



Social Performance Report 2023

Our sustainability vision: ESG



Our sustainability vision

The BBVA Microfinance Foundation is committed to sustainable, inclusive economic development. Managing the issues around sustainability is one of our priorities, which is why we construct our strategic plan around a framework of ESG indicators.

This model focuses on the entrepreneurs the institution is working with, as they lie at the heart of our purpose, and it tackles the social, environmental and governance dimensions, with the BBVAMF Group's strategic direction fully aligned with its principles.

Our sustainability vision is based around serving neglected populations in vulnerability who are excluded from basic services such as the financial system. With this perspective, the goal is to provide financial and non-financial tools to improve their situation across their whole life experience, over a sustained period while acknowledging the complexities of their lived experience and the obstacles they face.

This objective encompasses protecting and restoring the natural environment, going beyond mitigating the effects of the climate crisis, and involves all our stakeholders (entrepreneurs, employees, suppliers). Our commitment is overseen by a solid governance body in all our institutions.

As such it is the structure within which we design initiatives that make it possible to reduce income discrepancies, narrow multiple social gaps and above all, provide tools for vulnerable populations to improve their financial resilience in the medium term in order to strengthen their development. At the same time, we safeguard resources, our co-workers and good governance.

OUR CONTRIBUTION TO THE ESG FUNDAMENTALS



1. In dimensions of economy, health, education and housing.

2. Multidimensional wellbeing encompasses: housing, health, education and employment, e.g., social welfare.

Our ESG model

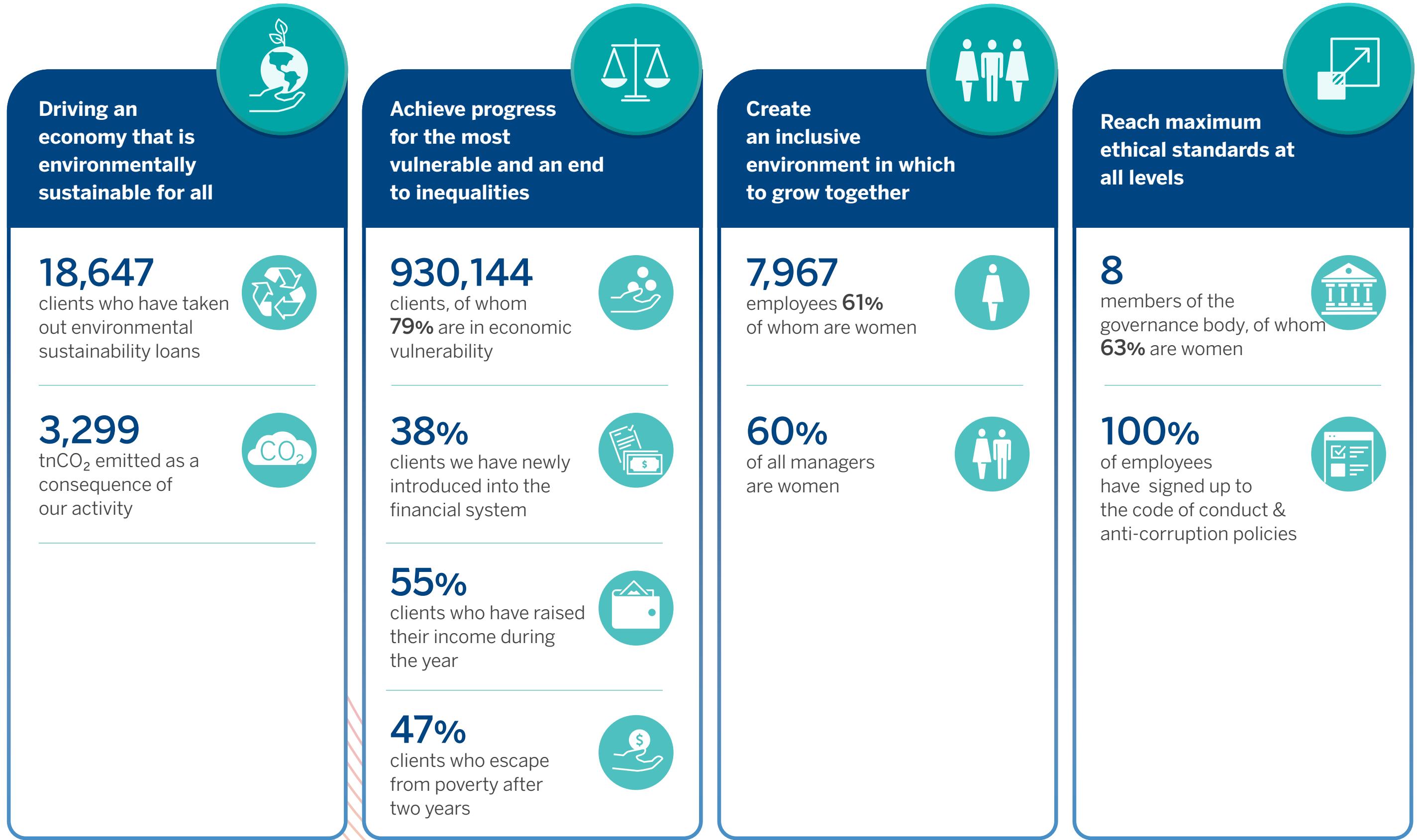
The ESG model shows the challenges that must be met, and in such a way that is consistent with the Sustainable Development Goals in Agenda 2030. That is, acknowledging the multiple dimensions that entrepreneurs have to deal with, and how they are supported by a solid network of collaborators within a robust management of resources that cares for the environment.

There is a dual social dimension: ensuring, on the one hand, entrepreneurs' sustainable development while, on the other, seeking employee satisfaction.

The Foundation endeavors not only to mitigate financial and social exclusion but also proactively tracks the performance of the entrepreneurs it serves – in their businesses, financial health and wellbeing.

The aim is to reduce the gaps in their incomes, housing, education and healthcare to strengthen their resilience and by so doing the likelihood they can get ahead over a sustained period. This therefore includes the resilience of the most vulnerable to climate change, improving their interaction with the environment and their living conditions.

THE KEY ESG INDICATORS ARE:



Social reach also refers to impacts on employees, the factors of their inclusion and the materialization of safe, satisfactory work practices and standards. This means that the social dimension is a dual one: on the one hand ensuring entrepreneurs' sustainable progress, and on the other, concerning itself with employees' welfare and satisfaction.

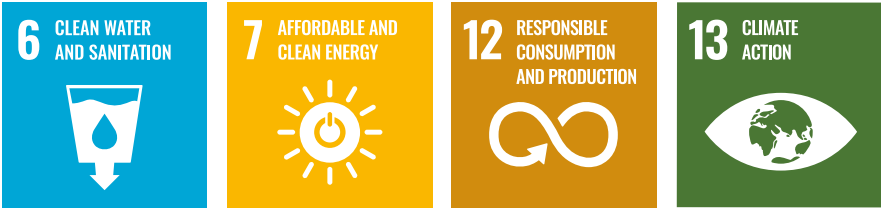
Environmental factors entail measures to protect and minimize risks to the environment and efforts to conserve resources. Some examples are: reducing greenhouse gas emissions, compliance with governmental regulations on pollution and the conservation and management of resources by better handling of water and waste products, and energy saving practices. But we go further than environmental risk mitigation: we anticipate them, particularly those relating to climate change that endanger the populations living in precarious conditions. That is why we are making progress on building and consolidating climate vulnerability indicators in all our footprint countries.

Finally, we are building a governance model with a vocation for the long term, with high ethical standards, that aligns the interests of all the stakeholders involved. This represents the foundation of our model, where our commitments to the social dimensions and environmental sustainability are entirely integrated into our day-to-day management.

To this end, the BBVA Microfinance Foundation and its institutions have pushed ahead and constructed an ESG framework that encompasses all the opportunities and limitations developed in each of the dimensions, placing greater emphasis on the social dimension, because this lies at the heart of our purpose, which is to boost the sustainable and inclusive development of people in vulnerability.



ESG Indicators 2023 | BBVAMF



ENVIRONMENT

	Measures	2022	2023
Access to mechanisms of protection & adaptation to the effects of climate change (GRI 413: 103-1, 103-2, 103-3)			
Environmental insurance policies	Nº of clients taking out a product during the year	149,041	157,093
Financing for adaptation	Total nº of clients	3,454	3,361
Support for greater environmental sustainability in our entrepreneurs' businesses (GRI 413: 103-1, 103-2, 103-3)			
Financing for mitigation	Total nº of clients	426	449
Other sustainability purposes	Total nº of clients	8,105	10,724
Financing to strengthen the circular economy	Total nº of clients	7,368	7,532
Efficient & sustainable management of natural assets			
Energy consumed	Kwh	8,376,998	7,027,818
Water consumed	m³	213,429	154,731
Paper	Kilos	219,176	184,853
Reducing our carbon footprint*			
Emissions generated	TnCO²	3,538	3,296
	TnCO² / employees	0.461	0.414
Scope 1	TnCO²	453	434
Scope 2	TnCO²	2,522	2,171
Market-based	TnCO²	2,522	2,171
Location-based	TnCO²	2,522	2,171
Scope 3	TnCO²	563	692
Business trips	TnCO²	563	692

* Some data in the scopes listed has been corrected; the data for Bancamía is different from the data published in its annual report, since the institution used the emission factors published by its national government, whereas the Foundation uses internationally recognized emission factors.

ESG Indicators 2023 | BBVAMF



SOCIAL - CLIENT

		Measures	2022	2023
Focus on the poor, vulnerable, excluded, and those with multidimensional deprivations				
Total clients	Total n° of clients		2,858,166	2,972,417
Clients with loans	Total n° of clients with loans		918,900	930,668
Economically poor	% of total clients		30.1%	27.6%
Economically vulnerable	% of total clients		81.1%	79.2%
Women	% of total clients		60%	61%
Rural	% of total clients		35%	34%
Low educational levels	% of total clients		32%	30%
Migrants or displaced persons	Total n° of clients			17,951
Household of +5 people	% of total clients		12%	11%
New clients				
New credit clients	Total n° of clients with new loans		294,510	280,010
Vulnerability	% of total new clients		83.9%	81.4%
Poverty	% of total new clients		38.9%	34.3%
Rural	% of total new clients		31%	31%
Primary ed. at best	% of total new clients		29%	24%
Households with +5 people	% of total new clients		11%	10%
Driving the development of our entrepreneurs' business				
Clients escaping poverty	% of all economically poor clients		43%	47%
Clients raising their income	% of total clients		51%	55%
Clients with 3 or + loan cycles	% of total clients		55%	56%
Strength of their financial health				
Banked (1st time in financial system)	% of all new clients		41%	38%
Clients with deposit products	Total n° of clients		2,624,500	2,750,965
Clients with savings products	Total n° of clients		154,985	147,355
People who received financial education	N° of people (clients + non-clients)		696,450	662,555
Clients with 3 or more products	% of total clients		17.00%	16.60%
People with life insurance	Total n° of clients		352,138	357,699

ESG Indicators 2023 | BBVAMF



SOCIAL - CLIENT (cont.)

		Measures	2022	2023
Increase in the wellbeing of our clients and their families				
Clients with housing prod.		Total nº of clients	35,710	26,358
Clients with sanitation prod.		Total nº of clients		10,287
Clients with educational loans		Total nº of clients	3,306	6,050
People with healthcare cover	Nº total of people with healthcare cover		211,711	244,151
Clients creating jobs		% of total clients	15%	15%
Grants awarded to clients' children			14	106
Contribution to women's empowerment to reduce the gender gap				
Women		% of total clients	60%	61%
New women clients	Total nº of women with new loans		175,266	170,555
Women in poverty	% of total women with new loans		46%	41%
Women with specific products (credit and insurance)	% of total women client		44.0%	44.6%
Training & integration in digital world				
People given internet access by BBVAMF Group	Nº of people (clients + non-clients)		2,036	4,399
Active users on our App &/or virtual office	Nº of users making use of the bank's digital platforms		206,221	291,872
Accumulated digital users			613,813	845,044
People trained in digital skills	Nº of people (clients + non-clients)		90,803	81,664
Other KPIs				
Policies & practices related to privacy & information security	[Qualitative]	To safeguard clients' privacy and protect their personal data, the Foundation has adopted a corporate framework that is aligned with the scenarios set out in the applicable legislation, as well as with international best practice and standards, using European entities' recommendations and criteria.		

ESG Indicators 2023 | BBVAMF



SOCIAL - EMPLOYEE

	Measures	2022	2023
Respect for diversity, equity and inclusion			
Employees		7,681	7,967
Women	% of all FTE	50%	50%
Age			
< 30 years old	% of all FTE	32%	31%
Between 30 & 50	% of all FTE	57%	56%
> 50 years old	% of all FTE	2%	3%
Nationalities	Nº of nationalities		17
Level in the organization			
Managers	% of all FTE	0.5%	0.4%
Women managers	% of all FTE directivos	36%	35%
Non-managers	% of all FTE	99.5%	99.6%
Women non-managers	% of all non-managerial FTE	49%	50%

ESG Indicators 2023 | BBVAMF



GOVERNMENT

		Measures	2022	2023
Purpose of an independent, equitable & diverse governance body				
Composition of governance body	Total nº of members		8	8
	% of women		63%	63%
	% independent directors		50%	50%
	<50 years old		0%	0%
	Between 50 & 60		25%	13%
	>60 years old		75%	87%
	Average nº years on Board		10	11
	Total nº nationalities		3	3
Competences & experience on governance bodies	Business administration & senior management		88%	88%
	Finance & risk		88%	88%
	Microfinance sector		63%	63%
	Talent management		75%	75%
	Technology & Proceses		38%	38%
	Development		75%	75%
Time commitment & dedication	% attendance at governance body meetings		100%	100%
Remuneration policies	USD for attending Trustee/Board meetings		0	0
	USD for attending management committees		N/A	N/A

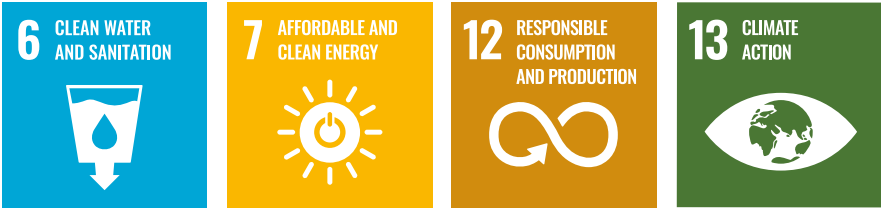
ESG Indicators 2023 | BBVAMF



GOVERNMENT (cont.)

	Measures	2022	2023
Commitment to ethical & compliance standards			
Code of conduct	[Qualitative]	EI BBVAMF Group has a code of conduct that sets out the guidelines of behavior for its members so that they comply with the Group's values	
	% of employees signing up to the code of conduct	100%	100%
Anticorruption policies	[Qualitative]	BBVAMF Group has anticorruption policies in place across all its work areas to combat any manifestation of this	
	% of employees having completedanticorruption training (where this is in place)		
Existence of an active whistleblowing channel for complaints about the Board	[Qualitative]	The Responsible Attitude Channel is available for anyone to report or check on situations that may contravene the Code of Conduct that covers the work done by the entities that comprise the BBVAMF Group. The underlying principles of this Channel are the confidentiality of the information and protection of the whistleblower acting in good faith.	
Respect for Human Rights has been acknowledged in the Group's Code of Conduct and that of each entity	QUALITATIVE DATA, not completed by the institution. The relevant section of the Code of Conduct is replicated across the Group	The Code of Ethics & Conduct, under the "Conduct with Society" heading, sets out our commitment to Human Rights. Respect for a person' s dignity and for their fundamental rights is an essential factor in the behavior of the BBVAMF Group, which supports the application of and respect for human rights, according to the United Nations Universal Declaration of Human Rights, and other international bodies´ conventions and treaties promoting Human Rights. In addition, we have a list of inadmissible activities, such as: economic activities that breach ethical principles such as cabarets, night clubs or others linked to the sex trade, production or activities that entail harmful or abusive forms of forced labor, forced child labor or labor that interferes with children's normal development and/or work done outside the family unit that is not related to the work of the family microenterprise.	
Integrated risk management			
Risk management system	[Qualitative]	Management & control of all significant financial and non-financial risk arising from any business activity conducted by BBVAMF Group entities within the risk appetite limits established by each Board of Directors.	
Internal Control	[Qualitative]		

Notes on methodology

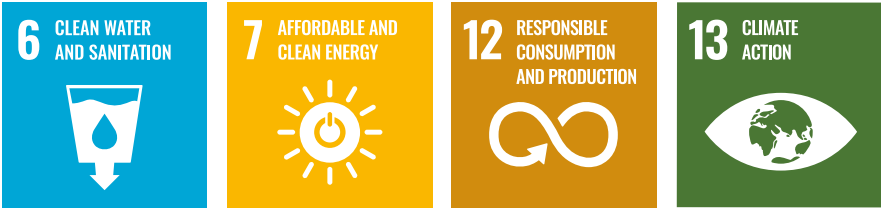


ENVIRONMENT

Driving an economy that is environmentally sustainable for all

Metric	Measurement	Definitions for the calculation	Associated GRI
1.1. Access to mechanisms of protection & adaptation to the effects of climate change			
Environmental insurance policies	Nº of clients taking out a product during the year	Clients insured with cover for climate damage (exc. earthquakes).	GRI 413: 103-1, 103-2, 103-3
Financing for adaptation	Total nº of clients	Clients with a current climate adaptation loan at year-end.These are loans with measures that enable them to prepare, respond and ensure resilience both against current and future effects of climate change (floods, droughts, rising water levels, etc.).	GRI 413: 103-1, 103-2, 103-3
1.2. Support for greater environmental sustainability in our entrepreneurs' businesses			
Financing for mitigation	Total nº of clients	Clients taking out a loan that enables them to reduce greenhouse gas emissions	GRI 413: 103-1, 103-2, 103-3
Other sustainability purposes	Total nº of clients	Clients taking out a loan to improve their use of natural resources (land, water, ecosystems & biodiversity) or reduce pollution (measures to control or reduce pollution, tipping, water & soil management)	GRI 413: 103-1, 103-2, 103-3
Financing to strengthen the circular economy	Total nº of clients	Clients taking out a loan for responsible consumption, that is, whose business is the development & manufacture of products with longer lifecycles, that are reusable, repairable or made with waste materials, as well as material recycling activities.	GRI 413: 103-1, 103-2, 103-3
1.3. Efficient & sustainable management of natural assets			
Energy consumed	Kwh	Total energy consumed annually	GRI 302: 302-1, 302-2
Water consumed	m³	Volume of water consumed annually	GRI 303: 303-5
Paper	Kilos	Volume of paper waste generated annually	GRI 306: 306-2

Notes on methodology



ENVIRONMENT

Driving an economy that is environmentally sustainable for all

Metric	Measurement	Definitions for the calculation	Associated GRI
1.4. Reducing our carbon footprint*			
Emissions generated	TnCO ₂	Total annual emissions in tonnes of CO ₂ : Scope 1 + Scope 2 + Scope 3	GRI 305 (Emissions)
	KgCO ₂ / employee	Total annual emissions in tonnes of CO ₂ / N° employees	GRI 305 (Emissions): 305-4
Scope 1	TnCO ₂	Annual direct emissions in tonnes of CO ₂ generated by the consumption of gas, LPG, gasoline & diesel, by Fixed and Moving Sources of Group institutions (incl. the Foundation)	GRI 305 (Emissions): 305-1
Natural Gas FS	TnCO ₂	Annual direct emissions in tonnes of CO ₂ generated by the consumption of natural gas, by Fixed Sources of Group institutions (incl. the Foundation)	GRI 305 (Emissions): 305-1
Natural Gas MS	TnCO ₂	Annual direct emissions in tonnes of CO ₂ generated by the consumption of natural gas in Moving Sources of Group institutions (incl. the Foundation)	GRI 305 (Emissions): 305-1
LPG FS	TnCO ₂	Annual direct emissions in tonnes of CO ₂ generated by the consumption of LPG in Fixed Sources of Group institutions (incl. the Foundation)	GRI 305 (Emissions): 305-1
LPG MS	TnCO ₂	Annual direct emissions in tonnes of CO ₂ generated by the consumption of LPG in Moving Sources of Group institutions (incl. the Foundation)	GRI 305 (Emissions): 305-1
Gasoline FS	TnCO ₂	Annual direct emissions in tonnes of CO ₂ generated by the consumption of gasoline in Fixed Sources of Group institutions (incl. the Foundation)	GRI 305 (Emissions): 305-1
Gasoline MS	TnCO ₂	Annual direct emissions in tonnes of CO ₂ generated by the consumption of gasoline in Moving Sources of Group institutions (incl. the Foundation)	GRI 305 (Emissions): 305-1
Diesel FS	TnCO ₂	Annual direct emissions in tonnes of CO ₂ generated by the consumption of diesel in Fixed Sources of Group institutions (incl. the Foundation)	GRI 305 (Emissions): 305-1
Diesel MS	TnCO ₂	Annual direct emissions in tonnes of CO ₂ generated by the consumption of diesel in Moving Sources of Group institutions (incl. the Foundation)	GRI 305 (Emissions): 305-1
Scope 2	TnCO ₂	Annual direct emissions in tonnes of CO ₂ generated by the purchase or acquisition of energy for Group institutions (incl. the Foundation)	GRI 305 (Emissions): 305-2
Market-based	TnCO ₂	Annual direct emissions in tonnes of CO ₂ generated by the purchase or acquisition of energy by Group institutions (incl. the Foundation) - Market based: calculated with exact data based on emissions generated by each technology used.	GRI 305 (Emissions): 305-2
Location-based	TnCO ₂	Annual direct emissions in tonnes of CO ₂ generated by the purchase or acquisition of energy by Group institutions (incl. the Foundation) - Location based: calculated from average emissions produced by the energy mix in each operations area	GRI 305 (Emissions): 305-2
Scope 3	TnCO ₂	Annual indirect emissions in tonnes of CO ₂ some way related to Group institutions (incl. the Foundation), but not under their direct control	GRI 305 (Emissions): 305-3
Business trips	TnCO ₂	Annual emissions in tonnes of CO ₂ generated by Group payroll employees traveling (excl. daily commute to and from work)	GRI 305 (Emissions): 305-3

* Some data in the scopes listed has been corrected; the data for Bancamía is different from the data published in its annual report, since the institution used the emission factors published by its national government, whereas the Foundation uses internationally recognized emission factors.

Notes on methodology



SOCIAL - CLIENTS

Achieving progress for the most vulnerable and reducing the gaps

Metric	Measurement	Definitions for the calculation	Associated GRI
2.0 Focus on the poor, vulnerable, excluded, and those with multidimensional deprivations			
Total clients	Total nº of clients	Total volume of Group clients (at year-end)	GRI 413: 103-1, 103-2, 103-3
Clients with loans	Total nº of clients with loans	Volume of clients with outstanding loans at year-end	GRI 413: 103-1, 103-2, 103-3
Clients with new loans	Total nº of clients with new loans	Clients taking out a loan with the Foundation's institutions for the first time	GRI 413: 103-1, 103-2, 103-3
Economically poor	% of total clients	Volume of economically poor clients / Total clients who consider themselves economically poor: Those whose business surplus for each household member is below the national poverty line (income: business surplus per household member)	GRI 413: 103-1, 103-2, 103-3
Economically vulnerable	% of total clients	Volume of economically vulnerable clients / Total clients who consider themselves economically vulnerable: Those whose income is less than three times the national poverty line, making them highly likely to fall into poverty (income: business surplus per household member)	GRI 413: 103-1, 103-2, 103-3
Women	% of total clients	Total nº clients who are women/ Total clients at year-end	GRI 413: 103-1, 103-2, 103-3
Rural	% of total clients	Total rural clients / Total clients at year-end. Considered as rural: Defined locally by each institution*	GRI 413: 103-1, 103-2, 103-3
Low educational levels	% of total clients	Clients with low levels of education / Total clients at year-end. Low levels of education taken as having primary education at best	GRI 413: 103-1, 103-2, 103-3
Migrants or displaced persons	Total nº of clients	Volume of migrant or displaced clients. Migrants or the displaced: clients classified as refugees by UNHCR or as migrants (PEP)	GRI 413: 103-1, 103-2, 103-3
Household of +5 people	% of total clients	Clients with +5 people in the household / Total clients	GRI 413: 103-1, 103-2, 103-3
2.1 Driving the development of our entrepreneurs' business			
Clients escaping poverty	% of all economically poor clients	Volume of clients who have escaped poverty after two years / Total volume of economically poor clients Net escape from poverty: those entrepreneurs who are poor at the beginning of their relationship with the entity and whose income, after two years banking with us, is above the national poverty line, after subtracting those whose income (previously above the PL) has fallen back into poverty. Income is understood as the business surplus per household member.	GRI 413: 103-1, 103-2, 103-3
Clients raising their income	% of total clients	Volume of clients served during the year whose income has gone up/ Total volume of Group clients served during the year Income increase: The entrepreneur whose income is higher	GRI 413: 103-1, 103-2, 103-3
Clients with 3 or + loan cycles	% of total clients	Volume of clients with 3 or more credit cycles / Total volume of Group clients. A credit cycle is the disbursement of a loan.	GRI 413: 103-1, 103-2, 103-3

Notes on methodology



SOCIAL - CLIENTS (cont.)

Achieving progress for the most vulnerable and reducing the gaps

Metric	Measurement	Definitions for the calculation	Associated GRI
2.2 Strength of their financial health			
Banked (1st time in financial system)	% of all new clients	Clients taking out a loan with the Foundation's institutions for the first time and who have no other loan in the formal financial system / Volume of clients taking out a loan with the Group for the first time	GRI 413: 103-1, 103-2, 103-3
Clients with deposit products (sight & non-sight)	Total nº of clients	Clients with liability products at year-end . Liability product understood as sight and non-sight deposits	GRI 413: 103-1, 103-2, 103-3
Clients with savings products	Total nº of clients	Clients with specially designed savings products at year-end . Savings product understood as desposits or savings products designed specially for that purpose (eg. programmed saving) for vulnerable entrepreneurs. Excludes inactive clients inactivos or those with balances below USD 2.	GRI 413: 103-1, 103-2, 103-3
People receiving financial education	Nº of people (clients + non-clients)	People attendng training sessions during the year	GRI 413: 103-1, 103-2, 103-3
Clients with 3 or more products	% of all clients	People attendng training sessions during the year	GRI 413: 103-1, 103-2, 103-3
2.3 Increase in the welfare of our clients and their families			
Clients with housing product	Total nº of clients	Clients with a loan to upgrade their housing; one that enables them to improve their roofing, flooring, walls & nº of livable spaces.	GRI 413: 103-1, 103-2, 103-3
Clients with sanitation product	Total nº of clients	Clients with a loan to pay for access to sanitation and/or sanitary equipment such as WCs, septic tanks, etc.	
Clients with educational loans	Total nº of clients	Clients with a loan for educational improvement, that enables the client's son/daughter to attend a higher level of education	GRI 413: 103-1, 103-2, 103-3
People with healthcare cover	Nº total of people with healthcare cover	Volume of people with healthcare cover	GRI 413: 103-1, 103-2, 103-3
Clients creating jobs	% of total clients	Volume of clients who employ 1 or more people in their business / Total volume of Group clients at year-end	GRI 413: 103-1, 103-2, 103-3
Grants awarded to clients' children	Beneficiaries	Grants for clients' children to study at university.	GRI 413: 103-1, 103-2, 103-3

Notes on methodology



SOCIAL - CLIENTS (cont.)

Achieving progress for the most vulnerable and reducing the gaps

Metric	Measurement	Definitions for the calculation	Associated GRI
2.4 Contribution to women's empowerment to reduce the gender gap			
Women	% of total clients	Volume of women clients who have products specializing in women / Total volume of female clients at year-end These products have been designed to meet women's specific needs (healthcare, children, business...) or include a significant gender specificity or that are mostly targeting women (+50%). Given that the institutions have specific offerings for women in one of the two areas (loans or insurance) only that area is considered (for insurance, only clients with policies are considered).	GRI 413: 103-1, 103-2, 103-3
New women clients	Total nº of women with new loans	Women taking out a loan with the Foundation institutions for the first time	
Women in poverty	% of total women with new loans	Nº of economically poor women / Total volume of female clients Economically poor is understood as those whose business surplus per each household member is below the national poverty line (income: business surplus per household member)	
Women with specific products (credit and insurance)	% of total women client	Volume of women clients who have products specializing in women / Total volume of female clients at year-end These products have been designed to meet women's specific needs (healthcare, children, business...) or include a significant gender specificity or that are mostly targeting women (+50%). Given that the institutions have specific offerings for women in one of the two areas (loans or insurance) only that area is considered (for insurance, only clients with policies are considered).	GRI 413: 103-1, 103-2, 103-3
2.5 Training & integration in the digital world			
People given internet access by BBVAMF Group	Nº of people (clients + non-clients)	Total nº of people accessing internet through one of the Group's connectivity points. Total nº of people accessing internet through the points set up in the correspondent bankers' (data aggregated since May 2021), whether for training or for internet access (purchase of minutes online, access to training platform). This is independently of whether the connection is via satellite or not. Areas with low or patchy access. Only available in Bancamía y Financiera Confianza.	GRI 413: 103-1, 103-2, 103-3
Active users on our App &/or virtual office	Aggregate clients	Total number of users registered on the app /web channel. Aggregate figure up to the cut-off date.	
Accumulated digital users	Clients in the last 6 months	Total number of users who have accessed the app/web at least once in the last 6 months.	GRI 413: 103-1, 103-2, 103-3
People trained in digital skills	Nº of people (clients + non-clients)	Volume of people trained in digital skills since 1st January (of each year) until the cut-off date. Includes clients and non-clients. This covers all courses, workshops, conferences or webinar that has some content on digital skills. In-house training, with partners, or on the educational platform.	GRI 413: 103-1, 103-2, 103-3

Notes on methodology



SOCIAL - EMPLOYEES

Creating inclusive surroundings to grow together

Metric	Measurement	Definitions for the calculation	Associated GRI
Employees	Nº of FTEs	Volume of Group employees on payroll (data at year-end) - The term "payroll employee" excludes contractors	GRI 102: 102-7
Women	% of all FTEs	Volume of payroll employees who are women / Total number on payroll	GRI 102: 102-8; GRI 405: 405-1
Age			
< 30 years old	% of all FTEs	Nº of payroll employees under 30 years old /Total nº of employees	GRI 102: 102-8; GRI 405: 405-1
Between 30 & 50 years old	% of all FTEs	Nº of payroll employees between 30& 50 years old /Total nº of payroll employees	GRI 102: 102-8; GRI 405: 405-1
> 50 years old	% of all FTEs	Nº of payroll employees over 50 years old /Total nº of payroll employees	GRI 102: 102-8; GRI 405: 405-1
Nationalities	Nº of nationalities	Number of different nationalities among payroll employees	GRI 102: 102-8; GRI 405: 405-1
Level in the organization			
Managers	% of all FTEs	Number of managerial employees on the payroll/Total nº of payroll employees	GRI 102: 102-8; GRI 405: 405-1
Women managers	% of all managerial FTEs	Nº of women managerial employees on the payroll / Nº of managerial employees on the payroll	GRI 102: 102-8; GRI 405: 405-1
Non-managers	% of all FTEs	Number of non-managerial employees on the payroll /Total nº of payroll employees	GRI 102: 102-8; GRI 405: 405-1
Women non-managers	% of all non-managerial FTEs	Nº of non-managerial female employees on the payroll / Number of non-managerial employees on the payroll	GRI 102: 102-8; GRI 405: 405-1

Notes on methodology



GOVERNANCE

Achieving the highest ethical standards at all levels

Metric	Measurement	Definitions for the calculation	Associated GRI	
4.1 Purpose of an independent, equitable & diverse governance body	Composition of the governance body	Total nº of members	Nº of members comprising Group BBVAMF's Board of Directors	GRI 102 (General contents): 102-18
		% of women	N of female board directors / Nº of members comprising the BBVAMF Group's Board of Directors	GRI 102 (General contents): 102-22; GRI 405 (Diversity & equal opportunities): 405-1
		% independent directors	Nº of independent Board Members /Nº of members comprising the BBVAMF Group's Board of Directors An independent Director is one who carries out their functions without being conditioned by any existing relationship with the management team nor with the institution's controlling shareholders	GRI 102 (General contents): 102-22
		Age (by bracket)		
		<50 years old	Nº of Board Members aged <50	GRI 102 (General contents): 102-22; GRI 405 (Diversity & equal opportunities): 405-1
		Between 50 & 60	Nº of Board Members aged >50 but <60	GRI 102 (General contents): 102-22; GRI 405 (Diversity & equal opportunities): 405-1
		>60 years old	Nº of Board Members aged >60	GRI 102 (General contents): 102-22; GRI 405 (Diversity & equal opportunities): 405-1
		Average nº years on Board	Average time that Directors serve on the BBVAMF Board: - Calculation: (seniority Director 1 + seniority Director 2 + ... + seniority Director N)/Total nº Board Members	GRI 102 (General contents): 102-22
		Total nº nationalities	Number of different nationalities of Board members	GRI 102 (General contents): 102-22; GRI 405 (Diversity & equal opportunities): 405-1
	Competences and experience of the governance body	Business administration & senior management	Nº of Directors with experience in Administration & Senior management / Total nº Board Members	GRI 102 (General contents): 102-22
Finance & risk		Nº of Directors with experience in Finance & Risks / Total nº Board Members	GRI 102 (General contents): 102-22	
Microfinance sector		Nº of Directors with experience in the microfinance sector / Total nº Board Members	GRI 102 (General contents): 102-22	
Talent management		Nº of Directors with experience in Talent management / Total nº Board Members	GRI 102 (General contents): 102-22	
Technology & Proceses		Nº of Directors with experience in Technology & Processes / Total nº Board Members	GRI 102 (General contents): 102-22	
		Development	Nº of Directors with experience in Development / Total nº Board Members	GRI 102 (General contents): 102-22
Time commitment & dedication	% attendance at governance body meetings	Average attendance by Directors at the Governance meetings Governance meetings are understood as Board/Board of Trustees and Committees - Calculation: % attendance by Director: Nº of meetings they have attended / Nº of meetings relevant to the Board Director	GRI 102 (General contents): 102-18	
Remuneration policies	USD for attending Trustee/ Board meetings	Remuneration for attendance at each Board of Trustees or Directors	GRI 102 (General contents): 102-35	

Notes on methodology



GOVERNANCE

Achieving the highest ethical standards at all levels

Metric	Measurement	Definitions for the calculation	Associated GRI
4.2. Commitment to ethical & compliance standards			
Anti-corruption policies	% of employees signing up to the code of conduct	Nº of payroll employees who have formally acquiesced to the code of conduct this year/Total nº of payroll employees	GRI 102 (General contents): GRI 102-16
	% of employees completing the anti-corruption training	Nº of payroll employees who have had anti-corruption training this year/Total nº of payroll employees	GRI 205 (Anti-corruption):205-2
Responsible attitude (whistleblowing)	Use of the channel / number of employees	Number of cases resolted by the whistleblowers' channel % (Consultations+Complaints) / Number of employees	GRI 406 (Non discrimination): 103-1, 103-2, 103-3 (Management approach)