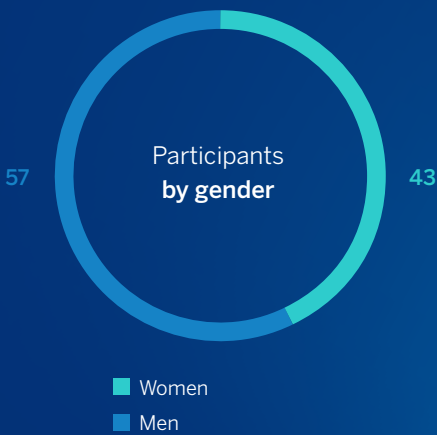
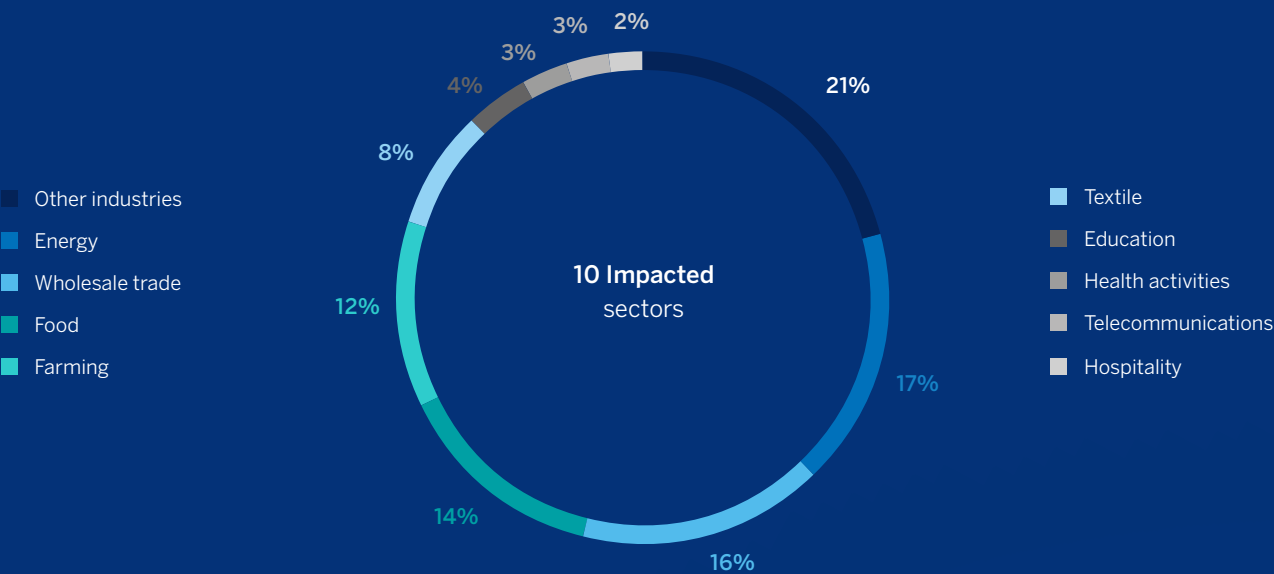
Second stage

Selection of the twenty entrepreneurs with the best score, who participated in a specialized online course taught by ITESM's EGADE Business School, closing on the Social Investment Day.

This ninth edition was the second year that Momentum Day was held, in which entrepreneurs from different generations were given the opportunity to gather together to strengthen the BBVA Momentum community through their experiences. The first Momentum Community events were also held, where every entrepreneur, by virtue of having participated in some edition of BBVA Momentum, has the right to attend the sessions. Experts on various topics participated, as well as entrepreneurs from the same community, who shared their experiences and learning.



Results 2021





BBVA Female Entrepreneur

Victoria 147

Grupo Financiero BBVA México's alliance with Victoria 147 provides knowledge, financial tools and digital capabilities to entrepreneurs and businesswomen to help them improve their personal and business financial health. Similarly, it seeks to position Grupo Financiero BBVA México with women entrepreneurs as the financial ally for their ventures and financial education as a lever for acceleration in their ventures and businesses.



41,167 women entrepreneurs trained from August 2020 to the end of 2021.

Ministry of Welfare

Grupo Financiero BBVA México made this collaboration to contribute to the welfare and quality of life of the elderly, where the State gives a pension of MXN 3,100 every two months through a debit card to 1,195,698 adults. greater.

07

Contribution to Society

GRI 103-1, 103-2, 103-3, 413-1

BBVA is committed to contributing to the sustainability and development of a community with inclusive growth. Based on its Group-level strategy, three lines of action have been proposed: 1) Reduce inequality and promote entrepreneurship, 2) Create opportunities for all through education, and 3) Support research and culture. Grupo Financiero BBVA México develops a series of initiatives and activities with a high social impact to support the community in Mexico to make better decisions for their financial well-being.

BBVA will allocate EUR 550 million to its commitment to the community between 2021 and 2025⁷.

⁷ To learn more about BBVA Group's investment in the community, visit [page](#).

Financial Education

GRI 103-1, 103-2, 103-3, 413-1, FS16
SASB FN-CB-240a.4

Financial Education (FE) is an area within Grupo Financiero BBVA México that is essential for a sustainable contribution to the community. BBVA Mexico Financial Education aims to help people improve their financial health through experiences that promote behavior change for their well-being and quality of life.



Financial Education is intended to **help people improve their financial health and boost their well-being and quality of life.**

Strategic lines of action

In 2021, the Financial Education unit worked mainly on two major objectives:



Improved Financial Health

- Managing daily finances
- Resilience
- Security in the financial future
- Financial control



Go Cashless

- Walk towards digitization
- Greater use of applications
- Time optimization

Similarly, the initiatives were adapted to different audiences and contact channels, thus Grupo Financiero BBVA México continues to advance in being the Financial Advisor of Mexico:

- Asistente virtual
- 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, Digital Community)
- Campaigns with Behavioral Economics (BE)
- Virtual assistant

Programs



Workshops

Online

It provides the opportunity to acquire financial knowledge in a simple way through digital tools that offer a wide range of courses on topics such as savings, digital banking, use of credit cards, mortgages, investments and life plan, which can be performed at any time since they are available 24 hours a day.

Remotely

Taught by a Financial Education facilitator, they are aimed at nominated and non-nominated groups to acquire the necessary skills and knowledge for the use of financial products and banking applications. Due to the health emergency derived from COVID-19, the in person workshops migrated to this 100% digital modality.

	Beneficiaries*		Participants*		Workshops given	
	2020	2021	2020	2021	2020	2021
Workshops						
Online	14,298	10,038	23,119	17,627	23,119	17,627
Remote	18,712	32,775	21,424	43,796	949	1,975

* The 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 in Universities

To support young university students and continue promoting financial education in the communities and among the general public, Grupo Financiero BBVA México has created various alliances with institutions at the national level so that young boys and girls studying a degree can carry out their social service teaching financial education workshops, providing them with tools and skills for their professional life and digitization in the communities of residence of students who are close to graduate.

	Beneficiaries*		Participants*		Workshops given	
	2020	2021	2020	2021	2020	2021
Workshops						
Workshops for social service	14,886	11,053	NA	11,529	1,747	990
Digitization	NA	3,758	NA	NA	NA	NA



Financial Education Portal

FE official website that includes notes, remote workshops and webinars with topics related to the products, services and tools of Grupo Financiero BBVA México, and content based on user searches in order to answer their questions.

Virtual assistance

This technological initiative has accompanying conversations to improve people's financial health through a virtual chat within the FE web section, in which it is viewed as part of a 360 experience to promote behavior change.



National Financial Education Week

It is an event organized by the Mexican Government, through the National Commission for the Protection and Defense of Users of Financial Services (CONDUSEF), carried out to raise awareness among the population on the importance of FE in managing personal finances, financial inclusion and digitization.

A total of 16 remote workshops were given, benefiting 273 single individuals and achieving 6,452 visits to the stand. As part of the digital campaign of the National Financial Education Week, a total of 28,213 views were reached on the FE website, 4,936 views of the video, 5 webinars and 763 visits to remote workshops.



Initiatives for unbanked persons

To have a greater reach in the communities, Grupo Financiero BBVA México creates alliances with municipal governments and institutions to promote financial inclusion and digitalization of money (cashless) in the population (merchants and consumers) from the perspective of benefits of financial education for inclusive growth and social development.

Cocula "Cashless communities"

Consolidates the Barrio Banking offer to promote the adoption of solutions such as: Digital Account, BBVA Mexico App, CoDi®. With this, there is an increase in CoDi transactions, customers who stated using CoDi and the placement of products than the average of 12 municipalities in conditions similar to Cocula. In 2021, 556 digitized customers (apps), 494 customers (CoDi) and 370 new customers were reported.



Through this initiative, **692 direct beneficiaries** of the 44 information capsules were obtained and 22,040 contacts were sent.

University Digital Community (Millennium Tec Pilot)

This new initiative consists of the creation of a synergy between Grupo Financiero BBVA México and several universities to promote the digitization of the university ecosystem, through FE actions and benefit students and their community.



In 2019, the program benefited **6,311 students** and 11,420 indirect beneficiaries through its Facebook page.



Alliances and sponsorships

Frida Pop

Strategic alliance with the Frida Pop digital platform, creating a space dedicated to sharing and telling stories that inspire and promote the growth of women's sports, promote financial education from sports, with tools that help generate good habits and entrepreneurship in young women.

In 2021, 761,314 visits and 261,554 interactions were reported.

Donation National Award for Financial Education UNAM

As part of the synergy with UNAM, a donation was agreed to stimulate the UNAM-BBVA Financial Education Award, which encourages students close to graduating or recent graduates to promote and stimulate research on topics related to finance, social inclusion, and/or financial education through their thesis work.

In 2021, 191 students participated, 26 of which were finalists and 6 winners.

Granja las Américas

The workshop is an experience where elementary and middle school children learn by playing how to save energy. The session is divided into two parts; The first of them has the objective of motivating them, it is a pile of obstacles that, once overcame, reflect on the different adversities that may arise. In the second part, they enter the savings workshop, where the model to be applied is explained to them: observe, think, decide. They practice it and, with it, they are ready to move to the design area where they apply the model and decide which actions they could take to save electricity in their houses.



In 2021, the Granja las Américas workshop benefited **46,337 boys and girls**.

KidZania

This program is aimed at children between the ages of 2 and 16 so that, through different jobs within this interactive city, they can develop skills and acquire financial knowledge through playful activities. During 2021 there were 464,917 beneficiaries of this program. Its objective is to position Grupo Financiero BBVA México as the digital bank with which children and their families can learn the healthy use of their money.

Finances to share

Education to Share (EtS) is an international organization born in Mexico that has the mission of forming better citizens from childhood. In 2019, BBVA and EtS began a collaboration consisting of the development and implementation of the Finances to Share program for elementary and middle schools, which addresses economic and financial issues aimed at training citizens who make responsible decisions based on civic values to generate personal and social benefits that point towards sustainability. In 2021, the first phase was carried out with 192 teachers and 8,369 girls and boys.

Summer course

Grupo Financiero BBVA México and EtS invite girls, boys and teenagers to participate in their online summer course "A financial adventure" so that they can learn to manage money and make the best financial decisions in a fun way. In 2021, a total of 1,720 participants were obtained.



In 2021, the Grupo Financiero BBVA México and EtS alliance benefited a total of **10,089 boys and girls** through its initiatives.



Youth Building the Future

This digital social program consists of providing a training scholarship to young people between 18 and 29 years old so that they have adequate professional skills to face the challenges of the future through productive activities in a Job Center. In order to make the process more efficient and have a greater scope, Grupo Financiero BBVA México proposed a unique digital solution in the country's financial market: "Massive Digital Account," in which the organization grants the scholarship to young people through a level 2 bank account through BBVA Net Cash with only three data, reaching 497,264 beneficiaries during 2021.

Fundación BBVA México





GRI 103-1, 103-2, 103-3, 413-1

It is non-profit corporation responsible for carrying out the social action initiatives of Grupo Financiero BBVA México. It develops innovative educational, cultural and social support programs for the benefit of Mexican society. With its different programs, it grants economic support through:

- Education scholarships
- Donations to organizations that support education and the arts
- Donations of school items and equipment
- Rehabilitation of the social fabric in communities
- Promotion of art and culture
- Support to populations affected by a natural disaster


Investment in social programs

During 2021, Fundación BBVA México invested in its various community programs and initiatives as follows:

Line of action	Investment
 Social development	\$2,281,226
 Cultural promotion	\$8,617,094
 Strategic alliances and finance	\$5,414,469
 Operational costs	\$62,258,984
Total investment	\$1,101,390,341

BBVA Scholarships for Young Boys and Girls that Inspire

The program promotes education by supporting talented students with socioeconomic difficulties so that they can develop their full talent and continue their studies in middle school, high school and university. From the context of education and the pandemic in the country, the BBVA Scholarship Program for Young Boys and Girls that Inspire has been adapted to current realities and in 2021 Scholarships for Online Education and Children with disabilities were created.

 During 2021, the **Referral Index** of the BBVA Scholarship Program for Young Boys and Girls that Inspire was **98.1 points**, increasing by 2.3 points from the previous year.

Level	Number of direct beneficiaries
Young Boys and Girls that Inspire - High School	15,245
Young Boys and Girls that Inspire - Middle School	17,537
Young Boys and Girls that Inspire - University	11,421
Young Boys and Girls that Inspire - Online education	195
Young Boys and Girls that Inspire – Disability	100

 The number of **direct beneficiaries** increased by 9.4% compared to 2020, adding a total of **44,498 students** under the BBVA Program or Young Boys and Girls that Inspire.



Mentors

The Mentors program aims to support university-level scholars to complete their studies and encourage them in their personal and professional growth. The mentors are employees of Grupo Financiero BBVA México with leadership profiles and high professional performance, with a social sense and a desire to give back to the community. They are selected through an annual call and are certified by Campus BBVA in mentoring.



13,559 hours of mentoring in the BBVA Scholarship Program for Young Boys and Girls that Inspire, the highest number since the program's existence.





Cultural Promotion

The program aims to influence the development of culture in Mexico, through economic incentives and support for quality cultural projects with a national presence that guarantee access to culture and the generation of new audiences.

BBVA Art Scholarship

It is a platform for exchange and collaboration that supports the production and dissemination of outstanding initiatives in art and culture. It seeks to promote and accompany artists in a personalized manner, and to create a community by exchanging experiences through public meetings. In 2021, eight artists received support.

Territories Exhibition

In 2021, the Territories exhibition, by photographer Santiago Arau, continued on virtual display. It is a photographic project that exhibits the geography of contemporary Mexico.



Total of **805,476** of unique users.

Initiatives

Single users

BBVA Art Scholarship	673,309
BBVA-MACG Program	31,298
Territories Exhibition	77,053
Mexico-Spain Dialogues Meeting	23,612
Talk with the artist Gilberto Esparza	204

Mexico-Spain Dialogues Meeting

Virtual meeting with experts in history, economy, sustainability, education and culture, who shared and debated the most relevant points of this exchange that has enriched both worlds.

Talk with the artist Gilberto Esparza

Carried out in collaboration with students of the Modern Languages and Cultural Management degree at the Anáhuac University, with the aim of generating a space to talk about the role of art as a means of communication and dissemination of the earth’s environmental crisis, the masterclass revolved around the work of artist Gilberto Esparza and his role as an activist through the work of art; as well as the importance of the union between art and sustainability to create high-impact works.

My Community BBVA

It is a program the objective of which is the regeneration of communities from interventions in subdivisions with high levels of overdue portfolio, abandonment and vandalism, to recover the social fabric and recover the heritage value from social and urban improvement.



9,526 direct beneficiaries of the program in 2021.

Support during natural disasters

Humanitarian aid actions and support for the people in emergency situations during natural disasters, risk or extraordinary situations.



26,000 direct beneficiaries through food and personal hygiene kits.

School reconstruction program

After the earthquakes of September 2017, Grupo Financiero BBVA México announced a contribution of MXN 180 million for the reconstruction and physical and technological re-equipment of educational facilities that required attention. Donations from customers, employees, suppliers and private parties joined this initial contribution, increasing the figure and favoring the rapid reestablishment of the educational infrastructure, benefiting the largest possible number of children and young people who had lost their school.



In 2021, **563 direct beneficiaries** were reported, adding a total of more than 17,000 students and 26 schools.



Alliances with Private Organizations

Fundación BBVA México generates synergies with institutions engaged and committed to formal education in Mexico to increase its impact exponentially, contribute to the country's progress and improve the quality of life.



As part of the donations to Private Organizations, in 2021, **18,921 direct beneficiaries** were reported.

Together for health (*Juntos por la Salud*)

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



The oximeter donation initiative generated **50,490 direct beneficiaries** in 2021, while donations of supplies to public schools generated **1,288,667 direct beneficiaries**.



To learn more about all the programs of Fundación BBVA México, visit its [official website](#).

08

About the Report

GRI 101: Foundations 2016, 102-5, 102-45, 102-49, 102-50

The 2021 Annual Report contains the initiatives, activities and results of GFBB. The information reported covers the period between January 1 and December 31, 2021 and includes issues in economic, social and environmental matters, aligned with BBVA's global strategy. The report is available for consultation on its website.

Coverage and Name

Unless otherwise stated, the Annual Report covers the following companies that make up Grupo Financiero BBVA México, S.A. de C.V.:

- BBVA México, S.A.
- Casa de Bolsa BBVA México, S.A. de C.V.
- BBVA Seguros México, S.A. de C.V.
- BBVA Seguros Salud México, S.A. de C.V.
- BBVA Pensiones México, S.A. de C.V.
- BBVA Asset Management México, S. A. de C. V.

For the purpose of this report, Grupo Financiero BBVA México, S.A. de C.V., will be called Grupo Financiero BBVA México and/ or GFBB. If the information reported does not correspond to all its affiliates, a clarification will be made about the affiliates to which the information is related. In this report, BBVA corresponds to the integration of Banco Bilbao Vizcaya Argentaria (BBVA) and all its international acquisitions.



Standards used

GRI 102-46, 102-54

This report has been prepared in accordance with the Comprehensive option of the GRI Standards and under the following reporting principles, both of quality and content:



Quality

- Precision
- Balance
- Clarity
- Comparability
- Reliability
- Punctuality



Content

- Inclusion of stakeholders
- Sustainability context
- Materiality
- Completeness

For the second year, Grupo Financiero BBVA México has incorporated the reference framework of the Sustainability Accounting Standard Boards (SASB) for this Report, reporting the specific indicators of the Financial Industry found in the SASB Index.

Independent review

GRI 102-56



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Independent Limited Assurance Report on the Contents of the Standards *Global Reporting Initiative ("GRI")* (Non-Financial Information)

To the Department of Corporate Responsibility and Reputation of Grupo Financiero BBVA México, S.A. de C.V.:

We were engaged by the Management of Grupo Financiero BBVA México, S.A. de C.V. (hereinafter "BBVA") to report on the Contents of the Global Reporting Initiative ("GRI") (Non-Financial Information), prepared and presented by the Corporate Responsibility and Reputation Department of BBVA included in BBVA 2021 Annual Report for the period from January 1st to December 31st, 2021 (the "Annual Report"), that are detailed in Annex A attached to this report (the "Contents"), in the form of an independent conclusion of limited assurance, regarding whether, based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the Contents are not prepared in all material respects, in accordance with the Standards of the Global Reporting Initiative (GRI).

Management responsibilities

The Management of BBVA, through its Corporate Responsibility and Reputation Department is responsible for the preparation and presentation of the information subject to our review and the information and statements contained within it.

The Corporate Responsibility and Reputation Department of BBVA is responsible for designing, implementing, and maintaining the relevant internal control for the preparation and presentation of the information subject to our review, which is free from material errors, whether due to fraud or error. Likewise, the Management of BBVA, through its Risk Management, Legal Counsel and Audit units, are responsible for preventing and detecting fraud, as well as identifying and ensuring that BBVA complies with the laws and regulations applicable to its activities

The Management of BBVA, through its Corporate Responsibility and Reputation Department is also responsible for ensuring that the personnel involved in the preparation of the Contents are adequately trained, the information systems are duly updated and that any change in the presentation of data and/or in the form of reporting, include all significant reporting units.

Our responsibilities

Our responsibility is to carry out a limited assurance engagement on the information concerning the Contents included in the BBVA 2021 Annual Report and to express an independent conclusion of limited assurance based on the evidence obtained. We carry out our work based on the International Standard on Assurance Engagements (ISAE) 3000, "Assurance Engagements other than Audits or Reviews of Historical Financial Information", issued by the International Auditing and Assurance Standards Board, that standard requires that we plan and perform the

(Continue)

engagement to obtain limited assurance about whether, based on our work and the evidence obtained, nothing has come to our attention that causes us to believe that the Contents included in the BBVA 2021 Annual Report for the period from January 1st to December 31st, 2021, are not prepared in all material respects, in accordance with the Standards of the Global Reporting Initiative (GRI).

KPMG CARDENAS DOSAL S.C. (the “Firm”) applies International Standard on Quality Control 1 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.

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

The procedures selected depend on our knowledge and experience of the Contents presented in BBVA 2021 Annual Report and other circumstances of the work, and our consideration of the areas in which material errors may occur.

When obtaining an understanding of the Contents included in the BBVA 2021 Annual Report, and other work circumstances, we have considered the processes used to prepare the Contents, in order to design assurance procedures that are appropriate in the circumstances, but not for the purpose of expressing a conclusion as to the effectiveness of BBVA internal control over the preparation and presentation of the Contents included in the BBVA 2021 Annual Report.

Our engagement also included assessing the appropriateness of the main subject, the suitability of the criteria used by BBVA in the preparation of the Contents, assessing the appropriateness of the methods, policies and procedures, as well as models used.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement, and 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.

Criteria

The criteria on which the preparation of the Contents has been evaluated refer to the established requirements and in accordance with the Standards of the Global Reporting Initiative (GRI) that are detailed in Annex A.

(Continue)

Inherent limitations

Due to the inherent limitations of any internal control structure it is possible that errors or irregularities in the information presented in the Report may occur and not be detected. Our engagement is not designed to detect all weaknesses in the internal controls over the preparation and presentation of the Report, as the engagement has not been performed continuously throughout the period and the procedures performed were undertaken on a test basis.

Conclusion

Our conclusion has been formed based on, and is subject to, the matters outlined in this report.

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

Based on the procedures performed and the evidence obtained, as described above, nothing has come to our attention that causes us to believe that the Contents detailed in Annex A attached to this assurance report, prepared by BBVA's Corporate Responsibility and Reputation Department and included in BBVA 2021 Annual Report for the period from January 1st to December 31st, 2021, are not prepared in all material aspects, in accordance with the Global Reporting Initiative (GRI).

Restriction of use of our report

Our report should not be regarded as suitable to be used or relied on by any party to acquire rights against us other than BBVA's Corporate Responsibility and Reputation Department, for any purpose or in any other context. Any party other than BBVA's Corporate Responsibility and Reputation Department who obtains access to our report or a copy thereof and chooses to rely on our report (or any part thereof) will do so at its own risk.

To the fullest extent permitted by law, we accept or assume no responsibility and deny any liability to any party other than BBVA for our work, for this independent limited assurance report, or for the conclusions we have reached.

Our report is released to BBVA, on the basis that it shall not be copied, referred to or disclosed, in whole or in part, without our prior written consent.

KPMG CARDENAS DOSAL S.C.



Juan Carlos Reséndiz Muñoz
Partner
Mexico City, April 26th, 2022.

Appendix A

Description of the Contents object of the limited assurance engagement.

GRI Standard	Content	Description
General Disclosures	102-1	Name of the organization.
	102-2	Activities, brands, products, and services.
	102-3	Location of headquarters.
	102-4	Location of operations.
	102-6	Markets served.
	102-7	Scale of the organization.
	102-8	Information on employees and other workers.
	102-9	Supply chain.
	102-10	Significant changes to the organization and its supply chain.
	102-11	Precautionary Principle or approach.
	102-12	External initiatives.
	102-13	Membership of associations.
	102-14	Statement from senior decision-maker.
	102-15	Key impacts, risks, and opportunities.
	102-16	Values, principles, Standards, and norms of behavior.
	102-17	Mechanisms for advice and concerns about ethics.
	102-18	Governance structure.
	102-19	Delegating authority.
	102-20	Executive-level responsibility for economic, environmental, and social topics.
	102-21	Consulting stakeholders on economic, environmental, and social topics.
	102-22	Composition of the highest governance body and its committees.
	102-23	Chair of the highest governance body.
	102-24	Nominating and selecting the highest governance body.
	102-25	Conflicts of interest.
	102-26	Role of highest governance body in setting purpose, values and strategy.
	102-27	Collective knowledge of highest governance body.
	102-28	Evaluating the highest governance body's performance.
	102-29	Identifying and managing economic, environmental, and social impacts.
	102-30	Effectiveness of risk management processes.
	102-31	Review of economic, environmental, and social topics.
	102-32	Highest governance body's role in sustainability reporting.
	102-33	Communicating critical concerns.
	102-34	Nature and total number of critical concerns.
	102-35	Remuneration policies.
	102-40	List of stakeholder groups.
	102-41	Collective bargaining agreements.
	102-42	Identifying and selecting stakeholders.
	102-43	Approach to stakeholder engagement.

	102-44	Key topics and concerns raised.
	102-46	Defining report content and topic Boundaries.
	102-47	List of material topics.
	102-48	Restatements of information.
	102-49	Changes in reporting.
	102-50	Reporting period.
	102-51	Date of most recent report.
	102-52	Reporting cycle.
	102-53	Contact point for questions regarding the report.
	102-54	Claims of reporting in accordance with the GRI Standards.
	102-55	GRI content index.
	102-56	External assurance.
Performance indicators		
Economic Performance		
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 205 Anti- corruption	205-2	Communication and training about anti-corruption policies and procedures.
	205-3	Confirmed incidents of corruption and actions taken.
Environmental Performance		
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 301 Materials	301-1	Materials used by weight or volume.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 302 Energy	302-1	Energy consumption within the organization.
	302-2	Energy consumption outside of the organization.
	302-3	Energy intensity.
	302-4	Reduction of energy consumption.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 303 Water and effluents	303-3	Water withdrawal.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 305 Emissions	305-1	Direct (Scope 1) GHG emissions.
	305-2	Energy indirect (Scope 2) GHG emissions.
	305-3	Other indirect (Scope 3) GHG emissions.

	305-4	GHG emissions intensity.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 306 Waste 2020	306-3	Waste generated.
Social Performance		
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 401 Employment	401-1	New employee hires and employee turnover.
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 404 Training and education	404-1	Average hours of training per year per employee.
	404-2	Programs for upgrading employee skills and transition assistance programs.
	404-3	Percentage of employees receiving regular performance and career development reviews.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 405 Diversity and equal opportunity	405-1	Diversity of governance bodies and employees.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 412 Human rights assessment	412-2	Employee training on human rights policies or procedures.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 413 Local communities	413-1	Operations with local community engagement, impact assessments, and development programs.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 417	417-1	Requirements for product and service information and labeling.

Marketing and labeling	417-2	Incidents of non-compliance concerning product and service information and labeling.
	417-3	Incidents of non-compliance concerning marketing communications.
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
GRI 418 Customer privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data.
Sector disclosures		
Financial Services		
GRI 103 Management approach	103-1	Explanation of the material topic and its Boundary.
	103-2	The management approach and its components.
	103-3	Evaluation of the management approach.
	FS1	Policies with specific environmental and social components applied to business lines.
	FS2	Procedures for assessing and screening environmental and social risks in business lines.
	FS5	Interactions with clients/investees/business partners regarding environmental and social risks and opportunities.
	FS13	Access points in low-populated or economically disadvantaged areas by type.
	FS14	Initiatives to improve access to financial services for disadvantaged people.
	FS16	Initiatives to enhance financial literacy by type of beneficiary.
SASB Standard	Code	Accounting Metric
Commercial banks	FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers.
	FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers.



09

Appendices



Responsible Banking Principles

Responsible Banking Principles Index (UNEP FI)

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



Reporting and self-assessment requirements

High-level summary of the bank's response

Reference(s) / Link(s) to bank's full response/ relevant information

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

Principle 2: Impact and Target Setting

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

2.1 Impact Analysis:

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

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

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

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

I. Areas of greatest positive impact.

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

"Strategy" and "Sustainable Finance" sections

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

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

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

Reporting and self-assessment requirements	High-level summary of the bank's response	Reference(s) / Link(s) to bank's full response/ relevant information
<p>2.2 Target Setting</p> <p>Show that the bank has set and published a minimum of two Specific, Measurable (can be qualitative or quantitative), Achievable, Relevant and Time-bound (SMART) targets, which address at least two of the identified "areas of most significant impact", resulting from the bank's activities and provision of products and services.</p> <p>Show that these targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks. The bank should have identified a baseline (assessed against a particular year) and have set targets against this baseline.</p> <p>Show that the bank has analyzed and acknowledged significant (potential) negative impacts of the set targets on other dimensions of the SDG/climate change/society's goals and that it has set out relevant actions to mitigate those as far as feasible to maximize the net positive impact of the set targets.</p>	<p>1. Within the framework of the "2025 Commitment", in 2018 BBVA published the following objectives: (i) Mobilize EUR 100,000 million between 2018-2025 for green financing, sustainable infrastructure and agribusiness, financial inclusion and entrepreneurship and other sustainable financing. This goal has been doubled to EUR 200,000 euros in 2021. (ii) Reduce its direct CO₂ emissions by 68% (compared to 2015) and (iii) Contracting 70% of renewable energy from 2025 and 100% of renewable energy in 2030.</p> <p>In 2021, BBVA has published the following goals:</p> <p>2. Commitment to the 2025 community to respond to the most important social challenges in each region: investment of EUR 500 million and 100 million people reached (5 million entrepreneurs, 3 million people with quality education and 1 million people trained in financial education).</p> <p>3. Goal of zero net emissions in 2050, expanding its initial ambition of alignment with the Paris Agreement.</p> <p>3.1. BBVA has published its commitment to phase out coal by 2030 in developed countries and 2040 in emerging countries.</p> <p>3.2. BBVA has joined the Net Zero Banking Alliance initiative and BBVA Asset Management has joined the Net Zero Asset Managers Initiative.</p> <p>3.3. BBVA has set 2030 alignment targets in four of the most CO₂-intensive sectors: power generation, cars, steel and cement.</p>	<p>"Sustainable Finance" and "Global Eco-Efficiency Plan" sections</p>

Reporting and self-assessment requirements
High-level summary of the bank's response
Reference(s) / Link(s) to bank's full response/ relevant information

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

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

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

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

2.3 Plans for Target Implementation and Monitoring

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

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

Actions and milestones to meet goals.

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

Measurement of the progress of the established goals.

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

"Sustainable Finance" section.

Reporting and self-assessment requirements

High-level summary of the bank's response

Reference(s) / Link(s) to bank's full response/ relevant information

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

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

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

2.4 Progress on Implementing Targets

For each target separately:

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

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

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

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

"Sustainable Finance" and "SDG Section" sections.

Reporting and self-assessment requirements	High-level summary of the bank's response	Reference(s) / Link(s) to bank's full response/ relevant information
<p>Report on your bank's progress over the last 12 months (up to 18 months in your first reporting after becoming a signatory) towards achieving each of the set targets and the impact your progress resulted in. (where feasible and appropriate, banks should include quantitative disclosures).</p>	<p>4. Other sustainable mobilizations: EUR 556.29 million</p> <p>In relation to the SDGs, in the SDG Section the programs and initiatives that contribute to the investment of the reported goals have been identified.</p>	
<p>Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing Targets</p> <p>The bank shows clear progress on the targets under the 2025 Commitment. Half of the sustainable financing target was reached a year ahead of Schedule in 2021, and the target has been doubled. Also, new goals have been published in other areas of action: Commitment to the Community, and coal phase out goal and portfolio alignment.</p>		
<p>Principle 3: Customers and Customers (goods and services)</p> <p>We will work responsibly with our customers and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.</p>		
<p>3.1 Provide an overview of the policies and practices your bank has in place and/or is planning to put in place to promote responsible relationships with its customers. This should include high-level information on any programmes and actions implemented (and/or planned), their scale and, where possible, the results thereof.</p>	<p>With sustainability and financial health being two of BBVA's six strategic priorities, to date the Board has approved:</p> <ul style="list-style-type: none"> a. The General Sustainability Policy, based on supporting customers in their transition towards sustainable business models. b. Update of the Corporate Social Responsibility Policy, in order to maintain a relationship with customers based on "transparency, clarity and responsibility," in addition to promoting the development of products and services to improve the financial health of customers, promoting financial inclusion and education with responsible access to financial services. c. Also, BBVA has a framework of sustainable transactional products, a framework for the issuance of bonds linked to SDGs, an environmental and social framework and a commitment to human rights. <p>These policies and frameworks are global in scope and applicable to all geographies.</p>	<p>"Sustainability strategy", "Sustainability in Governance Structure" and "Sustainable Finance" sections.</p>

Reporting and self-assessment requirements	High-level summary of the bank's response	Reference(s) / Link(s) to bank's full response/ relevant information
<p>3.2 Describe how your bank has worked with and/or is planning to work with its customers and customers to encourage sustainable practices and enable sustainable economic activities. This should include information on actions planned/implemented, products and services developed, and, where possible, the impacts achieved.</p>	<p>In 2021, one of the main lines of action was the development of sustainable solutions aimed at three customer segments: Retail customers, companies and corporations and institutions, each of the solutions can be found in the Sustainable finance chapter.</p> <p>In order to establish a responsible relationship with customers, helping them achieve their vital and professional goals, BBVA has three lines of action:</p> <ol style="list-style-type: none"> 1. Ensure that digital developments for customers are carried out in accordance with standards of transparency, clarity and responsibility (TCR). 2. Promote the development of products and services to improve the financial health of customers. 3. Financial education solutions for customers. 	<p>"Transparent, Clear and Responsible Communication (TCR)", "Financial inclusion and entrepreneurship" and "Financial education" sections.</p>

Principle 4: Stakeholders

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

<p>4.1 Describe which stakeholders (or groups/types of stakeholders) your bank has consulted, engaged, collaborated or partnered with for the purpose of implementing these Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders and what issues were addressed/results achieved.</p>	<p>BBVA has actively participated in numerous initiatives, always in close collaboration with all stakeholders. These initiatives revolve around the following priority areas:</p> <ol style="list-style-type: none"> 1. Universal frames of reference, for example, as one of the founding banks of the Principles of Responsible Banking. 2. Alignment with the Paris Agreement: with the assumption of the Collective Commitment to Climate Action, and participation in the pilot of the PACTA methodology (Paris Alignment Capital Transition Assessment) together with other entities known as the "Katowice banks". 	<p>"Sustainability strategy" and "International commitments signed and links with partnerships" sections.</p>
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Reporting and self-assessment requirements

High-level summary of the bank's response

Reference(s) / Link(s) to bank's full response/ relevant information

3. Market Standards, with a role as promoter of the Green Bond Principles, the Social Bonds Principles, the Green Loan Principles and other similar standards developed by the industry itself.

4. Transparency, following the TCFD recommendations of the Financial Stability Board.

5. Financial regulation, with participation in numerous consultation processes and in different activities with regulatory and supervisory bodies to promote regulation in sustainable finance.

6. In 2020, the fund manager BBVA signed the letter promoted by the Green Finance Advisory Council (Consejo Consultivo de Finanzas Verdes, CCFV) in which the Mexican public issuers were asked for greater disclosure of ESG information.

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

Principle 5: Governance and Culture

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

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

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

Sustainability strategy" and "Sustainability in Governance Structure" sections

Reporting and self-assessment requirements	High-level summary of the bank's response	Reference(s) / Link(s) to bank's full response/ relevant information
<p>5.2 Describe the initiatives and measures your bank has implemented or is planning to implement to foster a culture of responsible banking among its employees. This should include a high-level overview of capacity building, inclusion in remuneration structures and performance management and leadership communication, among others.</p>	<p>BBVA launched a training offer on sustainability for its employees around the world. A key part of this offer is a basic sustainability course, mandatory for all teams and which includes basic content on these principles.</p> <p>In 2021, the first "Express Sustainability" course was held at Grupo Financiero BBVA México for all employees, adding a total of 86,758 hours of training.</p> <p>A financial health course was also launched for all Group employees.</p>	
<p>5.3 Governance Structure for Implementation of the Principles</p> <p>Show that your bank has a governance structure in place for the implementation of the PRB, including:</p> <p>a) Target-setting and actions to achieve targets set.</p> <p>b) Remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected.</p>	<p>Within the framework of the GSO and the different working groups created, they regularly report to the CEO of BBVA on the progress of their actions and monitor their indicators.</p> <p>The monitoring model includes specific lines of action, KPIs for measuring progress, as well as blocking points with their consequent mitigation or unblocking action.</p> <p>Specifically, the monitoring of these principles is integrated into the GSO's "Sustainability Public Engagement" working group, where public commitments are monitored.</p>	
<p>Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Governance Structure for Implementation of the Principles.</p> <p>With the role of the Board of Directors and the birth of the Global Sustainability Office (GSO), BBVA has strengthened its governance structure to ensure full compliance with these principles.</p>		

Reporting and self-assessment requirements

High-level summary of the bank's response

Reference(s) / Link(s) to bank's full response/ relevant information

Principle 6: Transparency and Accountability

We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

6.1 Progress on Implementing the Principles for Responsible Banking

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

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

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

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

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

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

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

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

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

"Strategy" and "Sustainable Finance" sections.

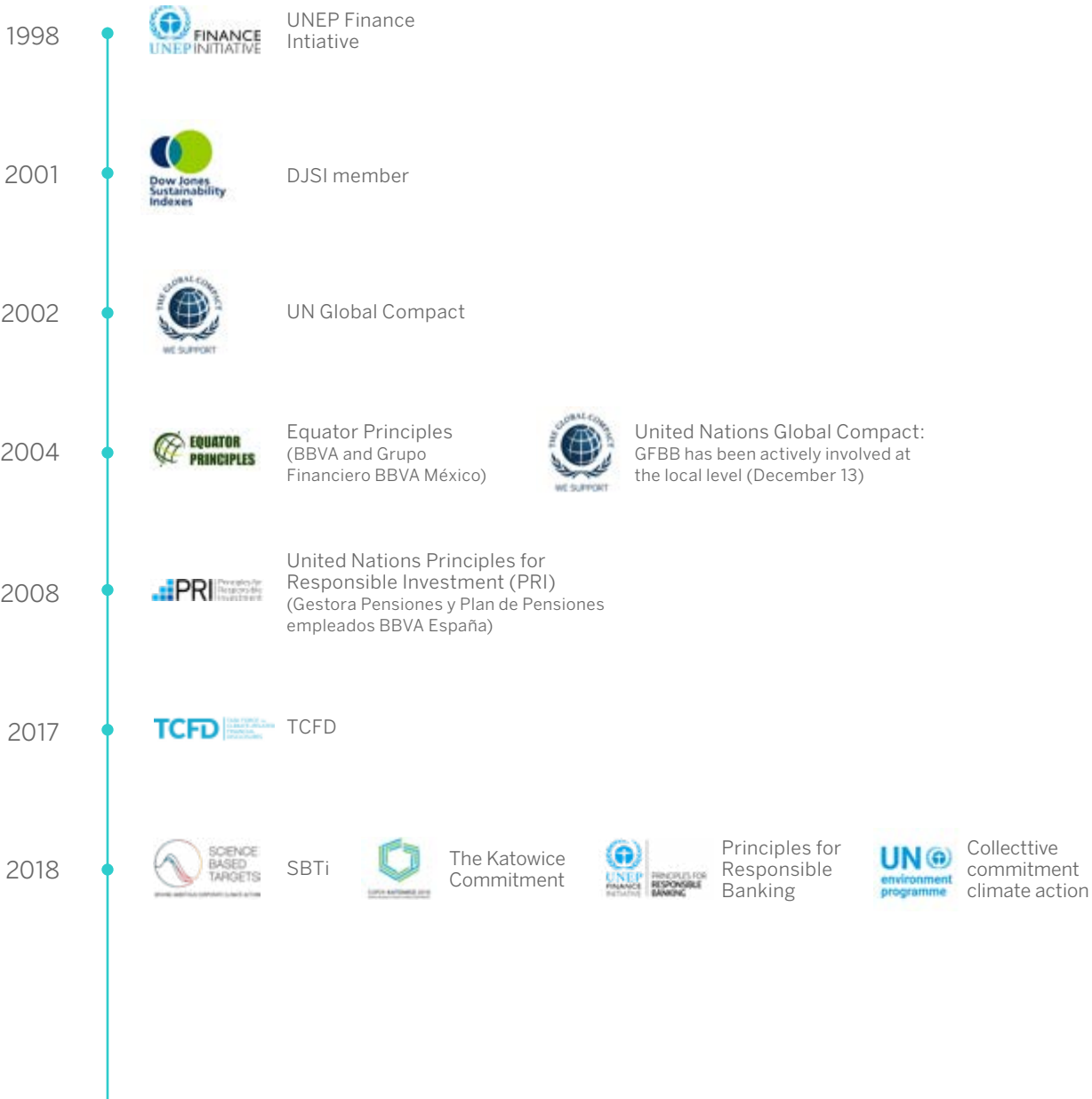
Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing the Principles for Responsible Banking

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

International commitments signed and links with partnerships

GRI 102-12 and 102-13

BBVA continues to support the following initiatives:



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

Grupo Financiero BBVA México is part of the following associations:

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

Material topics

Responsible customer experience

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

Responsible commitment to the employee

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

Sustainable finance

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

Investment in the community

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

SASB Index

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

Industry	Metrics	Code	Chapter / Direct Response
IB	Income from (1) underwriting, (2) advisory and (3) securitization transactions incorporating the integration of environmental, social and corporate governance (ESG) factors by industry.	FN-IB-410a.1	CIB Mexico's total ESG income in 2021 was MXN 31,745 million
IB	(1) Number and (2) total value of investments and loans that incorporate the integration of environmental, social and corporate management (ESG) factors by industry.	FN-IB-410a.2	In 2021, the BBVAESG fund had assets of MXN 549 million, invested through ETFs with the ESG label. Sustainable Finance
AC	Number of assets under management, by asset class, that uses (1) integration of environmental, social and corporate governance (ESG) issues, (2) thematic investment in sustainability, and (3) screening.	FN-AC-410a.1	2025 Commitment
AC	Description of the proxy voting and intervention policies and procedures in investee companies.	FN-AC-410a.3	Sustainable Finance
Topic: Business ethics			
AC, CB, IB	Total amount of monetary losses as a result of legal proceedings related to fraud, insider trading, antitrust, unfair competition, market manipulation, malpractice or other related laws or regulations of the financial industry.	FN-CB-510a.1 FN-IB-510a.1 FN-AC-510a.1	There are no pending legal, administrative or arbitration proceedings that are not part of the normal course of our business, including those related to liquidation or bankruptcy proceedings, in which we, our subsidiaries or shareholders, directors and senior officers, are or could be involved, which could have or has had a material impact on the results of our operations. There are no legal, administrative or arbitration proceedings with contingencies that represent more than 10% of the Bank's total assets. For more information on other types of lawsuits and proceedings brought against us, please see Note 35 to our Audited Financial Statements.
AC, CB, IB	Description of whistleblowing policies and procedures.	FN-CB-510a.2 FN-IB-510a.2 FN-AC-510a.2	Regulatory compliance.

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

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

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

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

Industry	Metrics	Code	Chapter / Direct Response
Topic: Customer privacy			
CF	Number of account holders whose information is used for secondary purposes.	FN-CF-220a.1	Security, privacy and customer protection
CF	Total amount of monetary losses as a result of legal proceedings associated with customer privacy.	FN-CF-220a.2	Security, privacy and customer protection
Topic: Lending practices			
MF	Total amount of monetary losses resulting from legal proceedings related to customer communications or the remuneration of loan originators.	FN-MF-270a.3	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)

Industry	Metrics	Code	Chapter / Direct Response
CF	Total amount of monetary losses as a result of legal proceedings related to the sale and maintenance of the products.	FN-CF-270a.5	<p>There are no pending legal, administrative or arbitration proceedings that are not part of the normal course of our business, including those related to liquidation or bankruptcy proceedings, in which we, our subsidiaries or shareholders, directors and senior officers, are or could be involved, which could have or has had a material impact on the results of our operations.</p> <p>There are no legal, administrative or arbitration proceedings with contingencies that represent more than 10% of the Bank's total assets.</p>
Topic: Discriminatory loans			
MF	Description of the policies and procedures to ensure the granting of mortgage loans without discrimination	FN-MF-270b.3	<p>The mortgage loan in Grupo Financiero BBVA México is more than a financing, it is a tool to achieve the goal of having a home. Mortgage loans of Grupo Financiero BBVA México have specific characteristics that benefit customers, such as:</p> <ol style="list-style-type: none"> 1. Fixed preferential rates and fixed payments during the term of the loan. 2. Financing terms of 5, 10, 15 or up to 20 years. 3. Tax deductible interest. 4. Repayments without any type of penalty. <p>Additionally, Grupo Financiero BBVA México, as an ally and financial advisor, offers customers the opportunity to carry out a simulator within the support website for the search for a house, recommendations before acquiring a mortgage loan and multiple financing options aimed at the specific needs of each customer.</p>

Industry	Metrics	Code	Chapter / Direct Response
Topic: Transparent information and fair advice for customers			
AC	(1) Number and (2) percentage of covered employees with a record of investment-related investigations, consumer-initiated complaints, private civil litigations, or other regulatory proceedings.	FN-AC-270a.1	There is no information of any matter of this nature.
AC, IN	Total amount of monetary losses as a result of legal proceedings related to marketing and communication of information related to financial and insurance products to new and old customers.	FN-AC-270a.2 FN-IN-270a.1	<p>There are no pending legal, administrative or arbitration proceedings that are not part of the normal course of our business, including those related to liquidation or bankruptcy proceedings, in which we, our subsidiaries or shareholders, directors and senior officers, are or could be involved, which could have or has had a material impact on the results of our operations.</p> <p>There are no legal, administrative or arbitration proceedings with contingencies that represent more than 10% of the Bank's total assets.</p>
AC, IN	Description of the approach to inform customers about products and services.	FN-AC-270a.3 FN-IN-270a.4	Transparent, Clear and Responsible (TCR) Communication
IN	Relationship between complaints and claims.	FN-IN-270a.2	Specialized Customer Service Unit (UNE)
Topic: Policies designed to encourage responsible behavior			
IN	Analysis of products or product characteristics that encourage health, safety or environmentally responsible actions or behaviors.	FN-IN-410b.2	Sustainable Finance

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

GRI Index

GRI 102-55

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

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

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

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

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

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

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

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

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

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

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

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

Global Compact and Sustainable Development Goals (SDG)

Introduction

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

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

SUSTAINABLE DEVELOPMENT GOALS



Importance of the SDGs

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

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

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

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

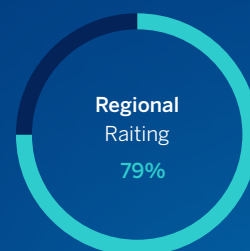


⁸ Sachs, J., Schmidt-Traub, G., Kroll, C., Laforune, G., Fuller, G., Woelm, F. 2021. The Decade of Action for the Sustainable Development Goals. Sustainable Development Report 2021. Cambridge: Cambridge University Press.



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

Achievement percentage for achieve the SDGs



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

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

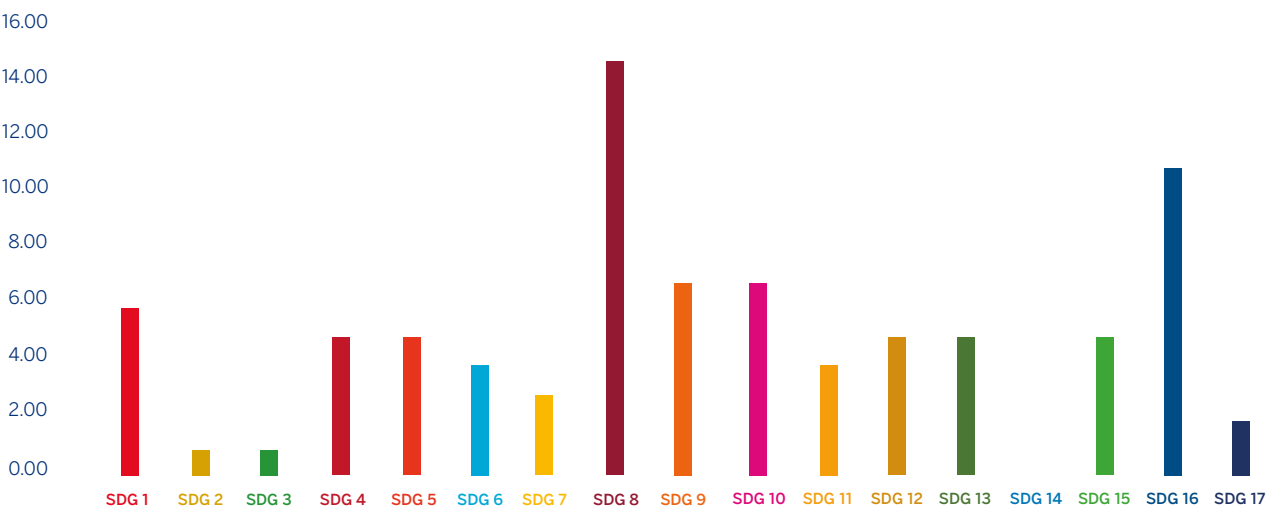
BBVA's impact on the SDGs

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

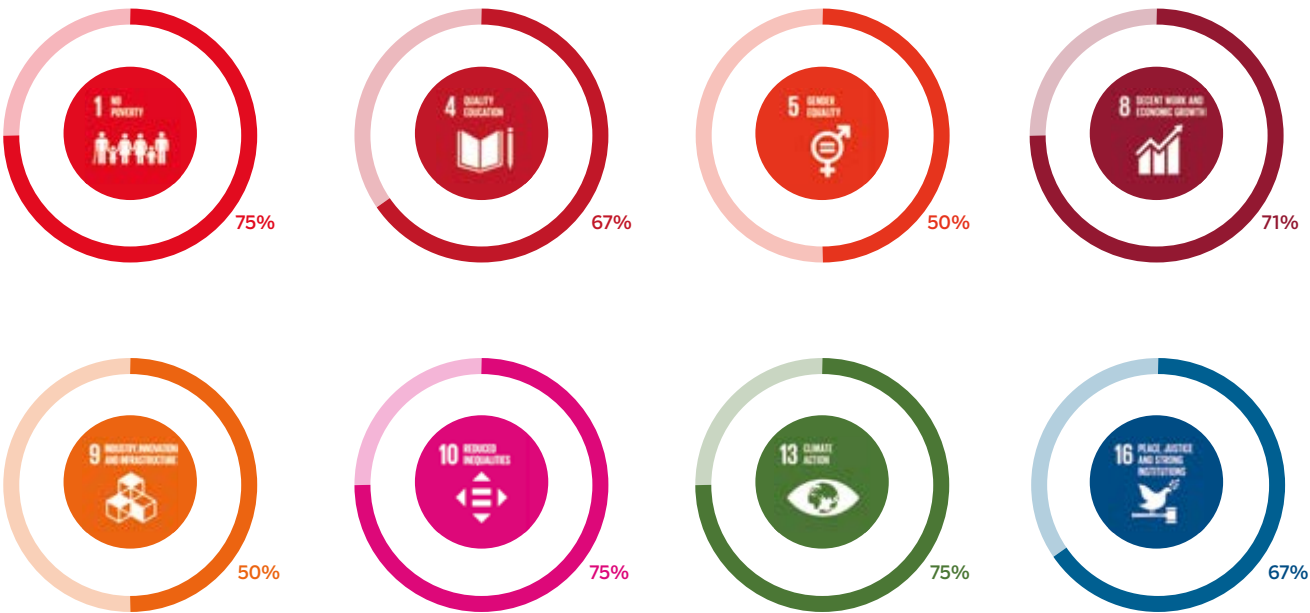
This report gathers information on the programs and activities carried out by Grupo Financiero BBVA México during 2021 to contribute to the SDGs. Below is a summary of the results. Each chart represents the percentage of BBVA Mexico's contribution to each of the SDGs based on the SDG materiality study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



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



*The materiality analysis conducted in 2020 is used.



SDG materiality

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

Methodology

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




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



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



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

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

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

Impact on material SDGs



Goal 1: End of poverty

End poverty in all its forms everywhere.

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

Economic impact for compliance with the SDG

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

BBVA initiatives

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



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



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



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



Social development:

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



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



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



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



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



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



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

2021 BBVA Impact

Goals impacted	BBVA initiatives	2021 BBVA Impact										
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.	<ul style="list-style-type: none">• My Community• Donations to private organizations• Donations to civil society organizations• Scholarship Program for Young Boys and Girls that Inspire	<ul style="list-style-type: none">• My Community” program helped 9,526 direct beneficiaries.• In the last ten years, 17 housing developments in Tijuana have been supported. This translates into 13,088 total homes and more than 42 thousand inhabitants benefited.										
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.	<ul style="list-style-type: none">• Financial support to farmers• Older Adults• My Community• Financial Inclusion Model• IDB Invest social bonus• BBVA Female Entrepreneur• Vaccination campaign	<ul style="list-style-type: none">• 13,559 hours of mentoring were given in the BBVA Scholarship program for Young Boys and Girls that Inspire, the highest figure since the program’s existence.• Scholarships awarded:<table><tr><td>High School</td><td>15,245</td></tr><tr><td>Middle School</td><td>17,537</td></tr><tr><td>University</td><td>11,421</td></tr><tr><td>Online education</td><td>195</td></tr><tr><td>Disability</td><td>100</td></tr></table>	High School	15,245	Middle School	17,537	University	11,421	Online education	195	Disability	100
High School	15,245											
Middle School	17,537											
University	11,421											
Online education	195											
Disability	100											
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.	<ul style="list-style-type: none">• Bank products and services• Financial support to farmers• Older Adults• Support during natural disasters• COVID social bonus with the Central American Bank for Economic Integration• Together for health• My Community	<ul style="list-style-type: none">• EUR 403.82 million were invested in financial inclusion within the country.• The social bonus was issued for an amount of MXN 2,500 million.• 969,171 farmers benefited from the support provided.• 1,195,698 older adults were benefited by the products and the pension provided.• A total of 41,167 women entrepreneurs were given training from August 2020 to December 2021.• 10,832 doses of the quadrivalent vaccine against influenza were applied in 23 locations in Mexico City and the rest of the Republic.• The Support During Natural Disasters program directly benefited 26,000 people.• In the last ten years (2011-2021) the following results have been obtained:<ul style="list-style-type: none">▪ +47 cyclone mesh facilities▪ +39 fences built▪ +5,865 lighted homes▪ +1,883 houses painted▪ +171 neighborhood committees formed and 132 neighborhood committee trainings										

Goals impacted	BBVA initiatives	2021 BBVA Impact
		<ul style="list-style-type: none">• 1,288,667 people benefited directly from donations of supplies to public schools.• The delivery of food and personal hygiene kits benefited more than 26,000 people.• 1,339,157 people benefited from the “Together for health” program, through donations to the IMSS Foundation:<ul style="list-style-type: none">▪ 4,047 oximeters and batteries▪ 5,566 battery-powered digital infrared thermometers▪ 1,557,500 bottles of antibacterial gel▪ 502,150 face masks for the administrative, teaching and support team, in order to support schools located in 16 municipalities of Mexico City▪ 50,490 direct beneficiaries of the oximeter donation initiative.





Goal 4: Quality education

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

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

Economic impact for compliance with the SDG

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

BBVA initiatives

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



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



Young Talent Programs:

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

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



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



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



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



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



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



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



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



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



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

2021 BBVA Impact

Goals impacted	BBVA initiatives	2021 BBVA Impact										
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.	<ul style="list-style-type: none">Scholarship Program for Young Boys and Girls that InspireRebuilding schoolsDonations to private organizations	<ul style="list-style-type: none">13,559 hours of mentoring were given in the BBVA Scholarship program for Young Boys and Girls that Inspire, the highest figure since the program's existence.Scholarships awarded:<table><tr><td>High School</td><td>15,245</td></tr><tr><td>Middle School</td><td>17,537</td></tr><tr><td>Universidad</td><td>11,421</td></tr><tr><td>Online education</td><td>195</td></tr><tr><td>Disability</td><td>100</td></tr></table>	High School	15,245	Middle School	17,537	Universidad	11,421	Online education	195	Disability	100
High School	15,245											
Middle School	17,537											
Universidad	11,421											
Online education	195											
Disability	100											
4.3 By 2030, ensure equal access for all men and women to quality technical, vocational and higher education, including university education.	<ul style="list-style-type: none">Scholarship Program for Young Boys and Girls that InspireYouth Building the Future Young Talent Programs (Scholarship Recipients, Trainees, Summer, <i>Veranito</i>, Semilleros, Global MBA, Women in Data).	<ul style="list-style-type: none">Rebuilding schools directly benefited 563 people, adding a total of more than 17 thousand benefited students and 26 delivered schools.Young Talent programs gave 207 students and recent graduates the opportunity to develop at BBVA.107 scholarship recipients had their first work experience and 1,070 hours of training were invested in the Scholarship Program.More than 180 hours invested in the Summer, <i>Veranito</i> and Global MBA programs.15 women participated in the Engineering area as the first generation of Women in Data, receiving more than 90 hours of training.8 artists were supported through the BBVA Art Scholarship.There was a total of 805,476 single users through Cultural Promotion initiatives.464,917 beneficiaries of the Kidzania program were obtained.7,945,216 hits and 6,372,645 single visitors to the Financial Education Portal.192 teachers and 8,369 children and young men and women participated in the first phase of the "Finances to Share" program.6,311 students benefited directly through the Facebook page of the Tec Milenio pilot.										
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.	<ul style="list-style-type: none">Scholarship Program for Young Boys and Girls that InspireYouth Building the Future Young Talent Programs (Scholarship Recipients, Trainees, Summer, <i>Veranito</i>, Semilleros, Global MBA, Women in Data).BBVA Art ScholarshipKidzania ProgramFinancial Education Portal"Finances to Share" program"Express training in Financial Education" Digital Community Universities											
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.	<ul style="list-style-type: none">Scholarship Program for Young Boys and Girls that InspireYoung Talent Programs (Women in Data)											
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.	<ul style="list-style-type: none">Rebuilding schoolsDonations to private organizations											
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.	<ul style="list-style-type: none">Scholarship Program for Young Boys and Girls that InspireYouth Building the Future											



Goal 5: Gender equality

Achieve gender equality and empower all women and girls.

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

Economic impact for compliance with the SDG

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

BBVA initiatives

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



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



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



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



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



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



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



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



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



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



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

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



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



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

2021 BBVA Impact

Goals impacted	BBVA initiatives	2021 BBVA Impact																																																																
5.1 End all forms of discrimination against all women and girls everywhere.	<ul style="list-style-type: none">IDB Invest social bonusSoy <i>Íntegro</i> ProgramValues DayVIVA AwardBBVA Female EntrepreneurAwareness eventsSexual Harassment and Harassment ProtocolSensitizations about inclusionScholarship Program for Young Boys and Girls that Inspire	<ul style="list-style-type: none">Scholarships awarded:<table><tr><td>High School</td><td>15,245</td></tr><tr><td>Middle School</td><td>17,537</td></tr><tr><td>University</td><td>11,421</td></tr><tr><td>Online education</td><td>195</td></tr><tr><td>Disability</td><td>100</td></tr></table>1,485 virtual sessions were given as part of the “Soy <i>Íntegro</i>” program, benefiting 36,951 employees.29,442 men and women benefited from Values Day, held in person.37,000 beneficiaries of the “VIVA Award” program.More than 44 sessions were held, with more than 15,000 employees registered for the International Women’s Day, Pride Day, Non-Violence Against Women Day and the global Diversity Days, among others.BBVA Team: 2021 staff by age and gender<table><tr><td>Women</td><td>21,172</td><td>52%</td></tr><tr><td>Men</td><td>19,211</td><td>48%</td></tr></table> Total employees<table><tr><td>< 25 years old</td><td>3,359</td><td>8.32%</td></tr><tr><td>25-45 years old</td><td>31,653</td><td>78.38%</td></tr><tr><td>> 45 years old</td><td>5,371</td><td>13.30%</td></tr><tr><td>Total</td><td>40,383</td><td></td></tr></table> <table><tr><th colspan="3">2021</th></tr><tr><th></th><th>M</th><th>W</th></tr><tr><td colspan="3">Employee hirings*</td></tr><tr><td>< 25 years old</td><td>931</td><td>947</td></tr><tr><td>25-45 years old</td><td>3,594</td><td>2,968</td></tr><tr><td>> 45 years old</td><td>276</td><td>146</td></tr><tr><td>Total</td><td>8,862</td><td></td></tr><tr><td colspan="3">Employee dismissals</td></tr><tr><td>< 25 years old</td><td>492</td><td>490</td></tr><tr><td>25-45 years old</td><td>2,849</td><td>2,793</td></tr><tr><td>> 45 years old</td><td>391</td><td>278</td></tr><tr><td>Total</td><td>7,293</td><td></td></tr></table>	High School	15,245	Middle School	17,537	University	11,421	Online education	195	Disability	100	Women	21,172	52%	Men	19,211	48%	< 25 years old	3,359	8.32%	25-45 years old	31,653	78.38%	> 45 years old	5,371	13.30%	Total	40,383		2021				M	W	Employee hirings*			< 25 years old	931	947	25-45 years old	3,594	2,968	> 45 years old	276	146	Total	8,862		Employee dismissals			< 25 years old	492	490	25-45 years old	2,849	2,793	> 45 years old	391	278	Total	7,293	
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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.	<ul style="list-style-type: none">Domestic Violence HotlineSexual Harassment and Harassment ProtocolAwareness events																																																																	
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.	<ul style="list-style-type: none">Diversity and inclusion boardBBVA Female EntrepreneurSensitizations about inclusion																																																																	
5.b Improve the use of enabling technology, specifically, information and communications technology, to promote the empowerment of women.	<ul style="list-style-type: none">Women in Data ProgramHackathon																																																																	

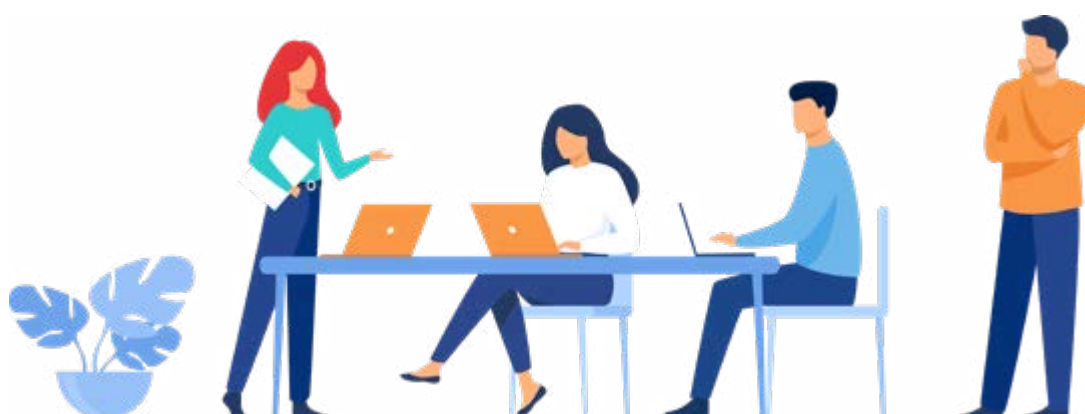
Goals impacted

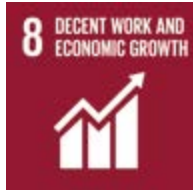
BBVA initiatives

2021 BBVA Impact

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

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





Goal 8: Decent work and economic growth

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

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

Economic impact for compliance with the SDG

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

BBVA initiatives

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



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



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



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



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



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



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



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



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



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



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



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



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



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



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



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



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



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



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



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



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



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

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



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



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



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



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



Young Talent Programs:

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

2021 BBVA Impact

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

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

Goals impacted	BBVA initiatives	2021 BBVA Impact										
		2021										
		Hours of in-person training 412,342										
		Hours of training through e-campus 1,460,244										
		Total 1,872,585										
		Average hours per employee 47										
		<ul style="list-style-type: none">Employees were trained on the “Mexican Sign Language”.13,559 hours of mentoring were given in the BBVA Scholarship program for Young Boys and Girls that Inspire, the highest figure since the program’s existence.Scholarships awarded:<table><tr><td>High School</td><td>15,245</td></tr><tr><td>Middle School</td><td>17,537</td></tr><tr><td>University</td><td>11,421</td></tr><tr><td>Online education</td><td>195</td></tr><tr><td>Disability</td><td>100</td></tr></table>Young Talent programs gave 207 students and recent graduates the opportunity to develop at BBVA.107 scholarship recipients had their first work experience and 1,070 hours of training were invested in the Scholarship Program.More than 180 hours invested in the Summer, Veranito and Global MBA programs.15 women participated in the Engineering area as the first generation of Women in Data, receiving more than 90 hours of training.16 virtual sessions with 173 participants in the “Summer Entrepreneurs” program.In 2021, 126.6 million transactions for MXN \$180 billion.556 digitized customers (apps), 494 customers registered in the digital collection platform (CoDi) and 370 new customers were reported.692 direct beneficiaries were obtained from the 44 informative capsules of the Cocula initiative.4,045,917 type N2 digital debit accounts were opened for previously unbanked customers.	High School	15,245	Middle School	17,537	University	11,421	Online education	195	Disability	100
High School	15,245											
Middle School	17,537											
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Disability	100											



Goal 9: Industry, innovation and infrastructure

Build resilient infrastructure, promote sustainable industrialization and foster innovation.

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

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

Economic impact for compliance with the SDG

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

BBVA initiatives

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



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



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



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



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



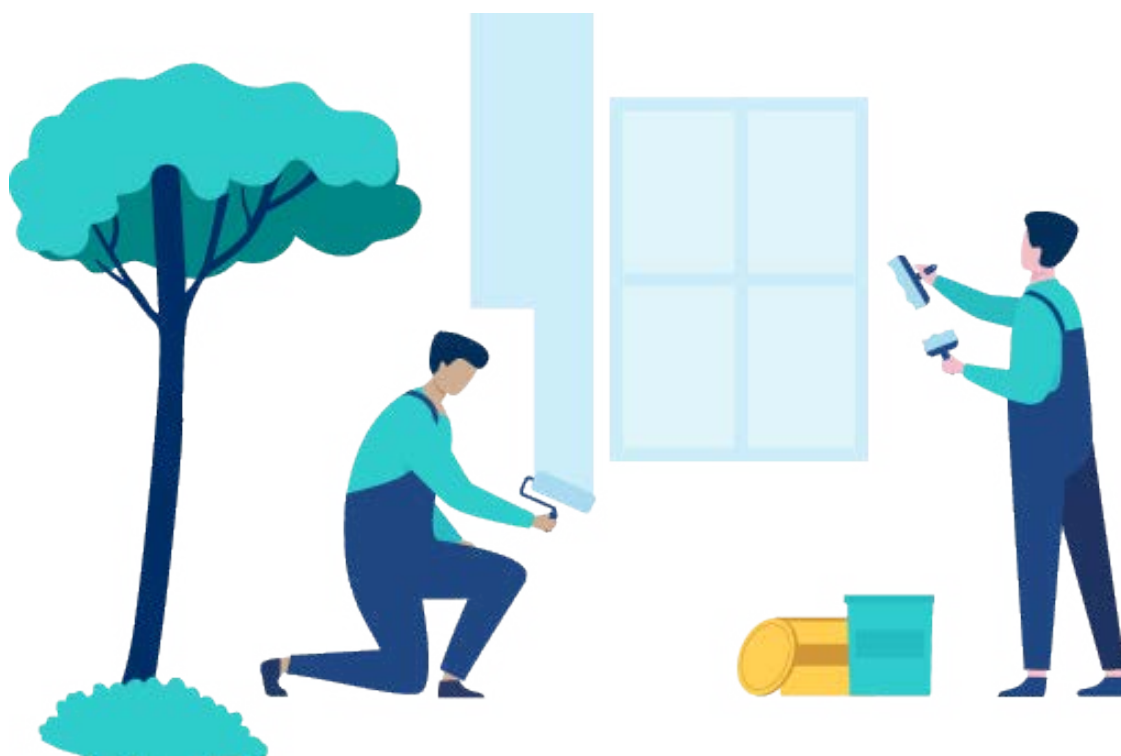
App BBVA Empresas: focused on offering a service that primarily empowers SME customers from their mobile devices, taking care of their health and putting the bank at their fingertips.



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



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



2021 BBVA Impact

Goals impacted	BBVA initiatives	2021 BBVA Impact
<p>9.1 Develop reliable, sustainable, resilient and quality infrastructure, including regional and cross-border infrastructure, to support economic development and human well-being, with particular emphasis on affordable and equitable access for all.</p>	<ul style="list-style-type: none"> • My Community • Rebuilding schools • Support during natural disasters 	<ul style="list-style-type: none"> • During 2021, "My Community" program helped 9,526 direct beneficiaries. • In the last ten years, 17 housing developments in Tijuana have been supported. This translates into 13,088 total homes and more than 42 thousand inhabitants benefited. • Rebuilding schools directly benefited 563 people, adding a total of more than 17 thousand benefited students and 26 delivered schools. • The Support During Natural Disasters program directly benefited 26,000 people.
<p>9.2 Promote inclusive and sustainable industrialization and, by 2030, significantly increase industry's contribution to employment and gross domestic product, consistent with national circumstances, and double that contribution in least developed countries</p>	<ul style="list-style-type: none"> • Financing under the Equator Principles 	<ul style="list-style-type: none"> • In the last ten years (2011-2021) the following results have been obtained: <ul style="list-style-type: none"> ▪ +47 cyclone mesh facilities ▪ +39 fences built ▪ +5,865 lighted homess ▪ +1,883 houses painted ▪ +17 1neighborhood committees formed and 132 neighborhood committee trainingss
<p>9.3 Increase access of small industries and other businesses, particularly in developing countries, to financial services, including affordable credit, and their integration into value chains and markets.</p>	<ul style="list-style-type: none"> • App BBVA Empresas • Barrio Banking • SME Banking 	<ul style="list-style-type: none"> • Financing under the Equator Principles • More than 190,000 SME customers with recurring income used the BBVA Empresas App. • More than 2.2 million monthly transactions were made in the BBVA Empresas App, for amounts operated in excess of MXN 34 million. • More than 8,500 companies activated their BBVA Business App and signed more than 24,000 transactions remotely. • A sustainability section was included in the BBVA Empresas App (GEMA). • More than 2,000 credits were made to customers with the Adelanto POSs product using the BBVA Empresas App.

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



Goal 10: Reduction of inequalities

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

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

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

Economic impact for compliance with the SDG

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

BBVA initiatives

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



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



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



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



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



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



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

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



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



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



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



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



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



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

2021 BBVA Impact

Goals impacted	BBVA initiatives	2021 BBVA Impact										
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.	<ul style="list-style-type: none">Financial Inclusion ModelScholarship Program for Young Boys and Girls that InspireYouth Building the FutureBoard and Policy on Diversity and InclusionCocula “Cashless communities”	<ul style="list-style-type: none">In 2021, 126.6 million transactions for MXN \$180 billion.556 digitized customers (apps), 494 customers registered in the digital collection platform (CoDi) and 370 new customers were reported.692 direct beneficiaries were obtained from the 44 informative capsules of the Cocula initiative.										
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.	<ul style="list-style-type: none">IDB Invest social bonusScholarship Program for Young Boys and Girls that Inspire<i>Soy Íntegro</i> ProgramValues DayVIVA AwardAwareness eventsSexual Harassment and Harassment ProtocolDiversity and Inclusion Board	<ul style="list-style-type: none">4,045,917 type N2 digital debit accounts were opened for previously unbanked customers.Scholarships awarded:<table><tr><td>High School</td><td>15,245</td></tr><tr><td>Middle School</td><td>17,537</td></tr><tr><td>Universidad</td><td>11,421</td></tr><tr><td>Online education</td><td>195</td></tr><tr><td>Disability</td><td>100</td></tr></table>	High School	15,245	Middle School	17,537	Universidad	11,421	Online education	195	Disability	100
High School	15,245											
Middle School	17,537											
Universidad	11,421											
Online education	195											
Disability	100											
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.	<ul style="list-style-type: none">Transparent, Clear and Responsible (TCR) Communication	<ul style="list-style-type: none">1,485 virtual sessions were given as part of the “<i>Soy Íntegro</i>” program, benefiting 36,951 employees.29,442 men and women benefited from Values Day, held in person.37,000 beneficiaries of the “VIVA Award” program.More than 44 sessions were held, with more than 15,000 employees registered for the International Women’s Day, Pride Day, Non-Violence Against Women Day and the global Diversity Days, among others.The message of the Sexual Harassment and Harassment Protocol was disseminated for the benefit of all Bank employees.More than 110 initiatives were developed to apply the TCR principles in digital solutions.										



Goal 13: Climate action

Adopt urgent measures to fight climate change and its effects.

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

Economic impact for compliance with the SDG

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

BBVA initiatives

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



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



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



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



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



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



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



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



2021 BBVA Impact

Goals impacted	BBVA initiatives	2021 BBVA Impact																																																						
<p>13.a Fulfill the commitment of developed countries that are parties to the United Nations Framework Convention on Climate Change to achieve by 2020 the goal of jointly mobilizing USD 100,000 million annually from all sources to meet the needs of developing countries regarding the adoption of concrete mitigation measures and the transparency of their application, and make the Green Climate Fund fully operational by capitalizing on it as soon as possible.</p>	<ul style="list-style-type: none">• 2025 Commitment• Green bonds	<ul style="list-style-type: none">• Sustainable financing increased by 373% compared to 2020.• Grupo Financiero BBVA México has participated as an underwriter in 46% of the ESG issuances made in the local market.• Advance 2021 of the GEEP (base year 2019):<ul style="list-style-type: none">▪ 12% reduction in water consumption.▪ 31% reduction in paper consumption.▪ 21% of certified real estate.▪ 100% reduction in CO₂e emissions.▪ 77% reduction in waste generation.▪ 75% of energy consumption came from renewable sources.▪ 71% reduction in LP gas consumption.▪ 43% reduction in natural gas consumption.▪ 8% reduction in diesel consumption.																																																						
<p>13.b Promote mechanisms to build capacity for effective climate change planning and management in the least developed countries and small island developing States, with particular emphasis on women, young boys and girls, and local and marginalized communities.</p>	<ul style="list-style-type: none">• Development of sustainable solutions for customers• Global Eco-Efficiency Plan• Products and services• Compensation of emissions• Renewable energy certificates• Sustainable infrastructure and agribusiness	<ul style="list-style-type: none">• Purchase of compensation bonds equivalent to 56,853.02 tCO₂e• Purchase of 110,000 renewable energy certificates equal to 110,000 MWh• Energy consumption																																																						
<table><tr><th></th><th>2021</th><th>Unit</th></tr><tr><td>Electricity consumption by non-renewable sources</td><td>69,938</td><td>MWh</td></tr><tr><td></td><td>251,777</td><td>GJ</td></tr><tr><td>Electricity consumption from renewable sources</td><td>210,823</td><td>MWh</td></tr><tr><td></td><td>758,962</td><td>GJ</td></tr><tr><td>Electrical energy consumed per occupant</td><td>7.27</td><td>MWh/FTE</td></tr><tr><td>Total LP gas consumed</td><td>39,336</td><td>Liters</td></tr><tr><td></td><td>1,028</td><td>GJ</td></tr><tr><td>Total natural gas consumed</td><td>39,210</td><td>m³</td></tr><tr><td></td><td>1,435</td><td>GJ</td></tr><tr><td>Total diesel consumed</td><td>285,939</td><td>Liters</td></tr><tr><td></td><td>10,773</td><td>GJ</td></tr><tr><td>Total gasoline consumed</td><td>443,912</td><td>Liters</td></tr><tr><td></td><td>14,712</td><td>GJ</td></tr><tr><td>Total R410A refrigerant consumed</td><td>9,261</td><td>kg</td></tr><tr><td>Total R407C refrigerant consumed</td><td>230</td><td>kg</td></tr><tr><td>Total R438A refrigerant consumed</td><td>23</td><td>kg</td></tr><tr><td>Total R22 refrigerant consumed</td><td>614</td><td>kg</td></tr></table>				2021	Unit	Electricity consumption by non-renewable sources	69,938	MWh		251,777	GJ	Electricity consumption from renewable sources	210,823	MWh		758,962	GJ	Electrical energy consumed per occupant	7.27	MWh/FTE	Total LP gas consumed	39,336	Liters		1,028	GJ	Total natural gas consumed	39,210	m ³		1,435	GJ	Total diesel consumed	285,939	Liters		10,773	GJ	Total gasoline consumed	443,912	Liters		14,712	GJ	Total R410A refrigerant consumed	9,261	kg	Total R407C refrigerant consumed	230	kg	Total R438A refrigerant consumed	23	kg	Total R22 refrigerant consumed	614	kg
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Goals impacted

BBVA initiatives

2021 BBVA Impact

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

• Water consumption

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

• Paper consumption

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

• Generated waste





Goal 16: Peace, justice and strong institutions

Promote just, peaceful and inclusive companies.

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

Economic impact for compliance with the SDG

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

BBVA initiatives

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



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



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



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



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



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



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



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



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

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



2021 BBVA Impact

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





Goal 17: Partnerships to achieve the goals

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

Economic impact for compliance with the SDG

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

2021 BBVA Impact

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



Our commitment to the SDGs

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

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

and promote entrepreneurship, inclusion and financial health.

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

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

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

Consolidated financial statements

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

