

Appendix I

2022 ESG summary

	Unit	2021	2022	Variation	SDG
Environmental¹					
GHG emissions Scope 1	tCO ₂ e	1,195.95	1,894.49	58.40%	
GHG emissions Scope 2	tCO ₂ e	54,730.84	57,269.15	4.63%	
GHG emissions Scope 3²	tCO ₂ e	-	1,692.41	-	
Total energy consumption	MJ	482,564,340	514,010,235	6.51%	
Total water consumption	m ³	239,553.01	294,744.96	23.03%	
Total paper consumption	Kg	1,004,948.77	1,054,735	4.95%	
Total waste generated	Kg	168,376.72	189,577.06	12.59%	
Social					
Employees					
Employees		25,276	25,990		
Women	#	13,838	14,184	2.82%	
Men		11,438	11,806		
Promoted employees	#	3,488	4,190	20.12%	
Training	Hours	1,047,547	1,389,220	32.61%	
Training investment	MXN	\$77,761,571.60	\$81,549,865.00	4.87%	

1. Due to the COVID-19 pandemic, during 2021 the work scheme was mostly remote, which is why there was a reduction in the environmental KPIs, however, in 2022 our staff returned to the offices through a hybrid work model, therefore, there was an increase in these.

2. Correspond to air travel by Bank staff.

	Unit	2021	2022	Variation	SDG
Community					
Social investment	MXN	\$125,067,683.02	\$137,410,099.33 ³	9.86%	
People benefited through social investment programs	#	55,528	194,429 ⁴	250.14%	
Granted scholarships	#	47,519	74,351	56.46%	
FPNM Social Inversion	MXN	\$12,526,750.00	\$12,990,560.00	3.70%	
FPNM people benefited	#	13,683	11,281	-17.55%	
Financially empowered people (2022)	#	587,551	325,413	-44.61%	
Financially empowered people (cumulative since 2019)	#	1,422,710	1,734,854	21.94%	
Governance					
Women proprietary members of the Board of Directors	%	36.4	36.4	-	
Women in Director positions⁵	%	27	28	3.7%	
Women in Senior positions⁶	%	18.03	20.00	10.92%	
Training hours in General Code of Conduct (GCC)	Hours	10,398.98	16,964.38	63.13%	
Reports filed via Ethics Line	#	1,148	1,489	29.70%	

3. 62% corresponds to Universities and 38% to Contributions for a Social Purpose. The Contributions for a Social Purpose: 24% to the Bank, 7% to customers, and 7% to employees.

4. Includes FPNM, ATM fundraising campaigns, donations and volunteering programs.

5. Refers to female employees in Director positions at Santander Mexico.

6. Encompasses the segment: Promontorio, Faro, Solaruco corporate vision (Bank, SOFOM's, Inclusion, CB, SECORSE, SAM, Universia and Open MX).

Appendix II

Management Approach to Material Topics

Material Topics	Management Approach	Coverage
Customers		
Customer Experience and Satisfaction	We focus on forging trust-based relationships with our customers to gain their loyalty and adapt to their needs and risk profiles, while meeting their expectations. Our products and services are simple and tailor-made, and they are accessible at any time through a multi-channel offering that has helped drive customer satisfaction.	We have a communication channel that operates via our Central Unit for Customer Service and Complaints. It is a way for our customers to be heard, and it is their comments that help us to identify areas of opportunity and ensure that we offer outstanding customer service and improve customer satisfaction levels. We also focus on developing alternative options to conventional channels. We want to become a more digital Bank for all our customers, offering them access to fully online operations at any time and place of their choosing. We strive to develop innovative formulas and drive the digitalization of the Bank.
Financial Inclusion and Empowerment	We want to guarantee responsible and sustainable access to financial products and services that are adapted to meet the needs of the most vulnerable sectors of the population. This enables us to overcome obstacles and for our customers to have greater control over their finances.	Our financial inclusion division, Tuiio, Finanzas de tú a tú, offers microloans to people with limited or no access to financial services and entrepreneurs. This program has helped us become a key partner for low-income segments, offering them products and services that are simply explained and adapted to their needs.
Employees		
Talent Management and Development	Our employees are the linchpin that ensure the sustainability of our business and help us meet the needs of our employees. As such, we have policies, practices, programs and other measures in place to attract and retain the very best talent.	We have a strategy in place to attract and retain the very best talent and guarantee their development within the Bank. We promote on-going training to help drive their personal and professional growth, in addition to motivating them to help boost our productivity. Examples of measures include our virtual learning platform - Academia MX - our Culture of Recognition; performance review processes such as My Contribution; our new listening program - Your Voice; and other talent attraction programs, such as Linkers, which aim to guarantee a positive work-life balance.

GRI (3-3)

Material Topics	Management Approach	Coverage
Human Rights, Diversity and Inclusion	<p>We recognize and support all forms of diversity, be they visible or invisible, and we are convinced that by promoting diversity, we are driving the innovation, creativity and wellbeing of our employees and of society in general. Our strategy is underpinned by diversity and inclusion practices to select and hire talented employees from different cultures, age ranges, career paths and academic backgrounds, all of which helps us to fulfill our business and sustainability goals.</p>	<p>Our Corporate Culture Policy focuses on guaranteeing the creation and proliferation of a culture within the Bank. All our employees have the opportunity to participate in the Speak Up program in order to promote an environment in which they can speak clearly and raise their voices in the event that they witness something that goes against our culture. We also offer equal opportunities to all our employees. Our leaders and our employees are selected, remunerated and promoted based on a meritocracy with no form of discrimination whatsoever. We have also created a Diversity, Equality and Inclusion Committee comprising employees from different areas and levels from within our organization.</p>
Occupational Safety and Wellbeing	<p>The safety of our employees is one of our top priorities, which is why we have implemented measures that allow us to identify any workspaces that could have an impact on their physical integrity, and we also have programs focusing on preventive and corrective measures to help avoid occupational risks.</p>	<p>Our Psychological and Social Risk and Workplace Violence Prevention, and Positive Work Environment Promotion Policy implements and communicates measures to help prevent psychological and social factors; prevent workplace violence; and promote a favorable working environment at all our work centers, offices or branches. We also have our BeHealthy program, the goal of which is to help our employees achieve healthy lifestyles at work and at home. We have also rolled out a new global policy to promote the health, safety and wellbeing of our employees and customers at all our facilities and in all our operations – the Global Health, Safety and Wellbeing Policy.</p>
Business Strategy		
Integration of ESG Criteria into Risk Management	<p>We strive to consolidate our robust risk culture, in keeping with our internal culture, to ensure that all our employees have the attitudes, values, skills and operational guidelines they need to proactively identify and manage any risks stemming from their day-to-day activities. This allows us to promote a socially responsible management approach that drives the long-term sustainability of their activities.</p>	<p>We have integrated Environmental, Social and Climate Change (ESCC) risks into our operations, credit analysis, customers and procedures. This can be clearly seen in our Environmental, Social and Climate Change policy. This has enabled us to bolster our fight against climate change, support the transition to a green economy, and achieve net zero emissions by 2050.</p>
Privacy, Data Protection and Cybersecurity	<p>Digital tools are one of our major allies nowadays; however, there are risks to which we are exposed, and, as such, we must use the digital world responsibly. At Santander Mexico, we have a series of policies in place to promote on-going awareness among our employees in order to safeguard our Institution's data and information. These polices are based on industry standards, compliance and good practices within the sector.</p>	<p>We have a number of policies in place to ensure the proper management of the technology risks inherent in using our Bank's and our customers' personal information. During October, we raise awareness among all our employees to help them develop knowledge about how to defend themselves against cyberthreats.</p>

GRI (3-3)

Material Topics	Management Approach	Coverage
Operational and Business Resilience	The world is constantly evolving, and we must adapt to market challenges and the current issues facing the of financial sector. Our priority is to maintain business resilience.	Since the COVID-19 pandemic began, we have demonstrated that we are a resilient organization that has been capable of adapting its operations to the needs of its customers.
Culture, Transparency and Business Ethics	We are aware of and comply with all laws and regulations, in addition to all ethical standards that are applicable to the markets in which we operate. We also act fairly, ethically and responsibly in order to benefit our customers, shareholders and other stakeholders.	Our General Code of Conduct (GCC) encompasses the ethical principles and standards of conduct applicable to all Santander employees. Furthermore, it acts as a means of preventing the risks to which we are exposed. We also have our Ethics Lines, a multi-channel reporting system through which our employees can anonymously report any irregularities that could cause a risk to or affect the operations of the Bank.
Corporate Governance		
Corporate Governance	Our corporate governance system is based on compliance with regulatory requirements and local and corporate best practices. It is the pillar that underpins our ethical conduct and the driving force behind the application of sustainability in all areas of the Bank. It also enables us to identify and adequately manage the risks to which we are exposed.	Our governance structure comprises the policies, standards and procedures we use to direct and control the management of our governance bodies. It encompasses relationships with shareholders, the Board of Directors and its committees, and the business functions and reports on key roles: Chair of the Board of Directors, CEO and other officials and directors. The Board of Directors and its Committees are responsible for authorizing the Governance Model and Corporate Frameworks that comprise the Group's Internal Governance system, in accordance with local regulations and legislation. Furthermore, they are tasked with monitoring and evaluating any impacts, risks and opportunities relating to Environmental, Social and Governance (ESG).
Environmental Impact		
Environmental Footprint	We fully understand the important role that the environment and resources play in our day-to-day activities, which is why we strive to promote sustainability within the business to help drive a balance between the environment, society and the economy.	We have an Environmental Management System (EMS) in place at our corporate offices in Santa Fe and at Patio Santa Fe. The EMS is developed, embedded and maintained based on the international standards outlined in ISO 14001: 2015.
Portfolio Alignment to Achieve Net Zero by 2050	In 2021, the Group became a founding member of the UNEP FI's Net-Zero Banking Alliance, the goal of which is to create a zero-emission economy and meet the goals of the Paris Agreement.	After joining the Net-Zero Banking Alliance, we have focused on measuring and analyzing the carbon footprint of our portfolios and ensuring they are aligned with the Paris Agreement to reach net zero by 2050.

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Material Topics	Management Approach	Coverage
Social Impact		
Education and Community Support	<p>Our goal is to promote the inclusive and sustainable growth of communities through our community investment programs undertaken in conjunction with key social players. We focus on eradicating poverty and hunger to help support the most under-served communities and drive social inclusion. Education is our main focus to help contribute to the economic and social progress of the country. We focus on higher education as it is the driving force behind change, progress and wellbeing within society.</p>	<p>The Fideicomiso Por los Niños de México, Todos en Santander (FPM) is a program that supports children living in socially and economically marginalized areas by financing projects developed by civil society organizations that focus on improving their education, health and nutrition. This helps us to bolster the work being done by Civil Society Organizations (CSO's) that help create safe environments for children. The application process for CSO's to form part of the FPM takes place on an annual basis. Through Santander Universities, a one-of-a-kind area specializing in university students, we support the development of universities and students through a value proposition that includes scholarships, professorships, collaborative projects, and the development of financial products and services.</p>
Products and Services		
Sustainable Financing and ESG Product Design	<p>Every year, alongside key social actors, we strive to finance projects with Environmental, Social and Governance (ESG) criteria, This allows us to, in addition to providing funds, guide and support our customers and help to combat climate change, promote social development, and drive environmental conservation.</p>	<p>SAM is Banco Santander's Investment Fund Manager, and it promotes a sustainable approach through its own team of experts who focus solely on Sustainable and Responsible Investment, in addition to developing and implementing our sustainability analysis methodology. During 2022, we were involved in the issuance of 23 ESG labeled transactions.</p>
Suppliers		
Responsible Procurement	<p>Our suppliers play a major role within our value chain, which is why the relationships we have with our suppliers are based on ethics and transparency, as outlined in the Third-party Standardization Policy and our Principles of Responsible Conduct for Suppliers. These principles state that these relationships must be aligned with our Responsible Banking principles, and the principles of the Global Compact, in terms of ethical, social, environmental and economic criteria.</p>	<p>Suppliers commit to complying with the Corporate Social Responsibility clause regarding Human Rights, Labor Standards, Environmental, Anticorruption, Health, Safety Requirements, and Workplace Diversity and Inclusion when they sign a contract with us. In 2022, we rolled out a series of questions focusing on ESG as part of our supplier assessment in order to evaluate each supplier's situation vis-à-vis sustainability.</p>

Appendix III

Profile of the Board of Directors GRI (2-9)

PROPRIETARY BOARD DIRECTORS (F SERIES)

Mrs. Laura Renee Diez Barroso Azcárraga

Since 2015, she has been the President of the Board of Directors of Grupo Aeroportuario del Pacífico (NYSE PAC) and is a member of the Board of Directors of Telmex, the Roberto Garza Sada Center, Chapultepec Forest Trust and the San Idelfonso Museum, where she served as President of the Board of Trustees for 10 years. She is also the co-founder of LCA Capital, a family office dedicated to investing in public and private entities. In 2006, together with a group of investors, she acquired a controlling stake in Grupo Aeroportuario del Pacífico (NYSE PAC), which operates 12 airports in Mexico, including Guadalajara, Puerto Vallarta, Los Cabos and Tijuana, as well as Montego Bay in Jamaica. In 2002, she was a shareholder in a company alongside Carlos Slim to reclaim the Historic Center of Mexico City. In 1979, she served as director of TU magazine. In 1988, Laura founded Editorial Eres, and, in 1995, Editorial Eres merged with Editorial Televisa, resulting in her appointment as Chairwoman of the Board and Managing Director. In late 2000, Laura sold her stake in the company and became involved in various philanthropic efforts in Mexico, including Pro Mujer, microloans for women, El Mexicanito, and the San Idelfonso Museum, among others. She is currently the president of the Gap Foundation, which aims to improve education and currently works with 3 elementary schools and 1 secondary school. In addition, she was a member of the Board of Directors of Royal Caribbean International (NYSE RCCL) for 14 years and of Grupo Financiero Inbursa for 15 years.

Mr. César Augusto Montemayor Zambrano

He is a private investor and entrepreneur. He worked at JP Morgan for 14 years in global investments in New York, and later managed his own company. In Monterrey, Nuevo León, he founded InverCap AFORE, which he presided over for more than 20 years. He is currently a shareholder, member of the board, founder and honorary chairman of InverCap. He was Chairman of COPARMEX, Nuevo León from 2015 to 2017, and he continues to serve as a member of the board. He serves as a member of the Board of Directors of the Escuela Superior de Música y Danza, Universidad de Monterrey, Museo MARCO and Universidad Tec Milenio. He is also a member of the Board and chairs the Audit Committee at the Tecnológico de Monterrey. He is one of the founders of Hagámoslo Bien, he chairs the Public Finance Committee at Consejo Nuevo León. He holds a degree in Chemical and Systems Engineering from Instituto Tecnológico y de Estudios Superiores de Monterrey and has a Master's degree in Chemical Engineering and Business Administration from Columbia University in New York, where he obtained his M.Sc.

Mr. Felipe Francisco García Ascencio

He is currently the CEO of Grupo Financiero Santander México and Banco Santander México. He has been Joint Director General for Santander Corporate & Investment Banking (SCIB) since August 2021. He joined Banco Santander México in 2020 as Head of Banking &

Corporate Finance Mexico. He worked for 18 years at Credit Suisse, holding a number of posts including Head of Corporate & Sovereign LATAM Coverage as part of the Global Markets Division from 2012 to 2020; Head of DCIM and Fixed Income Sales from 2007 to 2012; and Head of Debt Capital Markets for Mexico & Andean Countries from 2002 to 2007. He was part of the Goldman Sachs Debt Capital Markets – Emerging Markets team in New York from 2000 to 2002. He was Head of Latin America Research & Sales at IDEAglobal.com - Independent Economic Analysis from 1997 to 2000, and he was an aide to the Director of Public Credit at the Mexican Inland Revenue Service (SHCP). He has a Master's in Economics from the London School of Economics and Political Science (LSE) and a Bachelor's in Economics from the Autonomous Technological Institute of Mexico (ITAM).

Mr. Héctor Blas Grisi Checa

He is currently the Managing Director of Banco Santander Global. From 2015 to 2022, he was Executive Chairman and CEO of Grupo Financiero Santander México and Banco Santander México. He was the Executive President and CEO of Grupo Financiero Credit Suisse (Mexico), S.A. of C.V. from 2001 to 2015. From 2001 to 2006, he served as the General Director of the same Institution. Previously, from 1997 to 2001, he was Director of Investment Banking at Credit Suisse Mexico. He was a member of the Board of Directors of Credit Suisse Americas, of the Global Credit Suisse Committee and Member of the Americas Operating Committee. He also held several positions in Grupo Financiero Invermexico from 1991 to

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1997, in the investment and corporate banking divisions. From 1986 to 1991, he worked in the Corporate Banking area at Casa de Bolsa Inverlat. He has been Vice Chair of the Association of Mexican Banks since 2011. He has a Bachelor's in Finance from Universidad Iberoamericana in Mexico City, where he graduated with honors.

Mrs. Magdalena Sofía Salarich Fernández de Valderrama

In 1979, she started working as Head of the Information Center at Citroën (Hispania). In 1980, she was appointed Head of the Training Department, and in 1986 she was appointed Director of Marketing. Later, in 1993, she was appointed as assistant to the European Commercial Management area at Automobiles Citroën, where she also worked alongside the Marketing department, until 1994, when she was appointed Director of Marketing for Europe. In 1996, she was named Executive Vice President of Citroën Hispania, as well as European Commercial Marketing Director for Automobiles Citroën. In 2001, she was appointed European Commercial Director and Commercial Marketing Director at Automobiles Citroën (27 countries). That same year, she was appointed Executive Director and Senior Vice President of Citroën Spain. In 2007, she was appointed Senior Vice President of the Ramón Areces Foundation. She is currently the Senior Executive Vice President of Banco Santander, S.A., as well as Head of Santander Consumer Finance, Vice Chair of the Board of Directors and member of the Executive Committee of Santander Consumer Finance, S.A., member of the Supervisory Board of Santander Consumer Bank AG, Santander Consumer Holding GmbH and a member of the Board of Directors of Financiera El Corte Inglés, E.F.C. S.A. She has been the recipient of numerous awards, including the National Order of the Legion of Honor from France in 2001; the Golden Cross from the Spanish Association for European Development in 2007; and the Best Manager Award of the Year from the Spanish Association for Company Financiers and Treasurers (ASSET) in 2006. She holds a Bachelor's

degree in Engineering from the Catholic Institute of Arts and Industries (ICAI) and a Master's degree in Commercial Management and Marketing from the Institute of Company and Management Studies at Instituto de Estudios Superiores de la Empresa (IESE).

Mr. Ángel Rivera Congosto

He is currently Head of Retail Europe at Banco Santander Parent. From 2017 to 2020, he was Executive Vice President of Commercial Banking at Banco Santander Mexico. He previously served as General Manager for the Commercial Banking division and as a member of the Management Committee at Banco Santander Parent. He has served as a member of the Board of Directors of Banco Santander Parent, Banco Santander Totta in Portugal, Banco Santander Uruguay, Banco Santander Peru and Banco Santander International (United States of America). He began working at the Santander Parent Group in April 2013 as General Manager of the Business, SME and Institutions group within the Commercial Banking division. Previously, he was at Banco Popular for 24 years, where he worked in retail branches for 6 years and led the Presidency Cabinet, the International Banking area, the Strategy and Corporate Development area, the Human Resources and Rights division, the General Media department and the Commercial Network groups. He also served as General Business Director of Banco Popular. He has a diploma in Business and Tourism Activities from the Official School of Tourism of Spain and has completed the Senior Business Management Program (PADE) at IESE (University of Navarra) and the Development Program in Corporate Finance at Instituto de Empresa de Madrid. He has also participated in a number of financial programs in the United States and Australia and is a member of the Australian Institute of Banking & Finance. He has also been a member of the Board of Trustees of the College of Financial Studies (CUNEF), a member of the Board of Trustees of the Spanish Foundation for Banking and Financial Studies, a professor in

the Master of Portfolio Management and Financial Markets program at the Graduate School of Finance at A Coruña, and co-author of the books entitled "Experts in People," "In Search of Commitment," and "31 Keys to Risk Management in Banking Entities". He has also published several articles in Spanish economic journals and newspapers.

Mr. Daniel Barriuso Rojo

He has been Global Chief Information Security Officer (CISO) at Banco Santander S.A. since 2017, where he is responsible for Santander's global cyber security vision, strategy, roadmap, and operations. He joined from BP where he was Chief Information Security Officer and VP for Digital Security & Risk based in London. Previously, he has held cyber security and risk management leadership positions at Credit Suisse and ABN AMRO. He has coordinated multiple cyber security initiatives across the Financial Services and Oil & Gas sectors. He was the Chairman of the Oil & Gas Cyber Security Network (OGCSN), and Chairman of the Investment Banking Information Security Group. He has a Bachelor's degree in Computer Science Engineering from the Polytechnic University of Madrid, and he was awarded the Secure Computing Magazine Europe Award for CISO of the Year in 2015.

ALTERNATE BOARD DIRECTORS (F SERIES)

Mr. Juan Ignacio Gallardo Thurlow

He has served as Chairman of the Board of Directors of Grupo GEPP (a bottling group for Pepsi-Cola and its brands in Mexico) and of Grupo Azucarero México, S.A. of C.V. He is a member of the Board of Directors of Caterpillar, Inc., and Lafarge, S.A., and he is on the International Advisory Board of Bombardier Inc. He is a member of the Mexican Council of Businessmen (Consejo Mexicano de Hombres de Negocio, A.C) and the

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Business Council of Latin America. He is the General Coordinator of COECE (the foreign trade coordinating body for organizations involved in Mexico's free trade agreement negotiations). From 1978 to 1989 he served as a member of the Board of Directors of Babcock de México, S.A. of C.V. From 1974 to 1988, he was chairman of the Board of Directors of Clevite de México, S.A. of C.V. From 1981 to 1983, he was deputy general manager of Grupo Industrial Minera México, S.A. From 1976 to 1980, he was CEO of the International and Investment Banking division of Multibanco Comermex, S.A., Institución de Banca Múltiple. He has a degree in Law from Escuela Libre de Derecho and has completed the AD II Program from the Pan-American Institute of Senior Business Management (IPADE).

Mr. Alberto Torrado Martínez

He is a member of the Board of Directors of Bolsa Mexicana de Valores, S.A.B. de C.V., and the Mexican Business Council. He is the founder and Executive Chairman of Alsea, S.A.B. of C.V. He has served as President of the National Association of Fast-Food Services and as a member of the Mexican Chamber of the Restaurant and Seasoned Foods Industry. He has a Bachelor's Degree in Accounting from the Autonomous Technological Institute of Mexico and postgraduate studies from the Pan-American Institute of Senior Business Management (IPADE). He has participated in several courses at Harvard Business School and at the Wharton School.

Mr. Didier Mena Campos

He has been Chief Financial Officer since November 2016, and before that he was Joint Director General of Finance at Banco Santander México. Before joining Grupo Santander, he worked at several financial institutions, including: (i) Execution Finance, an investment bank, where he was a Partner from 2014 to 2016; (ii) Navix, a financial company focusing on providing financing to companies in Mexico's energy sector, where he was CEO from 2013 to 2014; (iii) Credit Suisse, where he was

Managing Director of the Latin American Financial Institutions Group between 2010 and 2012; (iv) Financiera Independencia, where he was Chief Financial Officer from 2008 to 2010; (v) Credit Suisse, where he served as Director of Investment Banking and Fixed Income between 2001 and 2008; (vi) Grupo Financiero BBVA Bancomer, where he worked from 1994 to 2000 and was responsible for ALCO and strategic operations, such as the merger with BBVA, the acquisition of Banca Promex, the acquisition of the 49% stake held by Aetna Seguros, Afore and Pensiones Bancomer, and the branch network strategy. Outside of the financial sector, he worked at Oro Negro, a Mexican drilling company, from 2012 to 2013, as Financial Director and Investment Director. He has a Bachelor's degree in Economics from ITAM and an MBA from Boston University.

Mr. Rodrigo Brand de Lara

He is Joint Director General Director of Research, Strategies and Public Affairs, and he has been the President's Chief of Staff at Banco Santander México since 2011. In 2010, he was Director General at the Social Communication department at the Mexican Ministry of Foreign Affairs. From 2006 to 2010, he was the head of the Social Communication Unit and Spokesperson for the SHCP. From 2004 to 2006, he served as Director General of Social Communication and Institutional Liaison at IPAB. He has also held various positions at the SHCP: from 2003 to 2004, he was Deputy Director General for Economic and Financial Analysis; from 2000 to 2001, he was Senior Advisor to the Undersecretary of Finance and Public Credit; and, from 1999 to 2000, he was Deputy Director for Domestic Credit Coordination and Promotion. From 1996 to 1999, he was an Economist for Mexico at Deutsche Morgan Grenfell, and, in 1996, he was also an Advisor to the Deputy Director for Financial Engineering at Banobras. He has a degree in Economics from ITAM.

Mr. Ángel Alverde Losada

He was the Founding Partner and CEO of Alverde Tiendas S.A. de C.V. From 1994 to 1996, he was Operations and Advertising Director at Office Depot de México S.A. de C.V., in addition to being the Chairman of Office Depot de México S.A. de C.V. He has been actively involved in philanthropic activities focusing mainly on education, health and inclusion. He has been a member of the Executive Board of numerous non-profit organizations, including Fundación Prepárate and Fundación Gigante, which focus on health, education, and natural disaster support programs. He has played an executive role in the Olimpiadas Especiales program, the largest sports event for people with intellectual disabilities in Mexico. He has a Bachelor's degree in Management from Universidad Iberoamericana and an MBA from the Kellogg Graduate School of Management.

Mr. Pablo Fernando Quesada Gómez

He is currently Vice-President of the Commercial Network and Joint Director General of Business and Institutional Banking. Since 1993, he has held the following positions at Grupo Santander: Regional Executive Director of Business and Institutional Banking from 2009 to 2013; Western Regional Executive Director from 2008 to 2009; Executive Director of Business and Institutional Banking from 2007 to 2008; Regional Director from 1998 to 2006; Regional Director of Company Banking from 1997 to 1998; Regional Business Director from 1995 to 1997; and Director of Corporate Banking from 1993 to 1995. He was also the Deputy Director of Corporate Banking for Banco Mercantil Probusa (Mexico) from 1989 to 1992 and a Corporate Bank Account Executive at Banca Cremi (Mexico) from 1984 to 1988. He has a Bachelor's degree in Business Administration from Universidad del Valle de Atemajac, Guadalajara.

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Mr. José Antonio Pérez Antón

He joined Grupo ADO in 1996 as part of an Executive Development Program, before going on to hold the posts of Operations Chief and Operations Manager for the Northern Transport Region. In 2004, he was appointed Joint Director General of Grupo ADO and a member of the Executive Committee of its Board of Directors. In 2006, he was appointed CEO of Grupo ADO, a post that he still holds. He is a member of the National Executive Council of the CANAPAT and is involved in the Mexican Business Council. He is a member of the Board of Directors of ASUR, and he recently joined the Board of Directors of MEEP in Spain. He has a Bachelor's degree in Industrial Engineering (1996) from Universidad Anáhuac and a Master's in Intermodal Transportation from Denver University. He also has postgraduate studies from IPADE - AD2, ADIT and the Social Training Course (CUFOSO).

PROPRIETARY BOARD DIRECTORS (B SERIES)**Mrs. Bárbara Garza Lagüera Gonda**

She is the Chair of the Acquisitions Committee at FEMSA Cultural Projects. She is also a Director of the following listed companies: Coca-Cola FEMSA (KOF) and Fomento Económico Mexicano (FEMSA) - the largest bottling franchise for Coca-Cola products in the world. She also serves as a member of the board of Soluciones Financieras (SOLFI), Fresnillo and Promecap Acquisition Company, in addition to serving on the boards of non-profit organizations, including the Franz Mayer Museum Trust, Fondo para la Paz, and the Monterrey Museum of Contemporary Art, among others. She has a Bachelor's in Business Administration and has a Master's degree from the Instituto Tecnológico de Estudios Superiores de Monterrey.

Mr. Antonio Purón Mier y Terán

He has served as a member of the Board of Directors of Nadro, S.A., as well as the Board of Trustees of the National Museum of Art, Banco Santander Matriz and the Board of Trustees of Universidad Iberoamericana. He has also served as a member of the Board of Directors of Zurich Santander Seguros México, SA, and he has worked as an associate at the Center for Research and Economic Analysis (CIDAC), as a member of the Institute for Development and Educational Research (IFIE), and of Metropoli 2025. He has worked as a consultant for public and private institutions focusing on strategy, operations and organization in collaboration with the Center for Economic Research and Teaching (CIDE) and with other specialists. He served as Partner – Director at the Mexico offices of McKinsey & Company, Inc. for more than 26 years. He has taught training courses for McKinsey partners and has been in charge of the global partner coaching program. Before starting at McKinsey, he was a full-time lecturer at Universidad Iberoamericana, in addition to working at the Mexican Petroleum Institute, Pan American Engineering, and Polioles, S.A. He has a degree in Chemical Engineering from Universidad Iberoamericana and an MBA from Stanford University.

Mrs. María de Lourdes Melgar Palacios

She is an academic and a consultant who is based in Mexico, in addition to being an expert in energy and sustainable development. She is a researcher with the Center for Collective Intelligence at the Massachusetts Institute of Technology (MIT), where she held the Robert E. Wilhelm Chair at the Center for International Studies during the 2016-2017 academic year. Within academia, she was the Founding Director of the Sustainability and Business Center at the EGADE Business School at the Tecnológico de Monterrey, a visiting researcher at the Woodrow

Wilson Center for International Scholars and at the Jackson School of Geosciences at the University of Texas, and a lecturer at the Tecnológico de Monterrey and the ITAM. She is a National Researcher with the National Council of Sciences and Technology. She graduated with honors from Mount Holyoke College where she studied International Relations and Comparative Literature. She has a Ph.D. in Political Sciences, specializing in the political economy, from MIT. She is a member of the International Women's Forum and chairs IWF Mexico. She is the Global Ambassador of Vital Voices and an ambassador of the C3E Women in Clean Energy initiative. She is a member of the Mexican Council of International Affairs and the Trilateral Commission. She won the Woman of Challenges Award in 2015, and she has been included on the list of the 100 Leaders of the Mexican Energy Sector for seven consecutive years. In 2012, she won the Energy Achievement Award for her academic and research work, and she has also won the Álvaro Obregón District Vasco de Quiroga Award for Civic Merit.

Mr. Guillermo Jorge Quiroz Abed

He has served as the Corporate Management and Finance Director at Grupo Bimbo for the past 18 years. From 1997 to 1999, he was head of the Finance Department at Grupo Santander Serfin, and he was involved in the restructuring of the bank and its subsequent sale to the Santander Financial Group. He started his professional career as Finance Director at Grupo Condumex from 1978 to 1992, later holding the same position at Aeromexico, Mexicana de Aviación and Cintra until 1997. He was a full-time finance lecturer at IPADE. He is a Bachelor's degree in Actuarial Sciences from Universidad Anáhuac and the Autonomous University of Mexico (UAM), and he has an MBA from IPADE.

GRI (2-9)

ALTERNATE BOARD DIRECTORS (B SERIES)**Mr. Rogelio Zambrano Lozano**

Since 1977, he has held various positions at CEMEX, in areas relating to production, distribution, marketing and strategic planning. In 1983, he founded CARZA S.A. de C.V., a company specializing in real-estate development projects in Mexico, which he ran until his appointment as the new Chairman of the Board of Directors of CEMEX. Since 1997, he has also chaired its Finance Committee. In 1985, he began lecturing in Business Development at Tecnológico de Monterrey, and he is also a member of the Executive Committee of the Business Incubator and Chair of the Business Council of the Business Incubator at the institute's campus in Monterrey. He has a Bachelor's degree in Industrial and Systems Engineering (1977) from the Tecnológico de Monterrey and an MBA (1980) from the Wharton Business School of the University of Pennsylvania, USA.

Mr. Guillermo Francisco Vogel Hinojosa

He is currently President of the National Chamber of the Iron and Steel Industry (CANACERO), a position which he held from 1987 to 1989 and from 2001 to 2003. He is Vice-Chair of the Board of the American Iron & Steel Institute (AISI) and President of the North American Steel Council. He is a member of the Boards of Directors of Tenaris, Techint Mexico, ALFA Corporation, Universidad Panamericana - IPADE, Rassini, Mexican Capital Investment Corporation, Innovare, Grupo Assa and the American Iron and Steel Institute, among others. He is also Chairman of the Board of Directors of Grupo Collado and Exportaciones IM Promoción, as well as a member of the Trilateral Commission and the International Council of the Manhattan School of Music. He was

also the Executive Vice-President and CEO of TAMSA in 1987. In June 1997, he was promoted to Vice-Chair of the Board of Directors. Since 2002, he has been Director and Vice-Chair of the Board of Directors of Tenaris. He began his career within the Corporate Banking area at Bank of America in Los Angeles, California in 1976, where he also became Vice-President. In 1979, he joined the Corporate Banking area of Banamex, and, in 1983, now as Director, he decided to move to TAMSA as its CFO. He has a Bachelor's degree in Business Administration from the National Autonomous University of Mexico (UNAM) and an MBA from the University of Texas at Austin.

Mr. Joaquín Vargas Guajardo

He has served as Chairman of the Board of Directors of Corporación Mexicana de Restaurantes, S.A.B. of C.V., and, previously, as Chairman of the Board of Directors of Grupo MVS Comunicaciones, the National Chamber of the Radio and Television Industry, and the Association of Restaurant Chain Directors. He has also served as a director of several companies, including Vitro, S.A.B. de C.V., Grupo Posadas, S.A.B. de C.V., Periódico el Universal, Médica Sur, S.A.B. de C.V., Grupo Aeroportuario del Pacífico, S.A.B. of C.V. and Grupo Costamex, among others. From April 1997 to April 2005, and from April 2008 to April 2012, he was a member of the Board of Directors of the Mexican Stock Exchange (BMV). He has a Bachelor's degree in Business Administration from Instituto Tecnológico y de Estudios Superiores de Monterrey and postgraduate studies from the Pan-American Institute of Senior Business Management (IPADE).

Mrs. Melanie Elizabeth Devlyn Gómez

Her career has focused on family companies, and she held a number of different roles prior to being appointed Chair of the Board of Directors in 2015 and CEO in 2019. She is the former Chair and a current member of the Board of Directors of Grupo ACE (Mexican Association of Specialized Merchants). She is a member of the Advisory Councils of CitiBanamex, Mujeres Forbes, and the Faculty of Economics and Business at Universidad Anáhuac. She is also on the Board of Directors of CIMAD (Research Center for Women in Senior Management) and the Outreach Council of CONALEP CDMX. She is a member of Women Corporate Directors. She has appeared on the list of the 100 Most Influential Women in Business in Mexico published by Forbes since 2016 and Expansión magazine since 2020. She is passionate about Family Companies, Gender Inclusion and Women's Empowerment in companies. She has participated as a panelist at the Women's Forum Mexico, the Transition Family Business Conference, the EY Strategic Growth Forum, the Forbes Powerful Women Forum and Foro Expansión, among others. She was Chair of the Devlyn Family Board from 2009 to 2019.

She has a Bachelor's degree in Business Management from Universidad Anáhuac and Senior Management postgraduate studies from the IPADE Business School.

Appendix IV

Sustainable Development Goals (SDG)

We are aligned with the UN's Sustainable Development Goals as part of a global effort to end poverty, protect the planet, and improve the lives of people around the world.

In 2022, the following activities and investments had the greatest impact:

SDG	Our Actions
1. No Poverty	<ul style="list-style-type: none"> \$137,410,099.33¹ in community investment. 194,429² people helped. Fideicomiso por los niños en México, Todos en Santander (FPNM). 1,734,854 financially empowered people (cumulative since 2019).
2. Zero Hunger	<ul style="list-style-type: none"> 9 nutrition projects coordinated through FPNM that benefitted 2,314 girls and boys. We donated \$1,807,975 to tackle all forms of malnutrition among girls and boys through our LikeU White cards in conjunction with UNICEF.
3. Good Health and Well-being	<ul style="list-style-type: none"> 31 health projects coordinated through the FPNM that benefitted 4,473 girls and boys. 266 minors received cancer treatments through Casa de la Amistad, an OSC. BeHealthy program for employees. New Global Health, Safety and Wellbeing Policy for employees. We donated \$4,071,775 to face breast cancer through our LikeU Pink cards in conjunction with Fundación CIMA.
4. Quality Education	<ul style="list-style-type: none"> 74,351 scholarships given to university students during 2022 through Santander Universities. 20,842 children, young people and teachers benefitted through Bécalos, UNICEF and Escuela Ser. 27 education projects coordinated through FPNM, benefitting 4,494 children. We won the Most Socially Responsible Bank award presented by International Finance Magazine as a result of our large-scale investment in higher education to support young people in Mexico. We donated \$1,579,050 for the benefit of children's education through our LikeU Red cards in conjunction with UNICEF.
5. Gender Equality	<ul style="list-style-type: none"> 55% of our employees are women. 20% of our Senior positions are women³. The equal pay gap is 0.8%. 92% of active Tuiio customers are women. We promote female talent through programs that include 360° Women, Santander Women Leaders, Cross Mentoring and Mastermind. 36.4% of proprietary members of the Board of Directors are women. 28% of all our directors are women⁴.

SDG	Our Actions
8. Decent Work and Economic Growth	<ul style="list-style-type: none"> 8,107 new hires. 4,190 employee promotions. 1,389,220 employee training hours. Top 10 Big Companies to Work by Grupo Expansión. We promote a culture of recognition among our employees. Employee training sessions and drills to help drive a culture of prevention within the Bank. We communicate our Diversity and Inclusion Policy to reaffirm all the Bank's employees are treated with the utmost respect. Your Voice, the Bank's new continuous listening program. Best LGBTQ+ Place to Work 2022 as a result of our inclusion on the 2022 Equidad MX Corporate Index from Human Rights Campaign (HRC). We were part of LinkedIn's 2022 Top 25 Companies.
9. Industry, Innovation and Infrastructure	<ul style="list-style-type: none"> We provided financing to MIVSA for the acquisition of 50 fully electric buses of the Metrobús in Mexico City.
10. Reduced Inequalities	<ul style="list-style-type: none"> Best Global Bank for Financial Inclusion award from Euromoney magazine. We financially empowered 325,413 people through micro-loans, accessibility and financial education during 2022. 1,734,854 financially empowered people (cumulative since 2019). 300,481 micro-loans approved during 2022. 83,412 new unique Tuiio customers in 2022.

1. 62%% corresponds to Universities and 38% to Contributions for a Social Purpose. The Contributions for a Social Purpose: 24% to the Bank, 7% to customers, and 7% to employees.

2. Includes FPNM, ATM fundraising campaigns, donations and volunteering programs.

3. Encompasses the segment: Promontorio, Faro, Solaruco corporate vision (Bank, SOFOM's, Inclusion, CB, SECORSE, SAM, Universia and Open MX).

4. Refers to female employees in Director positions at Santander Mexico.

SDG	Our Actions
11. Sustainable Cities and Communities	<ul style="list-style-type: none"> 31,208 access points throughout Mexico, including in areas that are remote or that have a low population density. We financed 3 social infrastructure projects by Project Finance.
12. Responsible Consumption and Production	<ul style="list-style-type: none"> In-house campaigns focusing on the importance of separating waste at our offices. We eliminated the use of unnecessary single-use plastic at all our buildings and offices.
13. Climate Action	<ul style="list-style-type: none"> Sustainable Santander Mexico Forum 2022 to drive the transition to a green and low-carbon economy. ISO 14001: 2015 recertification. We have an Environmental Management System. 75 electric vehicle contracts with an amount of \$61,777,497.43 were financed in 2022. We offset our Scope 1 and Scope 3 emissions through the purchase of 11,600 CERs¹ from the Oaxaca IV wind project. To offset Scope 2 emissions, we purchased 100,000 iRECs² from the Gulf wind Plant and 34,965 iRECs from the North Border Photovoltaic Plant. We were involved in the issuance of 23 ESG labeled transactions.
14. Life Below Water	<ul style="list-style-type: none"> We donated \$3,296,725 to clean up Mexico's seas by addressing the problems of ghost nets through our LikeU Blue cards in conjunction with WWF.
15. Life on Land	<ul style="list-style-type: none"> 83% of the paper we use comes from sustainable forests. \$1,401,850 raised via our ATM network for Reforestamos México. We donated \$1,920,575 to restore terrestrial ecosystems and reforestation through our LikeU Green cards in conjunction with Reforestamos México.

1. CERs: Certified Emission Reduction Certificates.

2. iRECs: Renewable Energy Certificate.

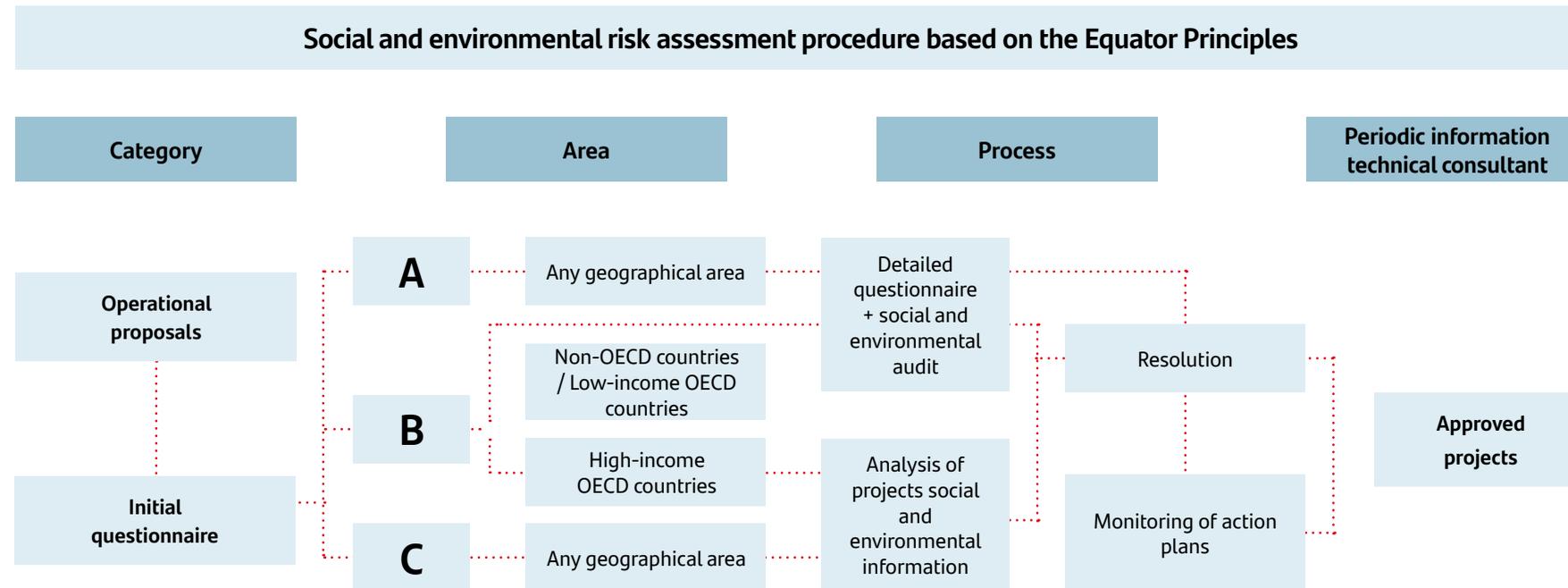
SDG	Our Actions
16. Peace, Justice and Strong Institutions	<ul style="list-style-type: none"> Compliance training in our General Code of Conduct, Money-Laundering Prevention and Anticorruption for all our employees. We communicate our Diversity, Inclusion and Human Rights Policy to guarantee everyone is treated with respect. We have been included on the Dow Jones Sustainability MILA Pacific Alliance Index for the third consecutive year.
17. Partnerships for the Goals	<ul style="list-style-type: none"> We are part of leading local and international initiatives and working groups. We are a signatory of 21 national and international sustainable development indices and initiatives.

Contribution to the United Nations Sustainable Development Goals (SDG) by Number of People Helped



Appendix V

Social and environmental risk assessment procedure based on the Equator Principles



A. Project Finance with a significant negative and high-risk impact
 B. Project Finance with a negative and lower-risk impact.
 C. Project Finance with a low or non-existent impact on the environment.

1 The project must have a **"B" or "C" rating** in the questionnaire. Both the **suggestions** from the Environmental consultant and the **action plans** must be outlined.

2 The process is formalized through a **credit agreement**. The obligations clause contained in the contract entered into with the recipient of the loan include **compulsory environmental deliverables**.

3 The customer has a period of **60 to 90 days** after the year the contract is signed to present their **environmental compliance report**. In most cases, this report is drafted by an independent specialist.

4 If full compliance is not achieved, the specialist must include the improvements that need to be made to the project. The **environmental scope** of each contract depends on the **characteristics of the project itself**.

5 If the improvements are not implemented on-time and in an appropriate manner, the customer must request the **obligations clause in the contract be modified**.

6 If no **report is received in the timeframe agreed** upon, then the customer is deemed to be in breach of contract. In this case, the bank notifies the customer and the grace period begins, which is generally a 30-day period.

- The financial products that are subject to the Equator Principles are:**
- 1. Project Finance Consultancy Services**
when the total capital cost of the project exceeds USD \$10 million.
 - 2. Project Finance**
when the total capital cost of the project exceeds USD \$10 million.
 - 3. Corporate Loans linked to Projects**
(including Export Financing in the form of Buyer Credits), when the following four criteria are met:
 - The majority of the loan is linked to a project over which the customer has effective operational control (directly or indirectly).
 - The total loan amount is at least USD \$10 million.
 - The individual commitment with the EPFI (Equator Principles Financial Institution), prior to syndication or resale, is at least USD \$50 million.
 - The loan period is at least two years.
 - 4. Bridge Loans with a payment period of less than 2 years**
to be refinanced through Project Finance or a Corporate Loan linked to Projects which will, foreseeably, meet the relevant criteria.

Appendix VI

Allowances and Benefits

Benefits Required by Law	Leave	Insurance	Loans
Christmas Bonus equivalent to 40 days' work.	Paternity or maternity (biological or adoption).	Basic life insurance.	Consumer (payroll, online, short-term).
Vacation leave of between 15 and 30 working days, depending on the number of years of service.	Civil marriage.	Voluntary life insurance and voluntary life insurance for spouses.	Mortgage (depends on years of service).
Holiday bonus.	Death of a close family member	Mortgage life insurance.	
	Adaptation period for kindergarten.	Credit life insurance.	
	Afternoon off to celebrate children's birthdays.	Car insurance.	
		Funeral insurance.	

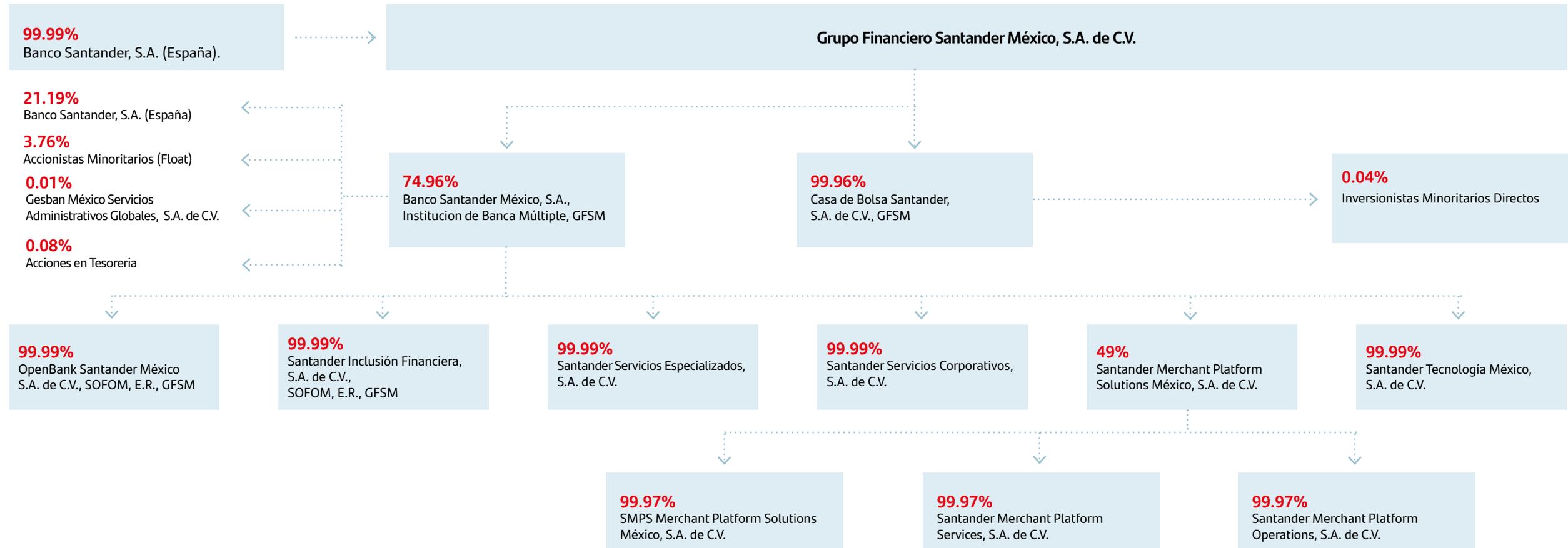
Comprehensive Medical Service

Medical network		
Plan 17 (employees who joined before August 2014).	External appointments. Dental. Prescription medicines. Laboratory and X-Ray services. Emergency room visits. Hospital services. Orthopedic devices and prosthetics.	
Plan 10 (employees who joined after August 2014).	Social security (IMSS). Major medical insurance. Reimbursement scheme.	

Comprehensive Medical Check-Up:	Additional
Once a year for Executive Directors and their spouse.	Financial support for breastfeeding mothers.
Once a year for Area Directors.	Staff uniforms.
Campaign for employees over the age of 45.	Discount at sporting facilities.
	Gympass.
	Christmas voucher.
	Retirement savings fund.
	Pension plan.
	Performance bonus.
	Cost-of-living allowance.
	Canteen.
	Transport (corporate offices in Santa Fe, Contact Center Querétaro and Centrum Park).
	Parking (corporate offices).
	Allowance for eyewear.
	Support for funeral expenses of direct family members.
	Relocation support.
	Discount program for schools, universities and numerous articles.

Appendix VII GRI (2-2)

Structure of Grupo Financiero Santander México, S.A. de C.V. which forms part of Banco Santander México, S.A., Institución de Banca Múltiple, Grupo Financiero Santander México¹



1. On December 22, 2021, Banco Santander México obtained the authorization from Banco Santander Parent to carry out the merger through absorption of Santander Consumo and Santander Servicios Especializados into Banco Santander México, with Banco Santander México the surviving entity. On December 15, 2022, the Ministry of Finance and Public Credit (SHCP) further authorized the aforementioned merger with an effective date of January 1, 2023.

In addition, in October 2022, Banco Santander Parent announced that it intends to make concurrent cash tender offers in México and the United States to acquire all of the issued and outstanding Series B shares, subject to receipt of regulatory approvals. In November 2022, our shareholders approved the deregistration of our shares from the Mexican National Securities Registry and the delisting of the ADSs from the NYSE, subject to completion of the tender offers.

Appendix VIII

Remuneration Policy GRI (2-19)

Fixed and Variable Remuneration

The core objective of variable remuneration is to incentivize the attainment of the short-, mid- and long-term goals set by the local business, area or Group, in addition to driving progressive improvements to individual performance.

This compensation is complementary and, by its very nature, variable, and under no circumstances is it to be deemed a consolidated part of the salary given the possibility that an employee may not receive any form of variable compensation in this or future periods. Variable compensation must meet regulatory requirements regarding the deferral and payment in instruments, both at a local and a Group level.

Signing Bonuses or Payment of Recruitment Incentives

This is applicable for the signing and retention of all Bank employees: extraordinary and one-time payments – such as signing bonuses – are applicable to help attract the talent required by Santander Mexico.

Severance Pay as a result of Contract Termination

This is applicable for all employees upon the termination of employment: severance pay must comply with local regulations.

Severance payments must be reasonable, fair and in keeping with local practices and legal and regulatory requirements. This can be adapted

on a case-by-case basis in order to take into account aspects such as the strategic importance of the post, confidentiality, substitution, etc. It must be approved by Human Resources Directors who have the corresponding faculties and hierarchical levels within the business.

If any severance payments are made out with this policy and corresponding standard practices, all documentation must be kept and filed, including the reasoning and justification for this exceptional severance payment.

Malus and Clawback

Malus and Clawback may be applied to all variable compensation for significant risk takers, as well as to that accrued by and/or paid to any other employee deemed to be subject to the application of Malus and Clawback clauses in accordance with the regulations of a specific variable compensation plan.

Retirement Benefits

Every year since 2013, Banco Santander has been contributing to the pension scheme for executive directors and senior executives in proportion to their pensionable bases until their departure from the Group, retirement, death or disability (even during pre-retirement).

