



# Further embedding ESG to build a more responsible bank



## Environmental: supporting the green transition

### Helping customers go green

- **ESG Solutions:** Financial advisor::

**1 Sustainability  
Linked bond**

Co-ESG advisor (Coca-Cola Femsa)  
First in Mexican Market.

- Recognized as **Outstanding Leader in Sustainable Finance in Latin America** by *Global Finance Magazine*.
- **LikeU Credit Cards:** clients contribute to social and environmental causes.

### Going green ourselves

**Carbon Neutral**  
in our own operations



## Social: building a more inclusive society

### Talented & diverse team

Top **9** company  
to work for

**18%** women in  
leadership positions

### Financially empowering people

**c. 1.4 mn**  
people since  
2019

Recognized by  
*International Finance  
Magazine* as  
**Best Financial Inclusion  
Bank** in Mexico.

### Supporting society

**> 152 k**  
people helped  
since 2019

**> 65 k** scholarships  
granted since 2019



## Governance: doing business the right way

### A strong culture

Simple, Personal, Fair

Taking ESG criteria into account when  
determining **remuneration**

### An independent, diverse Board

**68%**  
Independent  
directors<sup>1</sup>

**36%**  
Women on Board

#### Other programmes:

*D&I Committee with 4 sponsors:*

1. *Female Talent*
2. *LGBT+*
3. *Disabilities*
4. *Generational Talent*