



20 | 22

Responsible Banking Report

Content

Santander Group (Global)	3	Corporate Governance	73
Messages from Management	5	Governance Structure	74
Letter from the CEO of Grupo Financiero Santander Mexico	6	Committees of the Board of Directors	81
Letter from the Chairwoman of the Board of Directors of Santander Mexico	7	Risk Management	85
Santander Mexico	8	Business Ethics and Transparency	89
Our Institution	9	Privacy, Data Protection and Cybersecurity	92
Corporate Culture	10	Responsible Procurement	95
Our Responsible Banking Strategy	12	About this Report	97
Our Responsible Banking Agenda	13	Materiality	99
Advances in Our Public Commitments	16	Stakeholder Relations	102
Responsible Banking Governance	17	Our Performance in numbers	103
Contributions to the Sustainable Development Goals (SDG)	20	Environmental	104
Awards and Certifications	21	Social	105
Partnerships for Promote Our Agenda	22	Corporate Governance	109
Environmental Footprint	25	Economic and operational	110
Portfolio Alignment to Achieve Net Zero by 2050	26	Appendices	111
Sustainable Financing and ESG Product Design	28	Methodological agreement index	127
Environmental, Social and Climate Change Assessment	33	Verification Letter	136
Internal Environmental Management	36		
Personal Growth and Wellness	40		
Driving Our Team	41		
Customer Experience and Satisfaction	52		
Digital Transformation	57		
Financial Inclusion and Empowerment	59		
Community Investment	63		
Higher Education Support	69		



Santander Group (Global)

Santander Group (Global)

Despite the difficulties and turbulence of 2022, we remained focused on our aim to become the best open financial services platform, by acting responsibly to earn the lasting loyalty of our people, customers, shareholders, and communities – in other words, all of our stakeholders. We continue to live our purpose of helping people and businesses prosper, while aspiring to make everything we do Simple, Personal, and Fair.



Business model and strategy (p. 7-8)



2022 results: Santander Group (p. 9-10)



2022 Overview (p. 20)



Highlights 2022 (p. 21-22)



Core policies that integrate ESG criteria into our business model (p. 26)





Messages from Management



Letter from the CEO
of Grupo Financiero
Santander Mexico



Letter from the
Chairwoman of the Board
of Directors of Santander
Mexico

Letter from the CEO of Grupo Financiero Santander Mexico GRI (2-22)

2022 was a year full of achievements. Not only was it an historic year for the Bank in terms of results, but it was also a year during which we continued consolidating our position as a responsible bank that supports meaningful initiatives, allowing us to do business properly and earn the trust of our stakeholders. All of this has been made possible thanks to the outstanding team of employees we have at Santander Mexico, all of whom reflect our robust Responsible Banking practices.

For a number of years now, we have demonstrated our leadership in areas relating to the adoption of Environmental, Social and Governance (ESG) criteria in Mexico. As part of our global public commitments, we aim to reach net zero emissions by 2050, not only within our own operations, but also in those of our customers, providing them with the support they need on their transition to a low-carbon economy. To achieve this we have focused on offering our customers access to innovative and sustainable solutions, in addition to providing assistance in this area, such as, for example, through our Sustainable Santander conference, the second edition of which was held in 2022.

As a result of the steps we have taken, over the past several years we have successfully positioned ourselves as one of the leading labelled bond issuers in Mexico. Furthermore, in 2022, we were recognized by Global Finance magazine as an Outstanding Leader in Sustainable Finances in Latin America as a result of our sustainable business practices and the support we offer our customers.

Our focus on rolling out the best sustainability practices and a comprehensive ESG strategy that is aligned with our business has helped position us as one of the country's leading banks, which has been demonstrated through our inclusion on the Dow Jones Sustainability Index MILA Pacific Alliance for the third consecutive year. Moreover, for the second time, in 2022 we were included in the S&P Global Sustainability Yearbook.

In terms of social issues, through Tuiio, our financial inclusion initiative, we strive to generate a positive impact on our communities, offering financial services to people with no access to the financial system. In 2022, we authorized more than 300,000 microloans for our customers, more than 90% of whom were women entrepreneurs. It is thanks to initiatives like these that Grupo Santander was recognized as the Best Global Bank for Financial Inclusion by Euromoney and The Banker.

Our commitment to higher education plays a key role in helping to create a more inclusive and sustainable society. Through Santander Universities we offer education opportunities to young people, in addition to supporting entrepreneurs and innovation in Mexico. In 2022, we increased the variety of scholarships we offer, supporting more than 74,000 students throughout the country through an investment of approximately MXN \$86 million.

At Santander, we are happy and proud that Fideicomiso Por los Niños de Mexico, Todos en Santander celebrated its 28th anniversary during 2022. Thanks to this program, we have invested close to MXN \$169 million in community investment programs, supporting 893 civil society organizations. This support has helped improve the living conditions of more than 379,000 girls and boys in Mexico, focusing specifically on the areas of education, health and nutrition.

In addition to the support we directly provide to our communities, at Santander we go the extra mile by offering our customers channels through which they can have a positive social impact. In 2022, and thanks to our LikeU credit cards – which allow our customers to support some of the leading social and environmental causes in Mexico – we channeled more than MXN \$18 million in donations to help protect forest and marine ecosystems in Mexico, benefitting more than 120,000 people.

Furthermore, at Santander we continue rolling out initiatives and policies that promote a workplace that is free from bias and discrimination and in which all our employees can develop and grow professionally. For example, as a result of our Diversity and Inclusion practices, programs, initiatives and policies, we were awarded the 2022 Best LGBTQ+ Place to Work by Human Rights Campaign.

At Santander, we are proud of how our employees are agents of change within our society. It is thanks to them, their commitment and their hard work that we have been able to create new opportunities, with a vision of not only doing business, but doing business with purpose. I am certain that we are on the right path and that, in 2023, we will continue driving new efforts to help drive the progress of people and companies, building a more inclusive and sustainable Mexico.



Felipe García Ascencio
CEO of Grupo Financiero Santander Mexico

Letter from the Chairwoman of the Board of Directors of Santander Mexico GRI (2-22)

At Santander, we are convinced that banking plays a fundamental role in guaranteeing that everyone has the opportunity to grow. This is particularly relevant given the global events of recent years. With this in mind, the bank believes that supporting community progress and driving social responsibility are not merely aspirational aspects, but rather they represent tangible commitments that enable us to enhance the sustainable development of people and companies, in addition to supporting the transition to a greener economy, all of which fall under the auspices of our Responsible Banking agenda.

This is why we fast-tracked our sustainability efforts during 2022, in order to create greater value for our shareholders, customers, employees and the communities in which we operate. Our culture, alongside the Responsible Banking strategy that underpins everything we do, has helped position us as a leader in Environmental, Social and Governance (ESG) criteria in Mexico.

At Santander, we have set ourselves public, clear and measurable goals regarding the contributions we are making to ensure that our present and our future are more sustainable. As such, we focus on promoting financial products and services that help to combat climate change; drive inclusive and sustainable growth through financial empowerment; support education, companies and job creation in our country; and continue making the bank a respectful, safe, diverse and inclusive environment for all our employees.

Since 2019, we have financially empowered more than 1.7 million people, and we have benefitted more than 687,000 more through financial education, offering them the tools and knowledge they need to help them make financial decisions to better manage their resources and ensure the health of their finances.

We also support the communities in which we operate through our social investment programs and in conjunction with a number of key social players. In 2022 alone, we benefited more than 194,000 people through community investments totaling MXN \$51.8 million. Thanks to these, and other measures,

in 2022 we were recognized as the Most Socially Responsible Bank in Mexico by International Finance Magazine, in addition to, for the 18th consecutive year, receiving the Socially Responsible Company (ESR) award.

In 2022, the Board of Directors helped promote initiatives that drive the creation of diverse and inclusive workspaces for all our employees. Through these actions, within our teams we help to promote gender equality, generational talent, the incorporation of people with disabilities, and the inclusion of members of our Bank who are part of the LGBTQ+ community. We are convinced that diversity and inclusion at all levels within our organization not only helps to attract and retain the very best talent, but it also brings with it enormous benefits in terms of driving innovation and performance, increasing the trust people and companies place in our business, and meeting the expectations of our stakeholders.

In recognition of these actions, in 2022 Santander was presented with the MEF - IMEF Gender Equality Award by Women in Finance – Mexican Institute of Finance Executives, in addition to being included in the Top 10 Big Companies to Work and the Super Companies for Women rankings published by Grupo Expansión.

As part of our Responsible Banking strategy - and in keeping with our commitment to mobilize €120 billion by 2025 to help combat climate change - during 2022 we continued designing and offering products based on ESG criteria, and we participated in 23 labeled bond transactions, providing our customers with the support they need to promote the sustainability of their businesses and ensure compliance with best practices in this area.

At Santander, we continue adopting practices and technologies that allow us to reduce our environmental footprint by rolling out energy-efficiency plans, promoting the use of renewable energies, and offsetting our own emissions. As a result, Santander Mexico's own operations have been carbon neutral since 2020, while our buildings and offices have been free from single-use plastics since 2021.

Without a doubt, 2022 was a year of major challenges, but we were able to convert these into opportunities that benefited our stakeholders thanks to our business strategy, our Responsible Banking culture, and our solid corporate governance. I would like to take this opportunity to thank our shareholders, customers, employees and the communities in which we operate for their support and the trust they have placed in us. You may rest assured that all of us at Santander are committed to working responsibly to make our country, and the world as a whole, a better place to live.



Laura Diez Barroso Azcárraga

Chairwoman of the Board of Directors of Santander Mexico



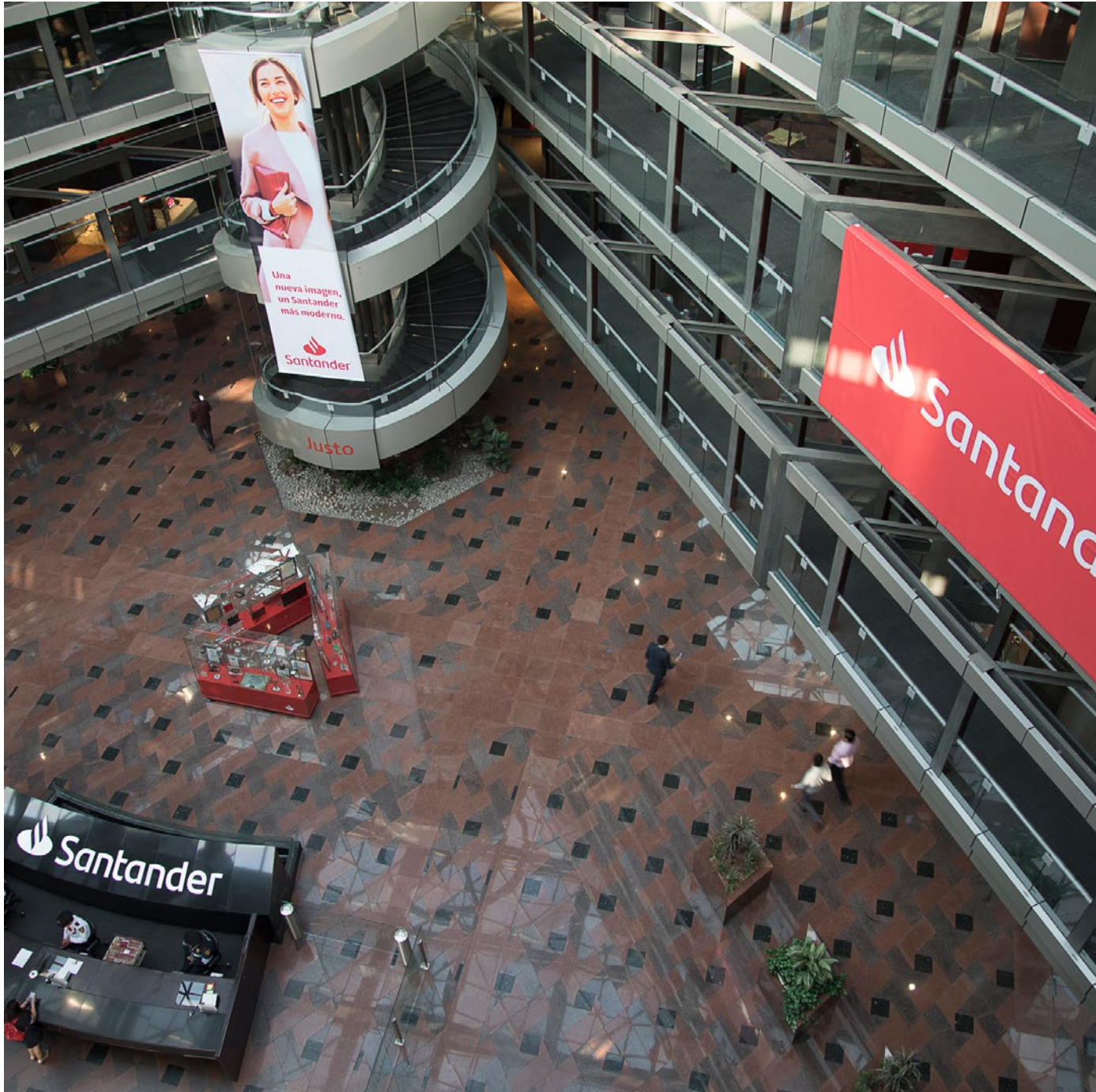
Santander Mexico



Our Institution



Corporate Culture



Our Institution

GRI (2-6)

We are a multiple banking institution that offers a wide range of financial services relating to commercial banking and the issuance of securities. We are part of Group Santander, whose international presence allows us to offer tailor-made services to meet the needs of our customers, leveraging both global experiences and local characteristics.

Our products and services are available throughout Mexico and are aimed at a variety of sectors. We offer a differentiated financial service platform in Mexico to the most profitable customer segments, including high and middle-income individuals, SME's and large-scale companies, in addition to offering comprehensive financial services to low-income individuals in Mexico.

We also contribute to the progress of people and companies through an inclusive and sustainable approach that is underpinned by our corporate culture and Responsible Banking Agenda.



For further information about our operations, products and services, please [click here](#).



Corporate Culture

Our Corporate Culture is underpinned by the shared values and ethical standards contained in our Code of Conduct. This is how we forge trust and long-term loyalty with our employees, customers, shareholders and society in general.

The Santander Way encompasses our vision, mission, values, Risk Pro culture and behaviors.

Our Mission

To contribute to the progress of people and companies.

Our Vision

To be the best open financial services platform by acting responsibly and gaining the trust of our employees, customers, shareholders and society as a whole.

Our Values:

Simple

We offer customers an accessible service with simple products that are easy to understand. We use simple language and improve our processes every day.

Personal

We provide our customers a personalized service, offering them the products and services best suited to their needs. We want each and every one of our employees and customers to feel valued and treated as an individual.

Fair

We treat our employees and customers fairly and equally, we are transparent, and we keep our promises. We create good relationships with different stakeholders because we understand that what is good for them is also good for Santander.

Our corporate behaviors

These are the foundations of our culture, and they help guide the way we work and how we embody the Santander brand.

The world is constantly evolving, and we must do the same, which is why, during Q1 2022, we relaunched The Santander Way.

These new corporate behaviors are summarized in one word: T.E.A.M.S. Each letter represents a behavior, making it easier to understand and remember each behavior. By incorporating T.E.A.M.S into our day-to-day activities, we are spearheading the transition to banking of the future.



Think Customer

> I care about our customers, so I go the extra mile to earn their trust and loyalty.



Embrace Change

> I embrace new challenges and I see new ways of doing things as an opportunity to grow.



Act Now

> I take accountability and manage risks accordingly, always keeping things simple.



Move together

> I seek opportunities to promote collaboration and work together to achieve common goals.




Speak up

> I feel free to raise any idea, ask any question or escalate any issues or risks, building an environment of respect and trust. I am comfortable sharing and receiving feedback.



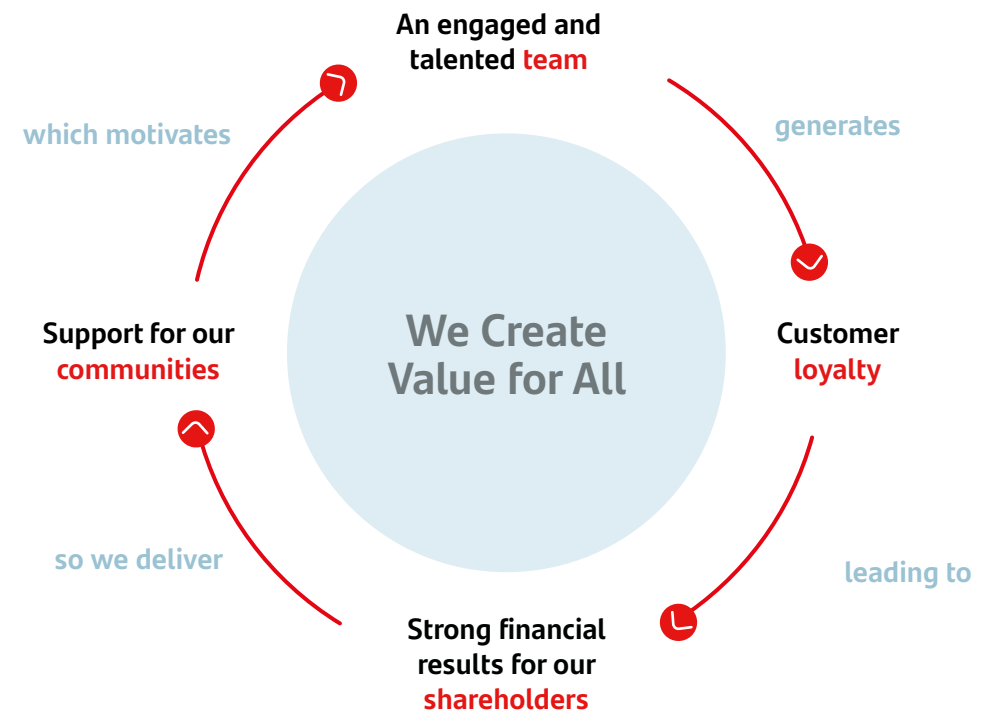
Our Responsible Banking Strategy

-  Our Responsible Banking Agenda
-  Advances in Our Public Commitments
-  Responsible Banking Governance
-  Contributions to the Sustainable Development Goals (SDG)
-  Awards and Certifications
-  Partnerships for Promote Our Agenda



Our Responsible Banking Agenda

To contribute to the progress of people and companies, while simultaneously driving the sustainability of our activities, we have a virtuous circle of value creation, which outlines our stakeholders and the Bank's unique culture to help us meet our ESG strategy.



Responsible Banking Agenda 2022-2025

Our Goals

Priority Action Plans

E

Deliver our net zero carbon ambition by 2050 by setting decarbonization targets, helping our customers transition and remaining carbon neutral in our own operations.

- Execute our climate strategy towards Net Zero by 2050.
- Measure and develop our green transition and sustainable finance value propositions across units.

S

Support inclusive growth through financial empowerment; support for education, enterprise and employment; and building a diverse, talented workforce.

- Continue to promote a diverse & inclusive workplace that fosters employee well-being.
- Continue improving customer experience and satisfaction.
- Enhance our financial empowerment and inclusion proposition.

G

Embed behaviors, processes, policies and governance to ensure we are acting responsibly, listening to our stakeholders, and treating all our stakeholders in a Simple, Personal and Fair way – all based on solid governance and prudent risk management.

- Foster culture, conduct and ethical behavior. Update the behaviors of The Santander Way.
- Engage with external stakeholders (ESG analysts, indexes, NGOs, among others).
- Embed environmental, social and climate criteria into risk management.



By being responsible, we create loyalty.



I'm loyal to Santander because...

... Santander does things the right way

In our day-to-day business, we make sure we don't just meet our legal and regulatory requirements, but also exceed people's expectations by being Simple, Personal and Fair in all we do.

... Santander promotes inclusive and sustainable growth

We focus on areas where our activity can have a major impact on helping people and businesses prosper.






As part of our cultural transformation, at a Group level we have developed our public commitments, focusing on areas in which our activities can have the greatest possible impact, in addition to allowing us to promote our agenda.

We now have eleven public commitments that comprise ESG criteria (Environmental, Social and Governance) and help contribute to the Sustainable Development Goals (SDG).



We are founding signatories of the Principles for Responsible Banking of the United Nations Environment Program – Finance Initiative (UNEP FI).

Advances in Our Public Commitments

Public Commitments Santander Group	Target	2022 Results Santander Group	SDG	2022 Results Santander Mexico
Women in Senior positions ¹	30% by 2025	29.3%		20%
Equal pay gap	0% by 2025	1%	 	0.8%
Financially empowered people (cumulative)	10 mn by 2025	11.8		1.7
Electricity consumption from renewable sources	100% by 2025	88%	 	100%
Green finance raised and facilitated (cumulative) (bn €)	120 bn by 2025 220 bn by 2030	94.5€		Group
Thermal coal-related power and mining phase-out (bn €)	0 € by 2030	5.9€		Group
Socially Responsible Investments AuMs (bn €)	100 bn by 2025	53.2€		Group
Emissions intensity of power generation portfolio ³	0.11 tCO ₂ e/MWh in 2030	-	 	-
New in 2022²				
Absolute emissions of energy (oil & gas) portfolio ³	16.98 mtCO ₂ e in 2030	-		-
Emissions intensity of aviation portfolio ³	61.71 grCO ₂ e/RPK in 2030	-		-
Emissions intensity of steel portfolio ³	1.07 tCO ₂ e/tS in 2030	-		-

We have maintained the commitments we have already met:

Being **carbon neutral** in our own operations.

Eliminating **single-use plastics** in all our offices and buildings.

Ensuring between **40% and 60%** of the members of our Board of **Directors are women**.

Our culture and Responsible Banking Strategy are differentiators that have allowed us to position ourselves as ESG leaders in Mexico.

We are continuing to make advances in our 2025 ESG commitments and in our 2050 net-zero emissions commitment. In 2021, we set our first decarbonization goals, driving our green transition by reducing our exposure to thermal coal to zero by 2030 and aligning our electricity generation portfolio with the 2030 Paris Agreement.



Learn more about our Public Responsible Banking Commitments by [clicking here](#).

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

2. Public Commitments launched in 2022.

3. Given limited data availability from customers to assess financed emission, the target progress update can be consulted in the "June 2023 – Climate Finance Report" of Santander Group.

Group: The information is consolidated at Santander Group level.



Responsible Banking Governance

GRI (2-9)

With the aim of managing our Responsible Banking Strategy, at a Group-level we have a Responsible Banking, Sustainability and Culture Committee, while, at a local level, we have the Responsible Banking Committee Mexico. One of the major goals of these bodies is to strike a balance between the Bank's business and its contributions to society and the environment.

Responsible Banking, Sustainability and Culture Committee

GRI (2-9, 2-12, 2-13, 2-14)

At a Group level, specific bodies of governance have been chosen to oversee and coordinate the core issues relating to sustainability. Responsible Banking policies are authorized by the Board of Directors, and they are then transposed and subsequently approved by the Board of Directors in each region.

The Responsible Banking, Sustainability and Culture Committee (RBSCC) assists the Board of Directors in fulfilling its oversight responsibilities with respect to the Group's responsible business strategy and sustainability activities within Santander.

The Responsible Banking Forum supports the work being done by the Committee, in addition to supervising the sustainability strategy and overseeing the roll-out of the Responsible Banking Agenda within the Group. This Forum is composed of senior directors.

Note: PwC's verification on page 17 only covers GRI Sustainability Reporting Standards Contents 2-9, 2-12 and 2-13. No other additional work regarding the figures or information reported on this page was validated.

Responsible Banking Committee Mexico

GRI (2-9, 2-12, 2-13, 2-14, 2-24)

The Responsible Banking Committee drives the implementation and monitoring of the Responsible Banking Strategy across the Bank, in addition to ensuring the execution of any mandates involving this issue from the Board of Directors.

Its objective is to ensure good governance, fair and transparent relationships with employees and customers, positive contributions to the community, and environmentally friendly businesses, not to mention safeguarding the Bank's financial stability and health.

Note: PwC's verification on page 18 only covers GRI Sustainability Reporting Standards Contents 2-9, 2-12, 2-13 and 2-24. No other additional work regarding the figures or information reported on this page was validated.



The Responsible Banking Committee is tasked with:



Making proposals to the Board of Directors regarding the strategy for responsible and sustainable business practices and stakeholders (employees, shareholders, customers and the community).



Overseeing and monitoring the corporate reputation of the Committee's activities and the issues for which it is responsible, in addition to analyzing and reporting Environmental, Social and Governance (ESG) issues to the Board, as well as stakeholder expectations and interests.



Submitting periodic reports to the Board of Directors regarding the progress made in responsible business practices and sustainability, in addition to providing guidance in these areas, issuing reports, and implementing processes within its area of responsibility, at the request of the Board of Directors or its Chair.



Collaborating with other Committees or Forums on questions relating to Responsible Banking practices and sustainability. In addition, to ensure that adequate and effective control processes are in place and that any risks and opportunities relating to sustainability and responsibility have been identified and managed.



Supervising the Bank's performance with regard to the Responsible Banking metrics established at both a global and local level.

Responsible Banking Principles, Frameworks and Policies

Our principles, frameworks and policies guarantee that we behave responsibly in everything that we do. We have consolidated our Responsible Banking governance in order to continue doing things well while promoting inclusive and sustainable growth.

Responsible Banking Corporate Framework

Created in 2021, and authorized by the Board, the framework's common principles, roles and responsibilities, key processes and governance help drive us towards a more sustainable business model that delivers on our purpose to help people and businesses prosper.

Policies and Guidance

The Group's policies and guidance set the standard for all units and business. We systematically review the scope of policies relating to the integration of ESG criteria to ensure compliance with international best practices.

Core Policies to Integrate ESG Criteria into our Business Model

General Code of Conduct ^{A, B, C}

Brings together the ethical principles and rules of conduct our employees must follow and is central to our compliance function.

Responsible Banking and Sustainability Policy ^{A, B, C}

Outlines our Responsible Banking and Sustainability principles, commitments, objectives and strategy with regard to our stakeholders including human rights protection.

Financing for Sensitive Sectors Policy ^{A, B}

Provides guidelines for assessing and determining our involvement in industries that pose a reputational risk.

Corporate Culture Policy ^{A, B, C, D}

Establishes the guidelines and standards to ensure a consistent group culture.

Environmental, Social and Climate Change Risk Management Policy ^{A, B, C}

Details how we identify and manage environmental, social and climate change risks in oil and gas, energy, mining and metals, and in soft commodities.



Review Core Policies to Integrate ESG Criteria [here](#).

Other policies that support our Responsible Banking strategy

Conduct Risk with Customers Management Model ^{B, E}

Code of Conduct in Security Markets ^{A, C}

Cybersecurity Framework ^A

Third-Party Certification Policy ^F

Tax Policy ^{A, B, G}

Conflicts of Interest Policy ^{B, C}

Financing of Political Parties Policy ^C

Policy on Contributions for a Social Purpose ^C

Global Health, Safety and Wellbeing Policy ^C

Global Mobility Policy ^B

A. Policies approved by Board of Directors.

B. Updated early in 2023.

C. Available on our corporate website.

D. Includes Banco Santander's Diversity & Inclusion Principles and the Corporate Volunteering Standard.

E. Includes principles for managing conduct risk with customers. These principles are publicly available on our corporate website.

F. Includes principles on the responsible behaviour of suppliers. These principles are publicly available on our corporate website.

G. Our tax strategy and an extract of our Tax policy are available on our corporate website.

Contributions to the Sustainable Development Goals (SDG)

Our Responsible Banking actions are aligned with the Sustainable Development Goals (SDG) of the United Nations (UN) 2030 Agenda. Through our activities, we have identified on which SDG – based on our strategy, commitments and goals - we can have the greatest impact in order to continue contributing to the progress of society.

SDG 17 – Partnerships for the Goals

We work alongside a number of national and international organizations to fight for global sustainability.

We are members of 21 national and international sustainable development indices and programs.

SDG 16 – Peace, Justice and Strong Institutions

We have policies in place that promote transparency and help fight corruption, and we are members of sustainable indices that support our responsible practices.

We circulate our Diversity, Inclusion and Human Rights Policy in order to ensure everyone is respected and protected.

SDG 15 – Life on Land

We promote conservation and the sustainable use of land through our ATM fundraising campaigns and our LikeU cards.

\$1,401,850 raised for Reforestamos México.

We donated \$1,920,575 to restore terrestrial ecosystems and reforestation through our LikeU Green cards in conjunction with Reforestamos México.

SDG 14 – Life below water

We protect marine ecosystems to avoid significant adverse impacts by acting for their restoration in order to achieve healthy and productive oceans through our LikeU Blue cards.

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.

SDG 13 – Climate Action

We measure and analyze our carbon footprint; we are aligned with the Paris Agreement in order to create a low-carbon economy; and, we provide support to our customers throughout this transition.

We offset our carbon footprint through the purchase of Certified Emission Reduction Certificates from the Oaxaca IV wind project.

SDG 12 – Responsible Consumption and Production

We coordinate in-house campaigns to raise awareness regarding the responsible consumption of resources, and we participate in the issuance of bonds that contribute to the sustainable management and efficient use of natural resources.

Elimination of single-use plastics in all our offices and buildings.

SDG 11 – Sustainable Cities and Communities

We offer access to basic financial services in geographically remote areas, and we participate in the financing of projects to promote inclusion, efficient resource use, and climate change mitigation.

3 social infrastructure projects financed by Project Finance.

SDG 10 – Reduced Inequalities

We have financial education programs that offer people the tools they need to manage their finances effectively, in addition to promoting financial inclusion among society's most vulnerable sectors.

1,734,854 financially empowered people (cumulative since 2019).



SDG 1 – No Poverty

We want to reduce poverty and boost the welfare and economy of low-income Mexican families through community investment programs and our financial inclusion products and services.

MXN \$137,410,099.33¹ million in community investment.

1,734,854 financially empowered people (cumulative since 2019).

SDG 2 – Zero Hunger

We promote social programs and Fideicomiso Por los Niños de México, Todos en Santander (FPNM) and our LikeU cards to ensure that all people living in vulnerable situations have access to quality food.

2,314 people benefitted through FPNM nutrition programs.

We donated \$1,807,975 to tackle all forms of malnutrition among girls and boys through our LikeU White cards in conjunction with UNICEF.

SDG 3 – Good Health and Well-Being

We support people through community investment and volunteering programs that focus on health, and we support our employees through the BeHealthy program and our global Health, Safety and Wellness Policy.

4,473 people benefitted through FPNM health programs.

We donated \$4,071,775 to face breast cancer through our LikeU Pink cards in conjunction with Fundación CIMA.

SDG 4 – Quality Education

Through our Santander Universities program, we offer scholarships to students; we promote quality education; and we support job creation and entrepreneurship, in addition to our social investment programs focused on early childhood education.

74,351 scholarships offered through Santander Universities.

4,494 people benefitted through FPNM education programs.

We donated \$1,579,050 for the benefit of children's education through our LikeU Red cards in conjunction with UNICEF.

SDG 5 – Gender Equality

We are certain that our employees' differences enrich the Bank, which is why we drive equal opportunities and offer a range of programs that favor the development of our female employees.

36.4% of proprietary members of the Board of Directors are women.

28% of all our directors² are women.

SDG 8 – Decent Work and Economic Growth

We want to provide our employees with a balanced and dignified job that offers equal opportunities. Through a range of programs, we boost their professional and personal growth.

Top 10 of the Super Companies ranking by Grupo Expansión.

SDG 9 – Industry, Innovation and Infrastructure

We work alongside strategic allies on sustainable and resilient infrastructure projects in order to contribute to research and innovation in the country.

We provided financing to MIVSA for the acquisition of 50 fully electric buses of the Metrobús in Mexico City.



To learn more, please [click here](#).

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

Awards and Certifications

Name of Award/Certification	Awarded By
Dow Jones Sustainability MILA Pacific Alliance Index	S&P Dow Jones Indices
S&P Sustainability Yearbook 2022	S&P Global
Best LGBTQ+ Place to Work 2022	Human Rights Campaign
Best Private Bank in Mexico	Euromoney
Most Socially Responsible Bank	International Finance Magazine
Best Global Bank for Financial Inclusion ¹	Euromoney
Best Private Bank in Mexico	The Banker
Best Companies on LinkedIn 2022	LinkedIn
Gender Equality Award	Mexican Institute of Financial Executives (IMEF)
Platinum Award for Getnet by Santander	Fintech Americas
Top 10 Big Companies to Work	Grupo Expansión
Super Companies for Women	TOP Companies and Grupo Expansión
Socially Responsible Company Award (ESR)	Mexican Center for Philanthropy (CEMEFI) and the Alliance for Corporate Social Responsibility (AliaRSE)
Santander Reforestamos Partnership 2022	Reforestamos México
ISO 14001:2015	Spanish Association for Standardization and Certification (AENOR)

Name of Award/Certification	Awarded By
Market Leaders Ranking	Euromoney
Bank of the Year for Financial Inclusion ¹	The Banker
Great Equal Treatment Agreement	Council to Prevent and Eliminate Discrimination in Mexico City (COPRED)
Zero Gap Certification	Queretaro State Government
Best Employers in Mexico 2022	Forbes
JP Morgan Chase Quality Recognition Award for International Transfer Service	JP Morgan
10 Companies that Drive Professional Success	El Economista
Mexican Investment Bank of the Year	Bonds & Loans

1. Award granted to Santander Global where Tuiio was part of.

1. Award granted to Santander Global where Tuiio was part of.



For further information, please visit our microsite by [clicking here](#).



Partnerships for Promote Our Agenda

We work alongside a number of national and international associations to help drive advances in our Responsible Banking Agenda.

Santander Mexico is a member of the following financial associations:

- **Mexican Association of Securities Intermediaries (AMIB).**
- **Committee of Mexican Stock Exchange (BMV) Issuers.**
 - » **Sustainability Committee of the BMV.**
- **Association of Mexican Banks (ABM).**
 - » **Social Responsibility of ABM.**
 - » **Sustainability Committee of ABM.**

Sustainability Indices:

- **Dow Jones Sustainability MILA Pacific Alliance Index (third year).**

Voluntary Membership of International Initiatives:

GRI (2-28)

Name	Description	Involvement
United Nations Global Compact	This UN initiative focuses on helping companies to align their strategies and operations with the Ten Principles, allowing them to implement responsible practices and develop innovative solutions relating to human rights and anti-corruption measures.	Group and Mexico
World Business Council for Sustainable Development (WBCSD)	This is the premier global, CEO-led community of over 200 of the world's leading sustainable businesses working collectively to accelerate the system transformations needed for a net zero, nature positive, and more equitable future.	Group
United Nations Environment Programme Finance Initiative (UNEP FI)	This large network of banks, insurers and investors collectively catalyzes action across the financial system to deliver more sustainable global economies. In addition, we are members of the UN PRB.	Group
Equator Principles	This reference framework serves as a common baseline and risk management framework for financial institutions to identify, assess and manage environmental and social risks when financing projects.	Group and Mexico
Banking Environment Initiative (BEI)	A group of global banks, convened by the University of Cambridge, that is committed to pioneering actionable pathways towards a sustainable economy.	Group
Wolfsberg Group	This association comprises thirteen global banks and aims to develop frameworks and guidance for the management of financial crime risks.	Group

Name	Description	Involvement
Principles for Responsible Investment (PRI)	This initiative, a UN-supported network of investors, works to promote sustainable investment through the incorporation of environmental, social and governance criteria in investment practices.	Group
CEO Partnership for Economic Inclusion	A group of global companies from a variety of sectors, including banking, technology, and consumer goods, that work together to promote financial and economic inclusion.	Group
Roundtable on Responsible Soy Association	A global organization that promotes the growth of production, trade, and use of responsible soy, working through cooperation with those in, and related to, the soy value chain, from production to consumption.	Group
Sustainable Livestock Working Group	This initiative drives the development of sustainable livestock by striking a balance between economic, social and environmental pillars.	Group
Carbon Disclosure Project (CDP)	A not-for-profit charity that runs the global disclosure system for investors, companies, cities, states and regions to build a sustainable economy by managing their environmental impacts.	Group
Women's Empowerment Principles (WEP's)	A set of Principles established by UN Global Compact and UN Women that offer guidance to businesses on how to promote gender equality and women's empowerment in the workplace, marketplace and community.	Group and Mexico

GRI (2-28)

Name	Description	Involvement
Pride Connection Mexico	An organization that provides information, spaces and training regarding workplace diversity and inclusion for people from the LGBT+ community working in companies in Mexico. Its goal is to promote a better working environment and the social development of LGBT+ people in the country.	Mexico
Net-Zero Banking Alliance y Net Zero Asset Management	The industry-led, UNEP FI-convened, alliance brings together a global group of banks, currently representing over 40% of global banking assets, which are committed to aligning their lending and investment portfolios with net-zero emissions by 2050.	Group
UN Global Investors for Sustainable Development (GISD) Alliance	A group of leaders of major financial institutions and corporations from across the world that is united to deliver solutions that scale up private finance and investment to achieve the Sustainable Development Goals (SDG's).	Group
The Valuable 500	A global business collective made up of 500 CEO's and their companies, innovating together for disability inclusion.	Group
Partnership for Carbon Accounting Financials (PCAF)	A global partnership of financial institutions that work together to develop and implement a harmonized approach to assess and disclose the greenhouse gas (GHG) emissions associated with their loans and investments.	Group
Climate Leadership Council	This organization promotes the most effective, fair and politically viable climate solutions based on carbon dividend plans.	Group
Green Recovery Alliance of the European Union	It is a call for sustainable recovery in response to the COVID-19 pandemic promoted by the European Parliament.	Group

Name	Description	Involvement
International Wildlife Trade Financial Taskforce	It is a network of private, public and third-sector partners working individually and cooperatively to reveal, disrupt and prevent illegal wildlife trade (IWT). The Financial Taskforce comprises major international banks and other financial institutions.	Group



United Nations
Global Compact



EQUATOR
PRINCIPLES



WOMEN'S
EMPOWERMENT
PRINCIPLES



Net-Zero Banking Alliance



CLIMATE
LEADERSHIP
COUNCIL



Environmental Footprint



Portfolio Alignment to Achieve
Net Zero by 2050



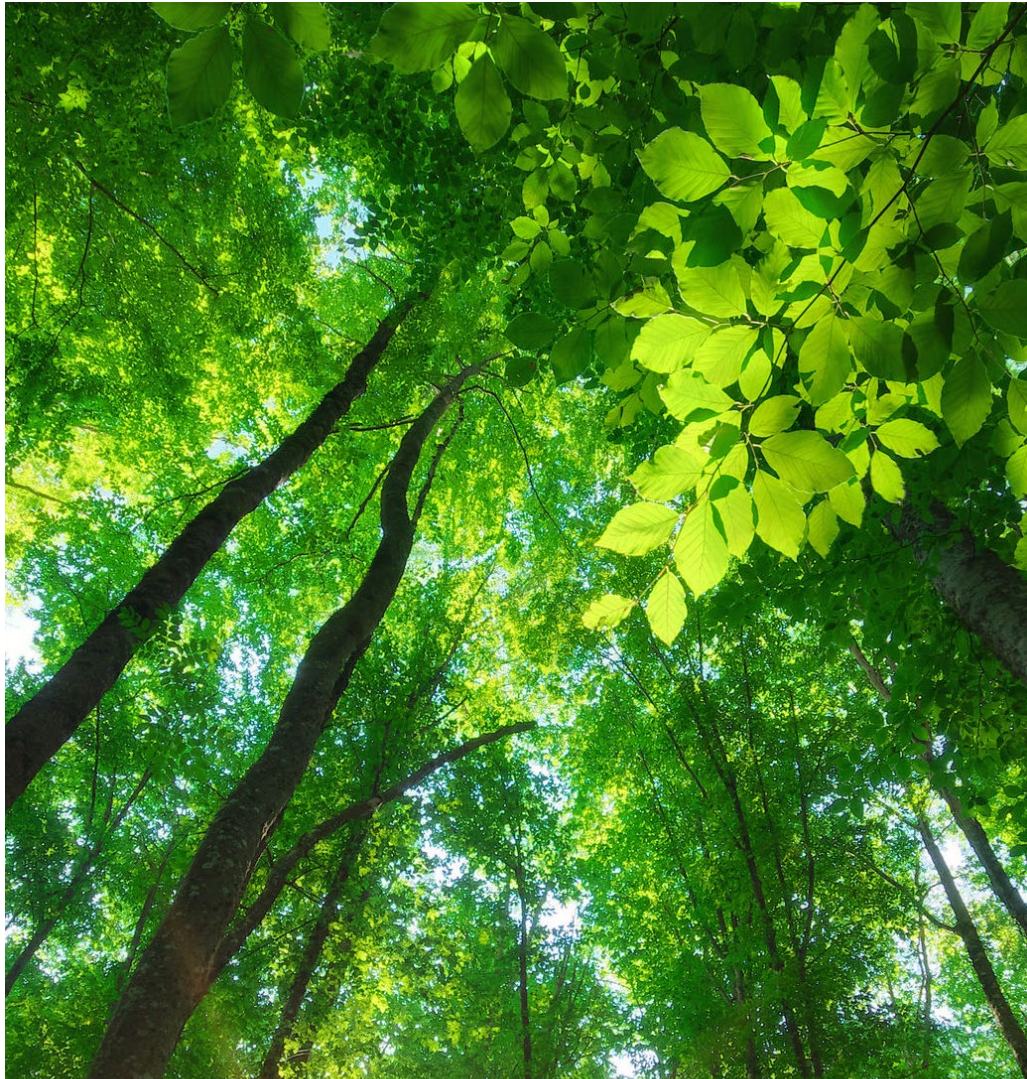
Sustainable Financing and
ESG Product Design



Environmental, Social and
Climate Change Assessment



Internal Environmental
Management



Portfolio Alignment to Achieve Net Zero by 2050

GRI (3-3)

In 2021, the Group became a founding member of the UNEP FI's¹ Net-Zero Banking Alliance, the goal of which is to create a zero-emission economy and meet the goals of the Paris Agreement.

As such, we focus on four strategic areas:



To align Santander's portfolio with the goals of the Paris Agreement.



To support our customers during the transition to a low-carbon economy.



To reduce our environmental impact.



To manage Environmental, Social and Climate Change risks.

As a financial institution, Santander Mexico fully understands the responsibility we have to protect the environment and to mitigate climate change. As such, we have committed to reducing the environmental impact of both our facilities and in-house operations as well as our banking and financial activities by designing environmental and social products and services.

We have set ourselves specific objectives and commitments at a Group level to decarbonize the most polluting sectors and activities in order to help combat climate change and achieve net-zero carbon emissions by 2050:

1. United Nations Environment Programme Finance Initiative.

Our Climate and Environment Commitments

	2018	2019	2020	2021	2022	2025/2030 target	Results 2022 Santander Mexico	
Electricity consumption from renewable sources	43%.....	50%.....	57%.....	75%.....	88%.....	100%	100%	
Carbon neutral in our own operations>	✓	✓	✓		Every year	Every year	
Green finance raised and facilitated (EUR) ¹		19	33.8	65.7	94.5	120 bn by 2025 220 bn by 2030	Group	
AuMs in Socially Responsible Investments (EUR)					27.1	53.2	100 bn by 2025	Group
Thermal coal-related power & mining phase out (EUR)				7	5.9	0 by 2030	Group	
Emissions intensity of power generation portfolio ²		0.21	0.17			00.11 tCO ₂ e/MWh in 2030	-	
Absolute emissions of energy (oil & gas) portfolio ²		23.84				16.98 mtCO ₂ e in 2030	-	
Emissions intensity of aviation portfolio ²		92.47				61.71 grCO ₂ e/RPK in 2030	-	
Emissions intensity of steel portfolio ²		1.58				1.07 tCO ₂ e/tS in 2030	-	

1. In 2022, SCIB contributed EUR 28.8 billion to the green finance target, including EUR 4.8 bn in Project Finance (MLA); EUR 7.2 bn in financial advice; EUR 5 bn in green bonds (DCM); EUR 21 mn in project bonds; EUR 1.5 bn in export finance (ECAs); EUR 8.5 bn in M&A; and EUR 1.8 bn from equity capital markets, according to Dealogic, Inframation news, TXF and Mergermarket league tables. This refers to all roles undertaken by Banco Santander in the same project. It does not include financial inclusion and entrepreneurship. Green Finance raised and facilitated is not a synonym of EU Taxonomy. Please refer to specific section on EU taxonomy-related requirements for further details in this regard.

2. Given limited data availability from customers to assess financed emission, we plan to provide target progress update in the "June 2023 – Climate Finance Report".

3. Public Commitments launched in 2022.

Group: The information is consolidated at Santander Group level.



From...To



Cumulative target



Commitment
Achieved



To learn more about our decarbonization strategy, see [Santander Group's Responsible Banking Report 2022](#).



Sustainable Financing and ESG Product Design

GRI (3-3)

As part of our global strategy and public commitments, we set ourselves the goal of financing a cumulative total of €120 billion to help tackle the climate change and have 100 billion in AuMs in Socially Responsible Investments by 2025, financing projects with Environmental, Social and Governance criteria (ESG).

To combat climate change and drive community development and environmental conservation, at Santander Mexico we manage ESG funds, in addition to designing sustainable products and providing guidance to our customers in these extremely relevant issues.

Santander Asset Management (SAM)

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. Through SAM Mexico, we offer a range of ESG products and services.

SAM-ESG Equity Fund

The first ESG-based equity fund in Mexico, it has enabled us to identify whether the companies we invest in follow sustainable criteria. To the end of 2022, this fund totaled MXN \$144,293,965.80.

Global ESG Equity Fund (SAM-RVG)

This fund was launched with the support of Robeco Institutional Asset Management (Robeco) and offers a global approach as it invests in both national and international companies that employ ESG criteria. To the end of 2022, this fund totaled MXN \$1,223,999,264.90.



For further information, please visit the SAM website by [clicking here](#).



ESG bonds and loans

Sustainable bonds and loans are debt instruments. They must be aligned with the Green Bond Principles and Social Bond Principles of the International Capital Market Association (ICMA) and the Green Credit Principles and Social Credit Principles of the Loan Market Association (LMA). They are used to finance projects that guarantee social and environmental well-being.

A team specializing in the financing of green and social projects, ESG Solutions Mexico, provides guidance and support to our customers in order to promote business sustainability and comply with the best market practices in ESG matters.

During 2022 we were involved in the following labeled transactions such as green, social, sustainable and Sustainability-linked bond:

Name / in conjunction with	Type	Description	Santander's amount taken
Engie Mexico	Letter of green credit	Renewable energy.	MXN \$20,209,93.24
CFE	Sustainable bond	Renewable energy projects, energy efficiency and social inclusion.	USD \$250,000,000.00
Engie Mexico	Letter of green credit	Renewable energy.	MXN \$14,217,000.00
Mitihah	Green credit	Green buildings.	MXN \$ 1,666,013,576.00
Engie Mexico	Letter of green credit	Renewable energy.	MXN \$17,460,000.00
Bancomext	Sustainable bond	Renewable energy, energy efficiency, pollution prevention and control.	MXN \$3,333,333,333.33
Fibra Educa	Sustainability-linked credit	Number of higher education scholarships awarded. Gross Rentable Area (GLA) certified as sustainable.	MXN \$2,892,500,000.00
Grupo Aeroportuario del Centro Norte	Sustainability-linked bond	Reduce GHG emissions intensity (Scope 1 and 2) by 58% by December 31, 2025, from the 2018 baseline.	MXN \$1,333,333,333.33
FEFA	Social bond	Socioeconomic advancement and empowerment.	MXN \$1,306,666,666.67



Name / in conjunction with	Type	Description	Santander's amount taken
Coppel	Sustainability-linked credit	Increase total installed solar power capacity. Increase the proportion of women in leadership positions.	MXN \$1,760,000,000.00
Volaris	Sustainability-linked credit	Reduction of emissions intensity, measured as the total number of paying passengers multiplied by the distance flown (gCO ₂ /RPK), by 21.54% by 2022 and by 35.42% by 2030.	USD \$72,000,000.00
UMS	Sustainable bond	Mobilize the economy's resources to actions and projects that reduce social gaps and tackle climate change.	MXN \$5,000,000,000.00
Grupo Vasconia	Sustainability-linked bond	Reach a carbon intensity of 2.08 by 2024 and increase the percentage of scrap in total aluminium inputs processed to 79% by 2024.	MXN \$64,038,750.00
Lottus Education	Sustainability-linked credit	Decrease in school dropout percentage.	MXN \$1,250,000,000.00
MIVSA (ADO)	Green credit	Clean transportation.	MXN \$749,800,000.00
Grupo Aeroportuario del Pacífico	Sustainability-linked bond	Scope 1 and 2 absolute GHG emissions (tCO ₂ e) aligned with the Airport Carbon Accreditation Methodology (GHG Protocol and ISO 14064).	MXN \$919,195,866.67
Cemex¹	Derivative linked to sustainability	Net CO ₂ emissions per ton of cementitious product. Power consumption from clean energy sources in cement (%). Alternative fuels use (%).	-

1. The transaction is under review.

Name / in conjunction with	Type	Description	Santander's amount taken
BID Invest	Social bond	Renewable energy, energy efficiency, environmentally sustainable management of living and natural resources and land use, clean transportation, sustainable water and wastewater management, climate change adaptation, access to essential services, socioeconomic advancement and empowerment.	MXN \$1,250,000,000.00
Banobras	Sustainable bond	Renewable energy, energy efficiency, pollution prevention and control, sustainable water and wastewater management, affordable basic infrastructure, disaster recovery, sustainable transport, public service, and Infrastructure.	MXN \$2,500,000,000.00
FEMSA	Sustainability-linked bond	Increase annual renewable electricity supply to 65% by 2025 and 85% by 2030. Increase the percentage of waste diverted from landfills to 65% by 2025 and 100% by 2030.	MXN \$3,091,281,133.33
CFE	Green and social bond	Renewable energy projects, energy efficiency, as well as access to essential services, socioeconomic advancement, and empowerment.	MXN \$2,500,000,000.00
America Movil (AMX)	Sustainable bond	Renewable energy, energy efficiency, pollution prevention and control, terrestrial and aquatic biodiversity, clean transportation, sustainable water and wastewater management, green buildings, access to essential services, socioeconomic advancement, and empowerment.	MXN \$7,248,804,357.33
UMS	Sustainable bond	Mobilize the economy's resources to actions and projects that reduce social gaps and tackle climate change.	MXN \$3,333,333.33

Sustainable Santander Mexico Forum 2022

In October 2022, we held the second Sustainable Santander Mexico Forum bringing together international investors, representatives from major multinationals, regulators, government officials and ESG specialists. This event has become one of the highest-level forums surrounding the country's sustainability agenda and its outlooks.

Several topics were discussed, including:

- The linking of financial returns with sustainability actions.
- The relevance of the participation of women in decision-making within the financial sector.
- The business opportunities that new sustainable technologies offer.
- The green technology revolution.
- Education as a pillar of sustainable development.

MIVSA Subsidiary of MOBILITY ADO

To help promote environmental conservation through the use of sustainable and environmentally friendly transport options, we provided financing to a Mexican company called Movilidad Integral de Vanguardia (MIVSA), a subsidiary of MOBILITY ADO, to facilitate the acquisition of 50 fully electric buses, which will be incorporated into Line 3 of the Metrobús network in Mexico City.

Other Products and ASG Services

We design social and environmental products and services to promote social and financial inclusion, drive environmental conservation, and help mitigate climate change.

LikeU Credit Cards

Launched in 2021 in response to learning how important social progress is to our customers, these tailor-made credit cards are available via an online application process, offer the highest standards of security, and support one of six environmental and social causes depending on their color:

- **LikeU Red:** Children's Education.
- **LikeU Green:** Terrestrial Ecosystems.
- **LikeU Blue:** Marine Ecosystem.
- **LikeU Pink:** Breast Cancer.
- **LikeU Star:** Cerebral Palsy and Autism.
- **LikeU White:** Child Nutrition.



721,136 cards issued since they were launched in September 2021.



MXN \$18,028,400 million donated during 2022.



Card	CSO	Project
LikeU Red	UNICEF	Driving the recovery of the learning losses caused by the COVID-19 pandemic, in addition to addressing pre-existing learning crises.
LikeU Green	Reforestamos México	Restoring terrestrial ecosystems, such as forests, through reforestation activities and fire management measures.
LikeU Blue	World Wildlife Fund (WWF)	Cleaning up Mexico's seas by addressing the problems of ghost nets, in addition to promoting sustainable fishing within fishing communities.
LikeU Pink	Fundación CIMA	Addressing the problems being faced by thousands of Mexican women who, when diagnosed with breast cancer, have no access to treatment.
LikeU Star	APAC	Providing early care and stimulation for boys and girls between the ages of zero and six from low-income backgrounds who are at risk and present warning signs of not reaching their maximum level of motor maturity and neurological maturity based on their chronological age.
	Iluminemos por el autismo	Providing information, training, emotional support and empowerment to people with autism and their families.
LikeU White	UNICEF	Training healthcare professionals in order to prevent, detect and manage all forms of malnutrition among boys and girls under the age of five.

Green Car Plan

We continue working on the financing of electric cars hand in hand with large companies in the industry.



75 electric vehicle contracts with an amount of **\$61,777,497.43** were financed in 2022.





Environmental, Social and Climate Change Assessment

GRI (3-3)

We incorporate financial and risk criteria, as well as ethical, social and environmental aspects, into our decision-making process, in accordance with our General Sustainability¹ Policy and our Environmental, Social and Climate Change Management Policy. Furthermore, we ensure strict compliance with the guidelines of the Equator Principles regarding the financing and promotion of ESG projects.

In 2022, we took part in the financing of the following projects following projects to which we apply ESG criteria:

Type	Name	Description
Infrastructure	Southeast Highway Concessionaire (CAS)	Refinancing of two highway sections in Chiapas (Equator Principles).
Real Estate	Mitikah	Refinancing of a multi-use real estate project (shopping center, housing and offices) located in Mexico City (the refinance had a green tag).
Infrastructure	AUNETI	Highway refinancing (Equator Principles).

1. In February, 2023 the General Sustainability Policy and the Human Rights Policy merged to better integrate the objectives of both policies into existing processes.

General Sustainability Policy¹ GRI (2-24)

Our policy is inspired by best practices taken from international protocols and conventions, and codes of conduct and guidelines that can be applied internationally in this area, with a specific focus on the Sustainable Development Goals (SDG), the Paris Agreement, the Principles of Responsible Banking, and the Equator Principles. Based on these guidelines, we specify that any project over USD \$10 million must comply with the Equator Principles.



For further information about the Environmental and Social Risk Analysis Process that is based on the Equator Principles within Project Finance, please [click here](#).

Environmental, Social and Climate Change Risk Management Policy GRI (2-23, FS1) SASB FN-CB-410a.2

We are aware that environmental and social issues represent some of the most relevant global challenges to the long-term prosperity of the global economy, the well-being of people and society, and the environment's capacity to support life.

This policy outlines the criteria to identify, assess, monitor and manage environmental and social risks, as well as those relating to other activities that pose a risk to climate change in the oil and gas, electricity, mining and metallurgy, and soft commodities sectors.

This policy assesses the most relevant impacts of environmental, social and climate change risks for Santander Corporate and Investment Banking (SCIB) customers with activities that encompass financial products or services, such as banking operations that imply credit risk, insurance, consultancy services, equity and asset management, commercial loans and project financing. Santander takes environmental, social and climate change components into consideration.

1. In February, 2023 the General Sustainability Policy and the Human Rights Policy merged to better integrate the objectives of both policies into existing processes.

Note: PwC's verification on page 34 only covers GRI Sustainability Reporting Standards Content 2-23 and SASB FN-CB-410a.2. No other additional work regarding the figures or information reported on this page was validated.

At a local level, we have developed an in-house guide to complement our policy, the goal of which is to:

- Provide assessment guidelines and tools that have been implemented to identify, analyze, monitor and mitigate these risks.
- Define the local scope of sectoral assessment.
- Reaffirm the Risk department's commitments regarding training, the scope of which extends beyond its own area, encompassing the remits of the other areas involved in the loan process.

At a Group level, we have a multidisciplinary team tasked with identifying, assessing and mitigating any environmental, social and climate change risks (including those involving human rights) involving our transactions.

At Santander Mexico, our SCIB Risk area has a Green Champions who is responsible for embedding Environmental, Social and Climate Change (ESCC) elements within the credit process by analyzing, monitoring and mitigating these types of risk.



SASB FN-CB-410a.2

The employees that belong to the areas involved in the supervision and accountability approach regarding the incorporation of ESG factors, as well as the ESCC risk control and assessment as part of the credit process are:

- **Business Area:** it is the first line of defense and the point of contact with the customer, in addition to being responsible for using internal questionnaires to compile information. In the event that any specific concerns are raised, the Reputational Risk team is consulted.
- **Local ESCC Risks:** it is tasked with reviewing and making any additions necessary to the questionnaire sent by the Business Area. Using this and other data it compiles, it undertakes the ESCC Risk Analysis. If necessary, it may channel any doubts or questions through the Business Area.
- **Global ESCC Risks:** it reviews the questionnaire, analysis and recommendations of the local team.
- **Reputational Risk:** it provides judgement when any reputational risk is detected among any of the parties involved in the process.

We analyze the Environmental, Social and Climate Change (ESCC) risks of customers from sectors defined as being vulnerable to these kinds of risks (oil and gas, electricity, mining and metallurgy, and soft commodities). To provide an ESCC recommendation, we review annual reports, sustainability reports, ratings agency reports, specialist agency reports and NGO considerations, among others, not to mention internal questionnaires and customer calls.

ESCC risk assessments enable us to identify whether a customer is involved in banned activities or if a project is being developed in a prohibited area, allowing us to decline involvement in the operation. Furthermore, this analysis may lead to recommendations being issued regarding conditions and/or the monitoring of specific issues that have raised concerns.

Some of the ESCC trends that we take into consideration when analyzing the portfolio risk profile to commercial and industrial loans include climate change, limitations to natural resources, and human capital risks and opportunities. We also take into consideration other areas including waste management, water stress and social elements such as child labor, forced labor and non-discrimination, among others.

Furthermore, our Defense Sector policy reaffirms our commitment to and respect for human rights by not involving ourselves with or supporting companies that finance, manufacture, sell, distribute or offer maintenance services to prohibited materials.

We also determine whether the operations in which we are involved relating to the manufacturing, sale or distribution of defense material or dual-use technologies lead to the existence of any risks that could be deemed to be a threat to the peace, defense and stability of certain countries, in addition to causing serious economic or environmental damage.



For further information about our Environmental, Social and Climate Change Risk Management Policy, please [click here](#).



For further information about our Defense Sector Policy [click here](#).





Internal Environmental Management

GRI (3-3)

We develop sustainable solutions to reduce the environmental impact of our facilities and in-house operations, in addition to helping combat climate change. To achieve this, we foment responsible resource use and a culture of environmental conservation among our employees.

Environmental Management System (EMS)

At Santander Mexico, we have an Environmental Management System (EMS) in place at our five 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.

The goal of the Environmental Management System (EMS) is to ensure that water, paper, and energy consumption is used responsibly and efficiently at all our facilities, in addition to have an adequate control for the recycling and final disposal of the waste generated, as well as the emissions emitted into

the atmosphere as a result of our daily activities. Through our environmental performance indicators, we can analyze trends and detect possible deviations, in order to control the associated environmental impacts by establishing prevention measures and setting goals.

EMS Certifications:

For these certifications to remain valid, an external follow-up audit by the Spanish Association for Standardization and Certification (AENOR) is carried out every year in order to verify compliance with the ISO 14001:2015 international standard.

- **ISO 14001 certified at our workplaces:**
 - » At our Corporate Offices in Santa Fe since 2004.
 - » At our buildings in Queretaro (CTOS, Data Center II and Contact Center) since 2018.
 - » At our Corporate Offices at Patio Santa Fe since 2020.

In addition, our buildings in Queretaro (CTOS and CTOS II) have the Environmental Quality Certification issued by the Federal Attorney's Office for Environmental Protection (PROFEPA).

ISO 14001: 2015 Environmental Policy

We have reaffirmed our commitment to:

- Adopting practices that promote the efficient and responsible use of natural resources and materials to help minimize the generation of waste, polluting emissions and wastewater stemming from our production processes.
- Complying with all environmental legislation applicable to our production, administrative and support service processes, in addition to any other requirements the organization has subscribed to.
- Maintaining our commitment to driving on-going improvements to our Environmental Management System in order to have a positive impact on the organization's environmental performance.

We also have environmental programs and initiatives that encompass measures that promote good environmental management practices. Some of the programs rolled out during 2022 include:

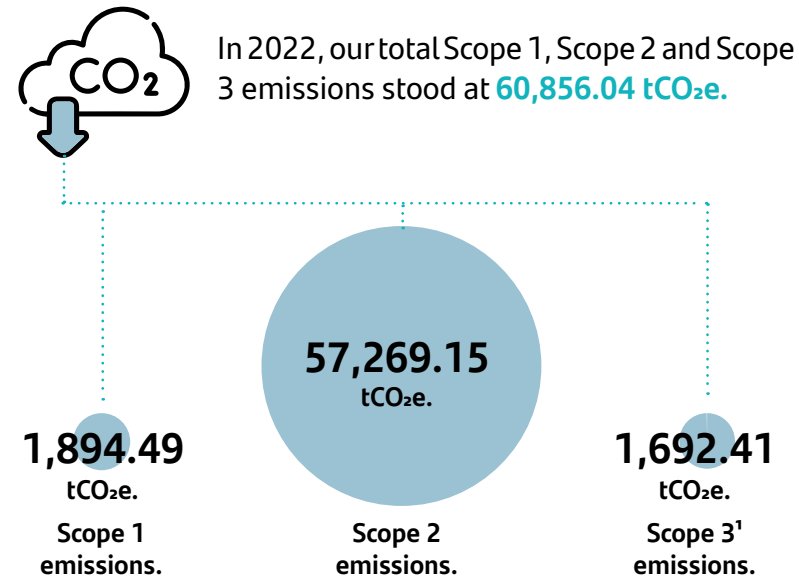
- Environmental training for contractors.
- A regulatory course for all Bank employees.
- Environmental training for the EMS Committee.



3,542 training hours focusing on the Environmental Policy during 2022.

Emissions

At Santander Mexico, we are committed to reducing our Greenhouse Gas (GHG) emissions to help combat climate change and ensure that our loan and investment portfolios are aligned with our pledge to reach net zero by 2050 and with the objectives of the Paris Agreement.



1. Correspond to air travel by Bank staff.

In 2022, we offset our Scope 1 and Scope 3 emissions through the purchase of 11,600 CERs² from the Oaxaca IV wind project. To offset Scope 2 emissions, we purchased 100,000 iRECs from the Gulf wind Plant and 34,965 iRECs³ from the North Border Photovoltaic Plant, thus ratifying our commitment to be carbon neutral since 2020.

2. CERs: Certified Emission Reduction Certificates.
3. iRECs: Renewable Energy Certificate.



Consumption

Energy Consumption

We have a number of tools to measure our energy consumption. This has enabled us to identify those areas in which we use the most energy in order to take action and reduce these impacts.

Energy Index Design

We have implemented an index that is based on the parametrization and regionalization of electricity consumption, measuring annual energy consumption per unit of usable area (kWh per year / useable m²) of each branch, in order to improve the amount of electricity used by our branch network and identify those that are consuming the most electricity in order to apply specific corrective measures. This index allows us to identify deviations and create energy performance curves and consumption trends.

Use of Clean Energies

As part of our Responsible Banking goals, we continue analyzing the procurement of alternative electricity from renewable sources, in addition to purchasing International Renewable Energy Certificates (IRECs¹) to offset our energy consumption.



By the end of 2022 **48%** our energy currently comes from **efficient co-generation**².

1. IRECs: Renewable Energy Certificate.

2. Electricity cogeneration process, which, when evaluated with the criteria and methodology of the Energy Regulatory Commission (CRE), complies with the fuel-free energy criterion (ELC). ELC is the electrical energy attributable to the use of clean energy.

Energy Efficiency

Santander Mexico has a policy that governs the control and monitoring of electricity use in the production, administrative and service processes at our corporate offices in Santa Fe and at Patio Santa Fe.

The control and monitoring procedure for electricity use stipulates the time at which the lights at offices are switched on, the light intensity and the amount of time they are left on. It also controls the on and off times for air-conditioning systems.



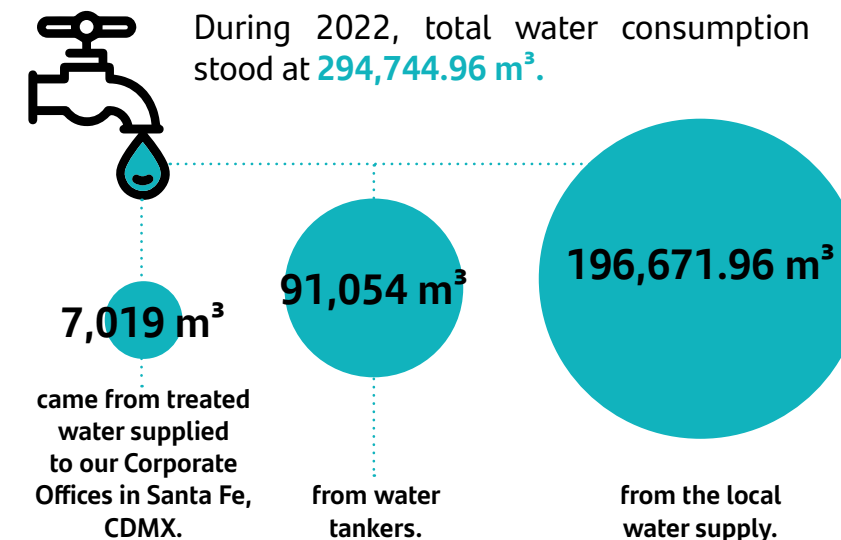
Water

We promote on-going in-house communication campaigns aimed at our employees and visitors to our facilities to raise awareness about safeguarding this valuable resource.

Given the sector in which we operate and the characteristics of our products and services, our operations do not have a significant environmental impact. This is the same for our customers and suppliers.

Some of the measures that we have implemented to better manage the water used in our operations include:

- On-going monitoring and maintenance and leak detection.
- During rainy season, the use of rainwater to fill W.C. and urinals.
- Use of biodegradable cleaning products in the canteen and for cleaning purposes.
- Installation of motion sensors on faucets, water-saving toilets and waterless urinals.



Paper Use

Through internal campaigns, we promote the rational use of paper and raise awareness among our employees of the importance of this resource. We recommend that they only print what is really necessary and do so by reusing paper and printing double-sided.



1,054,735 kg of paper used during 2022.

17% de our paper is recycled.



83% of the paper we use comes from sustainable forests.

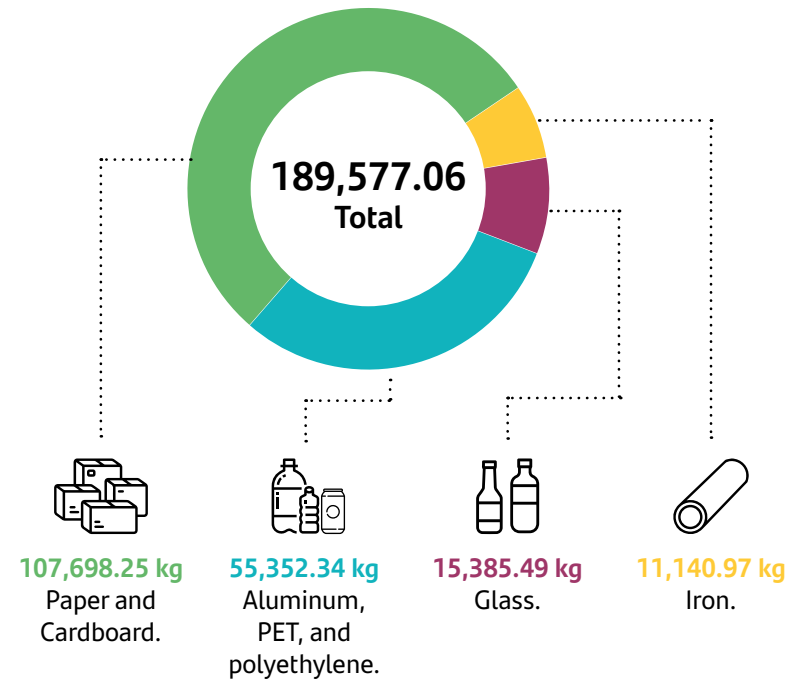


Waste Management GRI (306-1, 306-2, 306-3)

We focus on properly separating the waste we produce at our offices through internal campaigns aimed at our employees. During 2022, we implemented the following activities to help consolidate this good practice:

- We have recycling stations where we separate each waste type by waste flow.
- 100% of all the toilet paper and disposable hand towels used in our offices is recycled.
- We continue phasing out single-use plastics at our offices.

Total waste generated (kg) Santander Mexico





Personal Growth and Wellness



Driving Our Team



Customer Experience and Satisfaction



Digital Transformation



Financial Inclusion and Empowerment



Community Investment



Higher Education Support



Driving Our Team

Our employees play a fundamental role in guaranteeing the sustainability of our business and meeting the needs of our customers, which is why we have policies, practices, programs and actions in place to attract, retain and engage the very best professionals to help strengthen our team.

Employment

We want our employees to choose us for who we are, and this can be clearly seen in our mission, vision, culture, and the way in which we do business to obtain the best results. We offer our team access to on-going training in a range of areas to help drive their personal growth and development within the Bank, not to mention helping them find the motivation necessary to boost their productivity.

GRI (2-7) SASB FN-AC-330a.1, FN-IB-330a.1

During 2022, our workforce was composed of 25,990 employees: 14,184 women and 11,806 men. The total number of employees includes those Santander employees who were actively employed as of December 31, 2022, encompassing the categories¹ of Administrative and Operational, Managers, Deputy Directors and Directors.

	Men	%	Women	%	Total
Directors	653	72	252	28	905
Deputy Directors	3,069	56	2,427	44	5,496
Managers	2,735	50	2,717	50	5,452
Administrative and Operational	5,349	38	8,788	62	14,137
Total	11,806	45	14,184	55	25,990

1. Santander Mexico refers to Mexico as a region, and, as such, its employees are not classified in accordance with the United States Equal Employment Opportunity Commission handbook.

Note: GRI Sustainability Reporting Standards Content 2-7 is not within the scope of PwC's review.



8,107 new hires in 2022.

28% of all Directors¹ are women.



20% of Senior positions are women².

31% of our employees are unionized (5,295 women and 2,754 men).



1. Refers to female employees in Director positions at Santander Mexico.
2. Encompasses the segment: Promontorio, Faro, Solaruco corporate vision (Bank, SOFOM's, Inclusion, CB, SECORSE, SAM, Universia and Open MX).

Culture of Recognition

We promote efforts to recognize the work being done by our employees, both by the Bank and by the employees themselves, in order to have a positive impact on their motivation, productivity and performance, in addition to driving teamwork.

Throughout 2022, we rolled out a number of measures to promote employee recognition, including podcasts, postcards, T.E.A.M.S. recognition via our intranet, recognition by directors during visits to regional offices and our Contact Center, and mutual recognition, among others.



4,190 employees promoted during 2022: 2,432 women and 1,758 men.

Training

We offer a range of training programs and access to tools that allow our employees to improve their skills and knowledge, in addition to helping to boost their talent. We use a range of digital tools and platforms, and our training is divided into three strategic areas:

- Technical Training.
- Compliance Training.
- Management Training.



1,389,220 total training hours in 2022.

Of the training sessions available



20% was offered face-to-face.



17% was offered online.



63% was offered through e-learning.



MXN \$81,549,865 invested in training.



27,016 employees trained³.

3. The difference between the number of employees trained and the total number of employees reported at the end of 2022 is the result of staff turnover throughout the year.

- **Academia MX:** This virtual learning space, which is available to all the Bank's employees, offers a number of learning platforms that employees can access whenever and wherever they like via any electronic device. We have produced more than 600 learning resources in house, and we currently have more than 9 Learning Paths, focusing on our audit, risk, BEI, and recovery areas, among others.
- **Academia Fair:** We held our first fair, connecting more than 2,600 people, driving 856 visits to our new internal website, and achieving the participation of more than 300 people in online activities.
- **Sprints:** During 2022, we launched more than 300 sprints focusing on a range of content, including Diversity and Inclusion, Compliance, BeHealthy, Art and Culture, and Net Promoter Score (NPS), among others.



- **AMX Talks:** These live broadcasts are transmitted from a recording studio anywhere in the world, and they focus on current affairs. AMX Talks are given by experts in a wide range of areas who share their experiences in success stories and best practices. During 2022, 90 transmissions were aired, and there were 12 broadcasts reaching more than 3,971 people.
- **DOJO Platform:** It is a multi-connector of platforms for the query, management and administration of the training contents for all the Bank's collaborators that generates a homogeneous and cutting-edge experience and at the same time fosters a culture of learning.



Digital Transformation

We carry out different programs to improve the digital skills of our collaborators. During 2022 we had the following initiatives:

- **Be tech:** Master's degree focused on the Technological and Digital sector to develop the best talents in the banking business and emerging technologies that are now impacting the business world. The objective is to be able to give professionals the ability to become leaders.
- **Mundo Santander:** Geographical exchange program where Santander employees participate in a project proposed by the countries where we are present. Generating multidisciplinary skills and a change of culture that provides a vision of the world.



Talent Development and Retention GRI (3-3)

In 2022, we coordinated the following initiatives:

- **TOP Companies Survey:** All the Bank's employees answer this yearly survey to measure our organizational climate and culture. It allows us to ascertain to roll out a plan of action to be a Culturally Powerful company.



Top 10 in the 2022 Super Companies ranking by Grupo Expansión.

- **Santander Week 2022:** This initiative focuses directly on employees, helping them uphold the Bank's culture and values, in addition to motivating them and increasing their sense of belonging and pride within the organization. During 2022, the central focus was T.E.A.M.S. behaviors.
- **Benefits Fair:** We held a series of conferences to provide information about how to fully take advantage of the benefits the Bank offers our employees.

Evaluation Processes

Performance management is one of the major driving forces behind the Cultural Transformation, which is why we use a range of tools to monitor the work being done by our employees and to detect areas of opportunity.

- **My Contribution 2022:** This platform is used to set goals that are aligned with the Santander Way and to create Performance Improvement Plans for all of the Bank's employees. This tool offers the opportunity to provide and receive continuous feedback.



9,781 employees were evaluated during 2022 through **My Contribution**.

- **Skill Model:** global library to identify the critical skills of each position in the Bank and validating their assignment with each Executive Director.

- **Continuous Feedback:** Within the changes made to our Organizational Culture, we have adopted efforts to drive on-going and productive communication between managers and employees within the organization. The purpose of this feedback is to boost employee performance based on three key principles:

- » Fomenting Development.
- » Promoting Communication.
- » Driving Action.

- **Talent review:** evaluation of potential to identify the strengths and areas of opportunity of the collaborators with the aim of assuming new responsibilities and thus contributing to their professional growth within the Bank.

- **Your Voice:** A new continuous listening program rolled out by the Bank to improve the feedback process that helps us in our day-to-day decision making. It is available via an easy-to-use digital tool and allows us to share our thoughts and ideas through shorter, more frequent and confidential surveys.



We obtained the Super Companies for Women recognition awarded by TOP Companies and Grupo Expansión for promoting gender equity and initiatives to develop **women's leadership**.

Human Rights, Diversity and Inclusion GRI (3-3)

We have reaffirmed our commitment to respecting and promoting human rights within our field of action, in addition to preventing and minimizing any violations stemming directly from our activities.

As part of our corporate culture, we promote an inclusive working environment in which all individual values are valued, respected and leveraged.

Human Rights Policy¹ GRI (2-23, 2-24)

Our Human Rights Policy is based on the highest international standards, especially the International Bill of Human Rights, comprising the Universal Declaration of Human Rights issued by the United Nations General Assembly in 1948, the International Covenant on Civil and Political Rights and its two protocols, and the International Covenant on Economic, Social and Cultural Rights.

Our Human Rights Policy is aimed at all the Bank's employees and stakeholders and encompasses the following:

Employees:

- Avoiding discrimination and practices that undermine people's dignity.
- Rejecting forced and child labor.
- Respecting freedom of association and collective bargaining.
- Safeguarding the health of professionals.

1. In February, 2023 the General Sustainability Policy and the Human Rights Policy merged to better integrate the objectives of both policies into existing processes.

- Offering dignified employment.

Customers and Suppliers:

- Treating our customers fairly.
- Promoting respect for human rights among our customers and suppliers.

Communities:

- Contributing to people's rights to a clean and healthy environment.
- Guaranteeing safety based on the respecting for human rights.
- Helping eradicate corruption.
- Committing to respecting people's human rights in conjunction with other business partners.



Cultural Transformation

To drive the creation of a more agile organization that is capable of meeting the needs of our customers and employees, in 2022 we consolidated our Cultural Transformation program alongside our Sponsors.

We also strive to ensure that all our employees are aware of and involved in this transformation, which is why we engage with them and actively listen to their concerns, questions and suggestions, assigning members of the Senior Management Committee and special guests to be ambassadors within our nine regions.

Diversity, Equality and Inclusion

We base our employee selection and hiring strategy on diversity and inclusion practices in order to bring talented employees from different cultures, ages, career paths and academic backgrounds onto our team. We are convinced that promoting diversity helps drive innovation, creativity and wellness, in addition to helping us meet our business and sustainability goals.

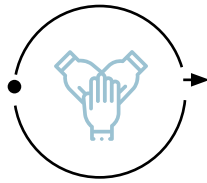
Expansión magazine recognized the work being done by **Fabiola Cadena, Director for Talent, Diversity and Inclusion at the Bank**, as a result of changes she made to gender identity and inclusive language criteria. She was included on the list of the **41+1 Most Influential LGBT+ Executives in the community.**



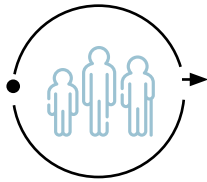
SASB FN-AC-330a.1, FN-IB-330a.1

We offer all our employees equal opportunities. Both leaders and all other members of staff are selected, compensated and promoted based on a meritocracy with no form of discrimination whatsoever, as stipulated in our **Corporate Culture Policy**.

Our Diversity, Equality and Inclusion strategy



Inclusive Leadership: Our goal is to create outstanding leaders who promote plural teams and leverage differences.



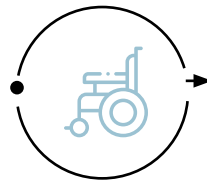
Generational Diversity: We focus on taking full advantage of the talents of different generations within our teams in order to enrich decision-making processes and the team experience.



Gender Equality: We want to increase the number of women in leadership roles.



Work-Life Balance: We strive to offer a work-life balance and provide job flexibility in terms of times and spaces.



Disability: We see including people with disabilities into our programs and making our buildings and branches more accessible as a fundamental priority.

Diversity, Equality and Inclusion Committee (DE&I)

We have a Diversity, Equality and Inclusion Committee comprising 13 employees from different areas and levels within the organization.

We focus our efforts on four strategic areas:



Raising awareness regarding equal leadership among men and women.



Driving changes to talent selection and promotion policies.



Coordinating training programs aimed at women.



Promoting efforts to reach equal pay.



SASB FN-AC-330a.1, FN-IB-330a.1

Our **Diversity and Inclusion Policy** reaffirms our respect for the human rights and dignity of all our employees, customers, suppliers, community members, and everyone who interacts with the Bank, in addition to the elimination any form of discrimination or unfair treatment based on age, socio-economic status, cultural diversity, ethnicity or nationality, sexual identity, gender identity or expression, marital status, pregnancy, disability, religion, beliefs, or physical appearance.



Diversity, Equality and Inclusion Measures (DE&I)

During 2022, we organized a number of activities, including programs, talks, conferences and training sessions, among others. Some of these activities included:

Name	Description
Circles of Positive Masculinities	Sessions with male leaders covering topics such as inclusive leadership and the impact of male chauvinism in order to recognize the privileges and discuss the roles men play in bridging the gender gap.
Disability Inclusion Program	An inclusive recruitment fair and workplace skills and customer service training program for people with disabilities.
D&I Week	A week during which our employees are invited to actively participate in talks that promote the creation of a more inclusive Bank underpinned by leadership that is based on respect and dignity.
LGBT+ Pride Month	During June, we coordinated activities and talks to promote an inclusive environment where talent is valued no matter the gender expression, identity or people's sexual orientation.

We were certified as a **2022 Best Place to Work for LGBTQ+** as a result of our inclusion in the Equidad MX 2022 corporate index published by Human Rights Campaign (HRC), in recognition of our policies and practices to drive **LGBT+ inclusion and equality**.

Gender Equality

We are convinced that by driving equal opportunities for all our professionals, we can aspire to achieve a balanced representation of men and women covering all functions and responsibilities within the Bank. We offer our female employees a wide range of programs to help them develop and growth within Santander at both a professional and a personal level.

Name of Program	Description
360° Women and Santander Women Leaders	Tools that allow our female employees in positions of leadership to focus on issues such as networking, personal branding, leadership and emotional intelligence.
Cross Mentoring	Spaces where female employees are offered the opportunity to develop leaderships skills through dialog with women leaders (Apprentices) and inter-company directors (Mentors).
Mastermind	Sessions in which a group of women exchange ideas, opinions and suggestions covering a wide range of topics, in addition to offering them the opportunity to create support networks.

We won the 2022 MEF and IMEF Gender Equality Award (Women in Finance - Mexican Institute of Finance Executives) in recognition of our efforts to promote equality and a culture of inclusion within the Bank.

Generational Diversity

The varied ages of our employees represent a huge advantage for our work environment as each person has their own strengths, skills and ways of thinking, which helps enrich teamwork and decision making within the Bank.

Young Talent

We offer job opportunities to high-potential young people who are interested in developing their skills and knowledge with us. Our strategy focuses on:

- Awareness regarding Generational Diversity.
- Awareness regarding Social Responsibility within the company.
- Motivation and leadership based on two-way mentorship, exposure and role models.
- Support and monitoring of career plan.



Name of Program	Description	Participants in 2022
Inroads – Social Inclusion	We support low-income students and help them successfully finish their studies and enter the job market.	54
Young People Building the Future	We help develop the skills and competencies of young people who are neither studying nor working, facilitating their insertion into the job market. This program is coordinated by the federal government.	415
Linkers	We offer high-performing college seniors the opportunity to join one of the Bank's different business areas.	129
Young Leaders	We provide training to young people who are employees in any of the Bank's regions.	28
Total		626



626 young people participated in our **Generational Diversity programs**.

Disability

We have made the adjustments necessary to our buildings and office furniture, in addition to providing the training necessary to ensure to the teams they belong to encourage respect and equal treatment, in addition to learning from each other's differences.

- **Linkers Inclusion Program:** This program focuses on helping young disabled interns integrate into the workplace through talent development activities.



67 of our workforce collaborators have some recognized disability.



Work-Life Balance

Our priority is to ensure the well-being of our employees, which is why we offer them a number of programs that promote workplace flexibility, job stability and a work-life balance, in addition to ensuring their occupational health and safety.

Hybrid Working Model

- Remote and in-person working.

FlexFriday

- Friday workday from 8 am to 3 pm.

Flexiworking

- Work model with flexible work schedules.

Mental Health Program

- Promoting the importance of mental health among our employees.

Santander Parents

- Programs for employees with children:
 - » School for Parents (conferences).
 - » Parent Mentors (parenting experiences).
 - » Childcare (agreements).

Emotional Support Hotline

- Tailor-made and confidential mental health support for our employees.

Breastfeeding Rooms

- Facilities for breastfeeding mothers.

AM Business

- Meetings with customers during the morning.

Communities

- Spaces to foment common interests, such as reading clubs.

Santander Kids

- Spaces for the families of our employees to participate in activities coordinated by the Bank.

Allowances and Benefits

We offer our employees benefits that exceed those required by law, in addition to allowances such as leave, insurance, loans, comprehensive medical services, among others, enabling them to perform well and feel proud to be part of the Bank.



For further information, please [click here](#).

Occupational Health and Safety

GRI (2-23, 403-1, 403-3, 403-6, 403-7)

The safety of all our employees is one of our top priorities, which is why we have implemented measures to identify working conditions that could pose a risk to their physical safety. We have also rolled out programs to drive preventive and corrective measures to mitigate occupational risks.

Our Risk Prevention Policy covers psychosocial risks, workplace violence, and the promotion of a favorable organizational culture, and it also encompasses the implementation and communication of actions in this area. Furthermore, we offer our employees access to programs to keep them healthy and ensure their physical, psychological and emotional well-being.

Note: PwC's verification on page 50 only covers GRI Sustainability Reporting Standards Contents 2-23 and 403-7. No other additional work regarding the figures or information reported on this page was validated.

Health

GRI (2-23, 3-3, 403-1, 403-3, 403-4, 403-6, 403-7)

BeHealthy

An employee program to promote a healthy lifestyle based on proper diet, physical activity, disease prevention and emotional balance.

Know Your Body	Feed Your Body	Move Your Body	Balance your Mind and Body
We offer check-ups, vaccination programs, Health Brigades, Health Week and Child Health Week.	We focus on preventing cardiovascular diseases by inviting employees to eat more healthily.	We promote sport among our employees and their families, offering them access to some of the sports centers with which we have an agreement.	We focus on the mental and emotional health of our employees through tailor-made action plans and training courses in emotional intelligence, stress control and resilience.
2022 Activities			
BeHealthy Week: Creating immersive spaces to promote employee participation and boost their health and well-being.	Nutrition Program: Supporting our employees and offering them tailor-made nutrition programs.	Move Your Body activities: Helping our employees become more active and understand the importance of exercise in their daily lives through TotalPass, Even + and active breaks.	Health Program: Raising awareness of the importance of health by focusing on the most common illnesses among the Bank's employees through webinars, online courses and face-to-face sessions.

Other BeHealthy initiatives

BeHealthy Online Platform: Sharing holistic wellness content and activities among our employees.

Communication: Communicating the range of BeHealthy programs to our employees.

Changing Habits: Offering information to our employees regarding how they can safeguard their own health and adopt healthy lifestyle habits.

Global Health and Well-being Policy

We have drafted a new global policy to promote the health, safety and well-being of our employees and customers at all our facilities and in all our operations. This policy focuses on:

- Identifying, assessing and managing health and safety risks.
- Providing training focusing on evacuation drills, first aid and other emergencies.
- Promoting healthy habits and preventive behaviors in the areas of health and well-being.
- Addressing the needs of vulnerable groups or those with special needs.

Occupational Safety

We have a civil protection team and programs to safeguard the physical integrity of our employees. During 2022, we continued safeguarding the health of our employees through:

- COVID-19 vaccinations.
- Flu vaccinations.
- Check-ups for employees over the age of 40.

8 Behaviors to Help Save a Life at Santander

This is a training program to help provide all employees at Santander Mexico's facilities with the necessary tools to tackle an emergency situation, and it focuses on 8 key areas:



5,946 people trained in civil protection.



30,684 training hours in civil protection.



778 drills in total.



10,228 participants.



1,110 branches.



28 buildings.

GRI (403-1, 403-2, 403-5, 403-7)

Area	Description
In-House Civil Protection Unit	Identifying and understanding the functions of each member of the Unit: Unit Chief, Communication Chief, Fire Chief, First Aid Chief, and Evacuation Chief.
Identifying an Emergency	Providing instructions about what to do in an emergency: keep calm, assess the situation, activate the In-House Civil Protection Unit, cordon off the area where the injured person is located, implement crowd control measures.
Civil Protection Equipment	Knowing how to properly use the equipment employed by the Civil Protection Unit.
Vital Signs	Learning the right way to measure someone's pulse, oxygen levels, blood pressure, glucose levels, breathing and temperature.
Vital Support	Learning the importance of how to correctly perform Cardiopulmonary Resuscitation (CPR) and the Heimlich maneuver.
Skin Wounds	Identifying and addressing musculoskeletal injuries and bleeding.
Fire Prevention and Control	Understanding the three elements that can cause fires and knowing how to prevent them.
Withdrawal and Evacuation	Acting properly in an emergency, be it man-made or natural, and identifying the evacuation routes and emergency exits, among others.

Note: PwC's verification on page 51 only covers GRI Sustainability Reporting Standards Content 403-7. No other additional work regarding the figures or information reported on this page was validated.



Customer Experience and Satisfaction GRI (3-3)

Through our brand, we can connect to more people and companies while, at the same time, reflecting our resilience and commitment to our stakeholders. Our innovative tailormade and easy to use products and services help differentiate us within the market.

Interactions with our Customers

We focus on forging trust-based relationships with our customers in order to earn their loyalty by adapting to their needs, meeting their expectations, and improving their experiences.

One channel we use to communicate more directly with them is our social networks, where we share information relating to financial education, scholarships and sustainability, among other issues.

Customer Service

We have different communication channels that are coordinated by our Central Customer Service and Assistance Unit. The comments we receive highlight our areas of opportunity and allow us to ensure we offer outstanding customer service. We have the following channels:

- SuperNet.
- Banner (portal).
- Branch Network.
- Contact Center.
- Customer Ombudsman.
- Social Networks.

Customer Satisfaction and Quality

Our main priority is to listen to our customers to identify possible areas of opportunity, which gives us an outstanding opportunity to streamline our products and services and, as such, their experience and satisfaction with us.

During 2022 we carried out the following programs:

Name of Program	Description
Memorable experiences	Generate memorable experiences for clients of large segments in order to create loyalty, increase Santander brand recognition and improve customer service satisfaction.
High income segment identity	Raising awareness, strengthening and improving the experience of high-income customers to publicize the benefits and create the identity of the select Segment, as well as improvement in investment processes.
SME segment identity	Raising awareness, reinforcement, and improvement in the experience of SME clients to create identity with the segment. Likewise, improve credit placement processes focused on reducing time and ease of usability.
Customer onboarding	Creation of a standardized onboarding model for personalized attention according to the customer segment and thus generate a memorable experience from the first contact.
Client retention	Definition of strategies and initiatives in order to publicize the financial benefits, assistance and qualitative and quantitative bonuses.
Insurance	Analysis and generation of initiatives, based on listening to customers to improve insurance sales.
One Experience	Customer experience platform that allows us to monitor the performance of our channels, products and segments on daily basis and identify those aspects on which we must focus to continuously improve the service we offer.

Accessibility

We continue promoting financial inclusion in Mexico through our network of correspondent banks, offering financial services to people with no access to basic banking services given their remote and/rural locations.



31,208 access points throughout Mexico, available 365 days a year.



44,989 vulnerable customers provided access through our correspondent banks.



45,678,308 transactions undertaken through our correspondent banks.



Customer Protection

Personal Data Protection

Our Personal Data Protection Policy focuses on correctly preventing and managing controlling compliance risks regarding personal data protection that could affect the Bank. This policy outlines good practices that all the Bank's employees, no matter their post, must follow in order to guarantee the security and protection of our customer's personal data, in line with information security standards and data protection and privacy laws.

Our Data Security Incident Management Policy and our Privacy Notice, as well as the Bank's Compliance area, enable us to correctly handle and use our customers' data.



Data Security Incident Management Policy

This policy is applicable under two scenarios in order to:

- **Outline and describe potential incidents that could occur and the way in which the latter should be reported.**
- **Outline the different measures and activities that should be implemented to indemnify, mitigate or sanction any damage caused.**

Privacy Notice

Pursuant to legal requirements, we make this document, which stipulates the position of the Group with regard to the protection of personal data, available to our employees. It describes, among others, the following concepts: information of responsible parties, information provided by the owner, purpose of the data use, limitations of data use and disclosure, and measures for exercising ARCO rights (Access, Rectification, Cancellation and Opposition).



Consumer Protection

We also have a Consumer Protection Policy that stipulates specific criteria to identify, regulate and exercise our customer's rights in terms of their relationship with Santander Mexico, in addition to determining compliance supervision and control criteria.

To safeguard our customers' data, we promote a culture of personal data protection within all areas of the Bank. In 2022 we provided:



17,257.46 training hours in personal data protection.

Customer Ombudsman

Our Customer Ombudsman model is an institutional model that investigates and rules on cases submitted by our customers, allowing us to identify areas of opportunity to improve our services. It is coordinated by third parties, meaning that the conflict resolution process is transparent.

Customer Ombudsman 2022

Cases Received	4,662
Cases Closed	4,607
Cases Ruled in Favor of Customer ¹	2,458

1. 53.3% of cases were ruled in favor of the customer.

Reporting Channel	Number of Cases
Telephone	676
E-mail	3,365
In Person	33
Web	264
Other Channels	324

Business Practices

Our business practices are constantly evolving to meet the needs of our customers through transparent practices that allow us to boost trust among our stakeholders. We have achieved this through responsible marketing and conscious sponsorship.



Responsible Marketing

Through responsible marketing, we ensure that our customers are clearly informed about our products and services. During 2022, we implemented the following measures:

Name	Description
Reduction in the amount of printed advertising materials at branches	Almost all of the Bank's campaigns used to include posters for branches. In 2022, excluding legally mandated posters, only two campaigns used printed posters in the entire year.
Increased use of digital billboards rather than traditional printed ones	In a mass campaign like Cashback Baby, more than 65% of external advertising was digital.
Use of biodegradable ink for printed billboards	Our external billboard supplier uses biodegradable inks.
Financial Education	Educational spots were created to raise awareness among customers and visitor about things to look out for in their day-to-day financial activities. These spots are found on the Bank's YouTube channel and aired on Santander TV.

Campaigns

By actively listening to our customers, we can better meet their needs and create additional value for our stakeholders. We achieve this by participating in campaigns and the sponsorship of cultural, sporting or entertainment events.



In 2022, we coordinated the following campaigns:

Name	Description
Extra Salary	Campaign focusing on attracting new and retaining current salary account customers. By transferring their salary accounts or increasing their balances, they were included in a prize draw to win a salary for a year.
Cashback Baby	A mass campaign to position us as a Bank that offers cashback to its customers who pay with their salary account debit cards or LikeU credit cards. This campaign focused on attracting new customers and recognizing the loyalty of current customers.
Buen Fin	A special adaptation of the Cashback Baby campaign that focused on exclusive offers during the Buen Fin event: up to 36 months interest free or 15% cashback.

New Product Marketing and Transparency

Our Local Marketing Committee (CLC) is tasked with activities relating to the marketing of our products. It focuses on assessing and mitigating any conduct, reputational and operational risks that may exist during the design, sale and after-sales processes for product marketing.





Digital Transformation

GRI (3-3)

We want to be a more digital Bank for all our customers, offering them the opportunity for 100% online operations whenever and wherever they are. We strive to offer innovative experiences and drive the Bank's digitalization.

Investment in Innovation and Technology

In 2022, we rolled out the following products:

Name	Description
Branch Servicing	Since the launch of the account statement download option via SuperMovil in September 2022, we have reduced requests to reprint or resend statements via e-mail by 150,000 (52%), both via our branches and our Contact Center (40%). We also included other features such as updating tax information, which have successfully reduced visits to branches by more than 7,000, which could have an impact on some 9.5 million customers.

Name	Description
Human IVR (Interactive Voice Response)	We changed the voice of our IVR, migrating to a clear and friendly human voice. This has helped to improve customer experience and perception in our NPS (Net Promoter Score) surveys.
Contact Center – RED Cross-Processes	We made improvements to the processes shared among RED to help facilitate customer experiences throughout these processes. Thanks to this, we have increased the geographical scope of our customer service by fielding calls from the United States.
LikeU Card	We now offer applicants the option to add an alternative address from where they are applying for the card, and they can decide if they want it to be sent to their address.
Samsung Members Wallet	We rolled out a number of improvements, allowing applicants to apply for a debit or credit card from the application, which can then be sent to their address or collected from a branch of their choosing. These cards offer contactless and NFC payment technologies via Samsung cellphones.
My Goals	We now offer our customers the option to schedule and personalize savings rules that are implemented automatically. My Goals has generated loyalty and increased the adoption of the Bank's digital channels. To the end of 2022, there were around 1,138,000 users who had saved more than MXN \$45.873 million.
Santander TAP	We offer for customers the option to make payments in a matter of seconds via their preferred messaging app to any bank, without having to know the recipient's bank account details. Customers have seen this as a valuable solution, perceiving Santander to be an innovative and unique bank. To the end of 2022, we had more than 119,000 users who made more than 600,000 payments via Santander TAP.



Fintech Americas presented us with the **Platinum Innovation Award** for rolling out a **contactless payment system in Mexico City's Metrobus routes** through Getnet, our payment platform.

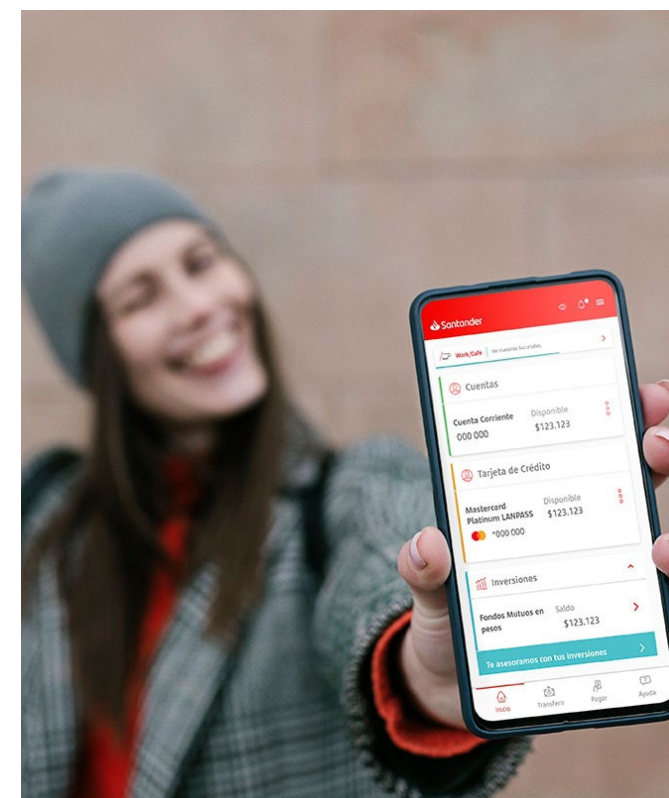


6 million digital customers during 2022, which represents approximately 61% of total active customers.

Fintech Promotion

We have identified an enormous opportunity to collaborate with fintech entrepreneurs in our search for innovative digital and financial solutions that add value to the Bank's services and for its customers.

During November 2022, we rolled out a pilot program involving a fintech that helped us to analyze an anonymized data set from our customers using its categorization engine to create tailor-made financial insights and calculate the carbon footprint of each of these customers based on their expenses.





Financial Inclusion and Empowerment

We want to responsibly and sustainably ensure that the most vulnerable segments of the population have access to financial products and services that have been adapted to meet their needs, allowing them to overcome obstacles and offering them the opportunity to take greater control over their finances, in addition to driving job creation, internationalization and connectivity.

Tuiio Microloans GRI (FS13)

[“Tuiio, Finanzas de tú a tú”](#) our financial inclusion division, offers microloans to a population with limited or no access to financial services and entrepreneurs. The majority of its customers are women entrepreneurs who are not part of the formal economy and who are generally excluded from formal financial institutions. Its objective is to promote financial inclusion and create a positive social impact on our clients. Tuiio currently has 83 branches and 1 kiosk.

Tuio offers online savings products and insurance policies for serious illnesses and funeral expenses. It also facilitates access to specialist doctors, dentists and laboratories. Furthermore, it offers support to facilitate the use of financial services, including an app for children, financial tips, and online simulations.

During 2022:



343,039 customers served since 2017.



300,481 loans approved.



92% of active customers are **women**.



94,438 active insurance **policies**.



82,666 active **medical** assistance policies.



83,412 new unique **customers**.

Other financing programs

Santander Mexico has programs aimed at different sectors of the population to facilitate their access to banking services.

Name	Description	Beneficiaries
Senior Program - Customers	This program focuses on a sector with little or no use of technology and digital media, loyal customers with good credit ratings, specialized drug and medical requirements, limited access to social security.	3,487
Salary Loan Program - Customers	Salary loan program for our customers.	4,098
Oaxacan Police - Customers	This program focuses on our customers who are salary account holders from the Oaxaca State Ministry of Public Security.	35
Total		7,620



325,413 people financially empowered through microloans, accessibility and financial education during 2022.



1,734,854 financially empowered people (cumulative since 2019).



The United Nations Office on Drugs and Crime (UNODC) in Mexico and Tuio forged a partnership to offer financial education training to female prisoners Santa Martha Acatitla.

Financial Education GRI (FS16) SASB FN-CB-240a.4

One of our global commitments is to financially empower ten million people by 2025 through accessibility, financing and resilience. The latter being the financial education we provide to our stakeholders.

We want to improve the financial culture in the country to ensure that the general public has the tools and knowledge they need to make informed decisions regarding financial products and services.

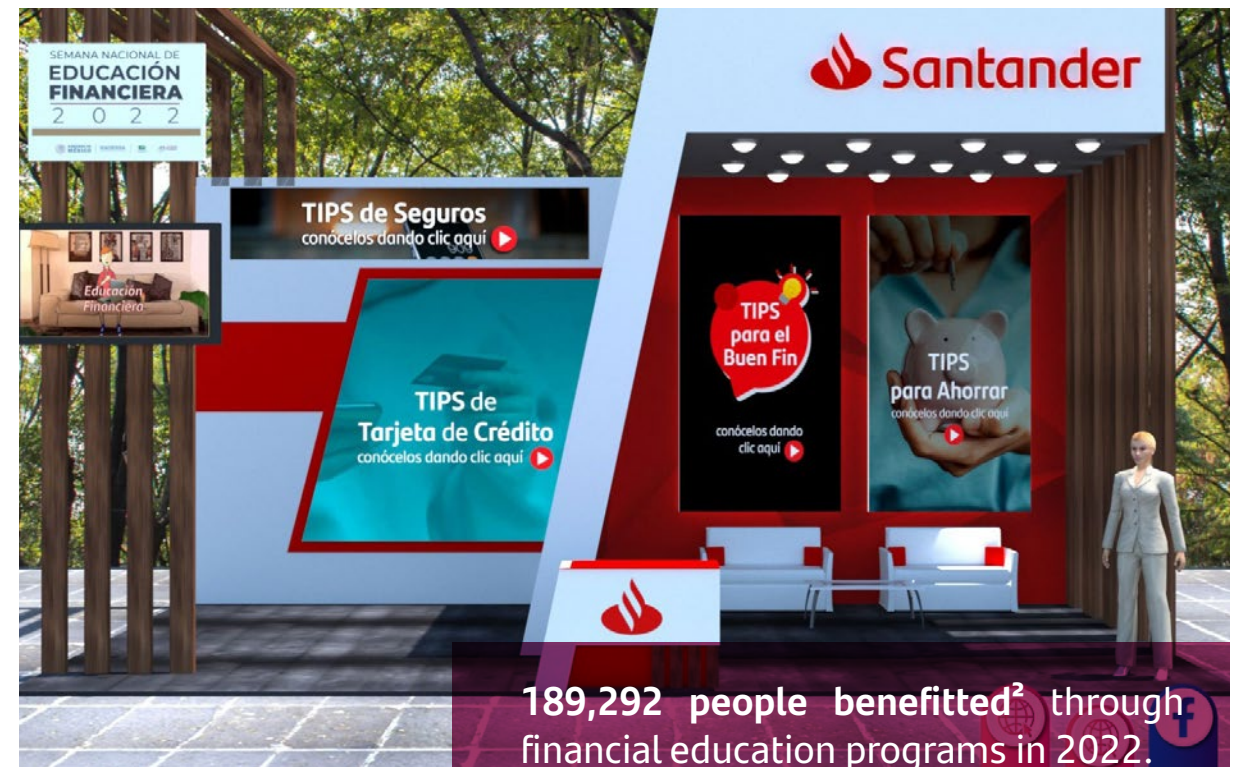
During 2022, we rolled out a number of programs¹ to promote financial education, including:

Programa	Descripcion	Beneficiarios
Financial Education Website	The Bank's public website that includes financial education content that encompasses blogs, videos, simulators, infographics and interactive activities.	46,572
National Financial Education Week – SNEF	An annual event organized by the Association of Mexican Banks (ABM) and the National Commission for the Protection and Defense of Users of Financial Services (CONDUSEF) to offer the general public access to financial education content.	14,123
Tuiio Financial Education Website	The Tuiio website offers financial education, courses, podcasts calculators, videos and other activities.	111,896
Academia MX Financial Education – Employees	Financial education courses through the Bank's internal training platform in conjunction with Academia MX and DOJO.	4,071
Financial Education – SME's (Work Cafe)	Webinars covering relevant issues for SME's.	277
Financial Education – SME's (Business Networking)	In-person meetings to support SME's during the reactivation of the economy. The state of the economy and forecasts for SME's in 2022 were shared, in addition to information about the products Santander can offer them to drive the growth of their businesses.	1,081
Financial Education Talks as part of Work Cafe Santander (Exclusive Spectators)	Monthly talks about topics relating to financial education.	754
Financial Education Talks for Salary Account Holders (Sole Attendees)	Financial education talks regarding the basic concepts of good financial management.	1,084

1. Those programs were carried out directly by Santander and concluded during 2022 and no program remains active.

2. People who took part in these financial education programs for customers with little or no access to banking services or the unbanked.

Programa	Descripcion	Beneficiarios
Financial Education Talks for Credit Card Holders (Sole Attendees)	Online talks about responsible credit card use.	878
Other Financial Education Talks	Training activities open to the general public focusing on basic financial education concepts.	8,448
Tuiio Financial Education – Partnership with Fundacion Ana Bella	An entrepreneurship and personal finance workshop for woman who have been victims of domestic violence.	53
Tuiio Financial Education – Partnership with CONDUSEF	Finance program aimed at boys and girls.	55
Total		189,292



SME Programs

We offer a series of services aimed at Small and Medium-sized Enterprises to drive their growth, help them overcome any obstacles to their development, and support them in achieving their goals.

SME Loans

Loans	Description
Jovenes/Emprendedores	Loans for people who want to start their own business but who do not have the capital to do so.
Impulsos comerciales	Financial support to promote entrepreneurship in specialist sectors in Mexico.
Credito Agro	Financing aligned with the agricultural cycle aimed at customers who work in the primary and commercialization, agricultural, livestock or rural services sectors.
Working Capital for Sustainable Harvests	Loans for certified sustainable crop harvests.
Working Capital for protected agriculture	Loans for protected agriculture activities.
Working Capital for Green Energies	Loans for green energy projects.
Mujeres empresarias	Financing to help drive the growth and modernization of companies owned by women, offered in conjunction with NAFIN.
Mujer crecamos juntas	In conjunction with the federal government, loans exclusively for female entrepreneurs who have a business they want to refurbish, modernize and/or expand.
Impulsos NAFIN	Loans to promote economic development in each state or sector.
Emergentes NAFIN	Programs created to tackle specific adverse events, such as natural disasters.

SME Programs

Program	Description
Soriana paGO G Mini	In partnership with Soriana and using Getnet technology, we drive the sales of entrepreneurs and SME's through a handheld payment device that can process credit cards, debit cards, QR codes and wallets.





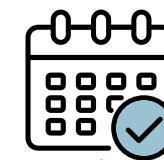
Community Investment GRI (3-3)

Our goal is to promote the inclusive and sustainable growth of communities through our community investment programs undertaken in conjunction with key social players.

Fideicomiso Por los Niños de México, Todos en Santander

The Fideicomiso Por los Niños de México, Todos en Santander (FPNM) 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.

Our employees are actively involved through voluntary donations and the opportunity to work as volunteers.



Over the course of 28 years:

MXN +168.8 million donated.



379,649 girls and boys benefitted.

893 organizations supported.



Fideicomiso Por los Niños de México
Todos en Santander

1. Total \$137,410,099.33, 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.

During 2022:



68 projects supported with a total investment of **MXN \$12,990,560¹**.



11,281 girls, boys and teenagers benefitted.



324 members of CSO's received training.



68 Santander employees acted as sponsors in 2022.



9,546 employees donated to the FPNM in 2022.

2022 Milestones

Program Focus	2022 Beneficiaries
Health	4,473
Nutrition	2,314
Education	4,494
Total	11,281

1. Includes investments in training for CSO's.

We also worked closely with a number of organizations to strengthen the operation of Civil Society Organizations that are beneficiaries of the FPNM.

Organization	Description
Fundacion Merced, A.C.	<ul style="list-style-type: none"> Consolidating the assessment and monitoring of projects supported through FPNM. Working on areas of improvement identified in order to bolster proposals for the biannual application process.
Ambiente Acuavita,A.C	<ul style="list-style-type: none"> Analyzing institutional risks and promoting financial resilience processes among the CSO's supported to meet the goals of these projects. Training new CSO's on how to fill out the biannual application process.
Cenyeliztli,A.C	<ul style="list-style-type: none"> Creating a space for CSO's to reflect on the importance of the culture of change to bolster the services being offered to girls, boys and teenagers in order to align them with the FPNM's mission.
UNAM School of Social Work	<ul style="list-style-type: none"> Monitoring the projects that are part of the 2023 application process and assessing the requests for the 2023-2024 FPNM biannual application process.



ATM fundraising campaigns

We involve our customers and users in concrete measures to drive development and well-being within the country. Through our ATM network, we receive voluntary donations to support a number of social and environmental causes in conjunction with different CSO's whom we consider our Sustainable Partners.

Program	Description	Amount Raised	Beneficiaries
Bécalos	We work alongside the Association of Mexican Banks (ABM) and Fundacion Televisa to offer scholarships to low-income students to allow them to continue their studies.	\$2,624,023.26 (ATMs)	832
		\$4,634,019.00 (Donation)	
Casa de la Amistad para Niños con Cáncer, I.A.P.	We support girls and boys from low-income backgrounds to offer medical support and help them buy the medication they need for their cancer treatment.	\$1,640,660.00	266
UNICEF	We focus on safeguarding the rights of boys and girls to quality education.	\$1,292,960.00	10,680
Reforestamos México	We protect forests and the communities that live in them by guaranteeing their sustainable development.	\$1,401,850.00	3,596
Escuelas SER	We offer quality education to boys and girls from low-income backgrounds.	\$1,397,460.00	3,942
Fundación Alsea	We make contributions to help eradicate food poverty through the "Va por Mi Cuenta" program.	\$1,420,110.00	231
Total		\$14,411,082.26	19,547



19,547 people benefitted through the MXN \$14,411,082.26 raised via our ATM's and the seed capital donation made to Bécalos during 2022.

Donations

Program	Description	Beneficiaries
Seed Capital - Fundación Quiera	Through this donation of seed capital, we provided co-financing and support to help consolidate the network of Instituciones Fortalecidas por Quiera (IFQ's). We helped promote strategic partnerships to drive value-based knowledge and the development of this sector through training, reflection and dialog.	21,116
Fundación CMR	In conjunction with this CSO, we help fight the food insecurity that some boys and girls face by offering them meals. Through its Educar en Libertad program, we promote values among the boys and girls and their families to help drive healthy interaction and community integration.	161
Kardias Gran Fondo Adolfo Lagos	During 2022, our contributions helped pay for open-heart and catheterization surgeries.	4
UNICEF LikeU Red	Our donation was used to help boys and girls recover lost learning in the areas of reading, writing and math.	5,388
APAC LikeU Star¹	We supported the Atlas 2030 program, a mechanical system designed for boys and girls with cerebral palsy, allowing them to perform certain tasks by facilitating the movement of their upper and lower limbs. We also provided support for early learning and education for children between the ages of 0 and 6 who have risk factors or warning signs of neurological damage.	1,050

1. Donations for LikeU cards placements.



Program	Description	Beneficiaries
Iluminemos por el autismo LikeU Star¹	Through its Family Support program, it provides information, training, emotional support and empowerment to people with autism and their families, offering them the opportunity to improve the quality of life of their entire family.	93,852
Fundación CIMA LikeU Pink¹	We support women with cancer who have no access to treatment. During 2022, we offered free transportation, emotional support sessions, external breast prostheses and lymphedema compression sleeves.	4,730
Reforestamos LikeU Green¹	Through measures to promote reforestation and fire prevention and management, we were able to restore land ecosystems. We reforested 8,000 trees in Jalisco, 8,000 trees in Guanajuato and 15,618 trees in Chiapas.	36
UNICEF LikeU White¹	We provided primary healthcare workers with training to prevent, detect and manage all forms of nutrition from pre-conception, pregnancy, post-partum, early childhood and for children under the age of 5.	15,750
World Wildlife Fund (WWF) LikeU Blue¹	We raised awareness among fishing communities of the importance of safeguarding their livelihoods through sustainable fishing. We also coordinated cleaning efforts in Mexican oceans.	74
Educación para Compartir	We trained teachers to help them adapt to and replicate finance and economics methodologies to raise awareness of these topics among boys and girls.	6,265
Three Kings Day	Our in-kind donation of toys to children from low-income backgrounds was coordinated through a number of CSO's for Three Kings Day.	275

1. Donations for LikeU cards placements.

Program	Description	Beneficiaries
SEDENA	We donated 60 laptops to SEDENA volunteers to help promote the holistic development of military families.	60
Children's Day Toy Drive	We collected and delivered toys to organizations that form part of the FPNM for Children's Day.	5,624
Fundación Cáritas San Marón	We supported people from low-income backgrounds from the Mazahua community in the State of Mexico, focusing mainly on malnourished children.	150
Total		154,535



Corporate Volunteering

Thanks to the outstanding efforts of our employees, we not only reaffirm our commitment to the communities in which we operate but also boost our employee's pride in being part of the Bank. During 2022, we reached 27,070 volunteering hours thanks to the efforts of 790 Santander volunteers.

During 2022, we coordinated the following volunteering programs:

Program	Description	Beneficiaries
Fundación Quiera	We coordinated recreational and maintenance activities for the homes belonging to Fundación Quiera through a workshop involving Santander volunteers to help girls, boys and teenagers identify and manage their emotions through sporting events and mental health activities. Our volunteers also made a donation.	451
Risk Pro - Colegio Santa Fe	We promoted an educational model for girls, boys and teenagers from the ages of 6 to 18 living in socially and educationally vulnerable situations.	3
Virtual HR Volunteering – Protecting the Environment Together	We offered an online talk to boys and girls from FPNM organizations to promote the importance of environmental conservation.	135
Risk Pro - Colegio Santa Fe Uniforms	Driven by Risk Pro area, we donated 159 physical education uniforms (sweatpants and jerseys) to female students who use it three times a week at school, as well as for sporting leagues and tournaments.	159
Risk Pro– Fundación Hogar Dulce Hogar	We collected and donated materials for children's activities coordinated by the foundation in conjunction with employees from Risk Pro. We donated storybooks, crayons, chalks, food and drinks, home cleaning articles and personal hygiene articles for children, in addition to nutritional supplements and pillows.	25
Virtual HR Volunteering – Painting Smiles	We coordinated an online talk for girls and boys from FPNM organizations to help promote social and emotional health.	175
Christmas HR Volunteering	We organized an in-person event for children from FPNM organizations, donating 184 teddy bears and 148 breakfasts.	148

Program	Description	Beneficiaries
Virtual HR Volunteering – Importance of Sport	We offered an online talk for girls and boys from FPNM organizations to highlight the importance and benefits of sport for a healthier life through testimonials given by our volunteers.	346
Kiloton HR Volunteering – Santander Week	We coordinated a national drive involving our 10 regional offices and Contact Center to donate non-perishable foods to beneficiaries and their families from FPNM organizations that were made possible by donations made by the Bank's employees. A total of 24,693 articles were donated.	6,290
BEI Volunteering – Home for the Elderly	We visited elderly residents, bring them clothing, footwear, personal care products and cleaning supplies.	42
BEI Volunteering – Superheroes for Children's Day	A number of professional sports players and artists sent messages to the children, in addition to donating gifts and toys.	820
BEI Volunteering – Painting Values	We promoted values by donating recreational materials such as paints, canvases, brushes, certificates, trophies, a storybook, food and refreshments.	52
BEI Volunteering – Sowing Love	We promoted the importance of the environment for communities and how to protect it by planting trees.	420
Total		9,066

In 2022, we benefitted
194,429¹ people with
our social investment
programs.

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





Higher Education Support

GRI (3-3)

Higher education is our main focus to help contribute to the economic and social progress of the country. Through a range of agreements with universities in Mexico and abroad, we drive improvements and excellence in the areas of international mobility, research, innovation and entrepreneurship, among others.



74,351 scholarships granted.



62 entrepreneurship scholarship and internship programs during 2022.



MXN \$85,598,514 invested in the Higher Education Support Plan (PAES).

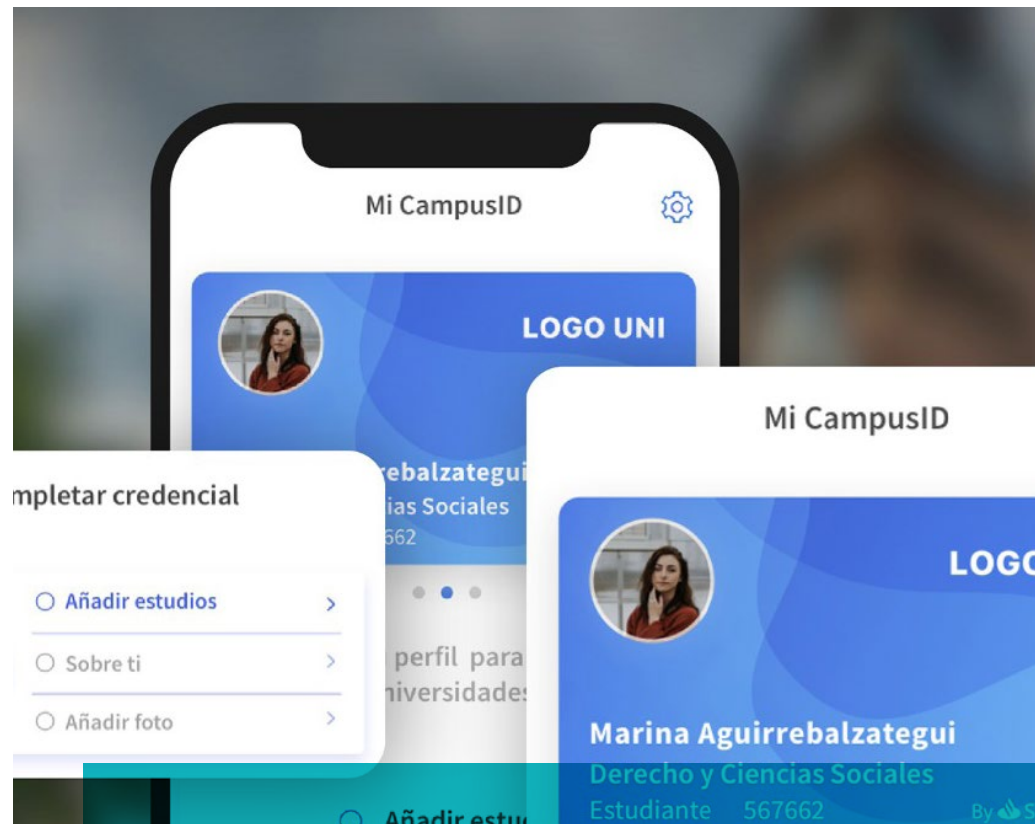
- **MXN \$18,710,372** invested in education access and academic development programs.
- **MXN \$30,051,220** invested y **64,244** people benefitted through employability and professional development programs.



145 agreements signed with universities.

Santander Universities

Through this program, we have developed projects in collaboration with universities and research centers from around the world to help guarantee quality education and help young university students from throughout Mexico to develop the skills and knowledge they need. We offer scholarships, professorships, collaborative projects, and the development of financial products and services.



We were recognized as the **Most Socially Responsible Bank** by International Finance Magazine thanks to the major support that the Bank offers higher education through Santander Universities.

Digital Scholarships

We continued offering our scholarships digitally as this has allowed us to maximize the assigned budget. Some of these include:

Type	Name	Description
	Santander Study Scholarships Web Scraping and Artificial Intelligence	A Santander Group program that helps professionals develop Web Scraping skills and learn how to streamline companies and business processes through a partnership with UDEMY, which has been recognized as a global leader in online learning and teaching stores.
	Santander Skills Scholarships Project Management Google	A Santander Group program offered in conjunction with Coursera and focusing on teaching skills to manage successful projects using Agile methodology.
	Santander Technology Scholarships Digital Programs BEDU	A program aimed at people interested in web development skills using Java and Android mobile development.
Employment	Santander Technology Scholarships Bootcamps and Web Courses Ucamp	A 7-month program aimed at people interested in learning Full Stack, UX/UI, basic web development, data science, artificial intelligence and Python basics.
	Santander Language Scholarships Business English Slang	A Santander Group program that promotes English-language training for Mexican professionals over the age of 31, helping them bolster their professional development.
	Santander Language Scholarships German, French and Italian for All – CID	A Santander Group program that promotes and bolsters training in these three languages at a basic level.

Type	Name	Description
Entrepreneurship	Santander Study Scholarships MetaredX Mexico	A Santander Group programs that focuses on teaching skills to entrepreneurs from the MetaredX Mexico community.
	Santander Skills Scholarships Entrepreneurship CDMX TREPCAMP 2022	A Santander Group program that helps participants develop the mentality and skills necessary to create high-impact entrepreneurial projects, encompassing the entire process from the original idea to the consolidation of the company.
	Santander Bank Training Hacking Gaps: Workplace Inclusion	A program from the Professional Expansion Center (CEP) and UCamp to drive workplace inclusion and equality through bringing together academia, civil society and the public and private sectors.



Type	Name	Description
Study	Santander Study Scholarships Alumni Outreach Diploma I CASE 2022	A program offered by the Santander Group and the Council for Advancement and Support of Education (CASE) that focuses on training in fundraising techniques and procedures for higher education institutions.
	Santander Women Scholarships Women Support for Disabled Female Students at UNAM UNAPDI 2022	A Santander Group program offered in conjunction with the National Autonomous University of Mexico, through the Department for Gender Equality and the Community Outreach Office via the Disability Service Unit (UNAPDI), that focuses on promoting the inclusion and equality of disabled women at UNAM.
	Santander Sustainability Scholarships Companies University of Illinois	A Santander Group program offered in conjunction with Coursera, which focuses on developing skills that drive businesses and help them to tackle global challenges in the 21st century.
	Santander Study Scholarships Legacy 2022	A program to promote and consolidate cultural and artistic training for Mexican arts and culture students on a domestic and international scale.
	Santander Women Scholarships Support for Disabled Female Students UAEMEX	A program that is aimed at female undergraduate and postgraduate students enrolled at UAEMEX who have any form of disability.

Santander X Award

We promote the development of startups and university entrepreneurs through the Santander X global initiative, formerly Santander Business Innovation Award (PSIE), with the aim of supporting and accompanying entrepreneurial projects. In 2022, the following was carried out:

- **Santander X Award: University Equality, Diversity and Inclusion Initiatives 2022**
An award that recognizes, incentivizes, and promotes university programs that promote equality, diversity, and inclusion.
- **Santander X Award: Mexico 2022 Launch Category**
An entrepreneurship award to drive the development of high-impact entrepreneurial projects.

Position	Name	Description
1st place	BioSEIR	Early stage Human Papilloma Virus detection device.
2nd place	Agriicola	Creation of a platform for more efficient and sustainable agriculture.
3rd place	Gusani	Protein meal from unicel-fed worms.

- **Santander X Award: Mexico 2022 Accelerate Category**
An entrepreneurship award to promote the development of high-impact startups.

Position	Name	Description
1st place	Armdust 2.0 Metal 3D Printer	First of its kind that is accessible to the Latin American market.
2nd place	Roomie IT	Humanoid robotics startup for B2B logistics.
3rd place	MEDU Protection	Producer of sustainable medical clothing that innovates while protecting health professionals.





Corporate Governance

-  Governance Structure
-  Committees of the Board of Directors
-  Risk Management
-  Business Ethics and Transparency
-  Privacy, Data Protection and Cybersecurity
-  Responsible Procurement



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 actions 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.

Governance Structure

GRI (2-9, 3-3)

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) issues.

Note: PwC's verification on page 74 only covers GRI Sustainability Reporting Standards Content 2-9. No other additional work regarding the figures or information reported on this page was validated.



36.4% of proprietary members of the Board of Directors are women.



To learn more about our ownership structure, please [click here](#).

Board of Directors

Our Board of Directors is a one-tier group that assesses and analyzes material, social, environmental, economic and ethical issues, in addition to the opportunities, impacts and risks associated with the proper implementation of the Bank's Responsible Banking strategy.

Our Board of Directors is composed of 22 members: 11 Proprietary and 11 Alternate members. The Board of Directors is responsible for assigning members to Committees.

During 2022, the Board of Directors met on six occasions, on the following dates: January 27, April 28, June 16, July 21, September 22 and October 27. During these sessions, the most relevant sustainability issues for the Bank's operations were identified and the review of the effectiveness of the organization's processes are contained in the minutes of the sessions for follow-up purposes.

At least once a year, an item is discussed during a meeting of the Board of Directors regarding the development of climate strategy, climate project and ESG reporting.

The Board of Directors is comprised of the following Committees:

- **Audit Committee (CA).**
- **Remuneration Committee (CR).**
- **Comprehensive Risk Management Committee (CAIR).**
- **Corporate Practices, Nomination and Remuneration Committee (CPSNC).**

Board of Directors Appointment Process GRI (2-10, 2-12, 2-13)

The management and representation of the company is undertaken by a Board of Directors, at least 25% of whom must be Proprietary members. For each Proprietary director, a respective Alternate director must be appointed, in the understanding that the Alternate directors must have the same character as Independent directors.

For a director to be appointed, he or she must have the knowledge, skills, experience necessary and competencies relevant to the impacts of the organization in terms of legal, banking-financial, accounting, administrative and auditing to understand the risks and ESG issues, including climate change, that could affect the Bank.

All Directors who accept their appointment to the Board of Directors must take an induction course to help familiarize themselves with the mission and vision of the Bank. This training program focuses on the following areas:

- **The rights and obligations of Directors.**
- **Internal Santander procedures and policies.**
- **The Bank's strategic businesses and plans (including risks).**
- **Meetings with senior management.**
- **General overview of the Governance Model and good governance practices.**

GRI (2-10)

Furthermore, the Board of Directors must ensure that the selection processes for its members favors gender diversity, experience and knowledge, avoiding implicit bias that could lead to any form of discrimination. The procedures should focus particularly on favoring the selection of female Board Members.



To learn more about the qualitative composition of the Board of Directors, please [click here](#).

Appointment:

This involves coordination between the local and Group Nomination Committees to present a proposal, which is validated by the Group's Nominations Committee and approved by the Shareholders' Meeting. In this process, minority rights are respected.

Members:

Between 7 and 15 Board members, who serve a tenure of three years with the opportunity to be re-elected every year.

Sessions:

Six sessions per year lasting a maximum of five hours, including an extended session to focus on business strategies.

Assessment:

An assessment of the Board will be conducted on an annual basis.

Compensation:

It will be proposed by the chair of the Board of Directors in Mexico, ratified by the Group's Remuneration Committee, validated by the Corporate Practices, Nomination and Remuneration Committee in Mexico, and authorized by the Shareholders' Meeting in Mexico.

Core Issues:

- Strategies.
- Structure and capital.
- Financial and communication reports and situation.
- Appointment, removal and remuneration of officers.
- Risks and compliance and conduct.
- Board succession plan.
- Supervision of compliance with Corporate Governance policies.
- Operation with interested parties.
- Conflicts of interest.
- Internal governance.
- Key positions.
- Authorization of general and specific policies, including, if applicable, adherence to those passed by the Group's Board of Directors.
- Authorization of Internal Audit Plan.

Lead Independent Director:

The Board will appoint a Lead Independent Director in the event that the Chair of the Board of Directors is not Independent.



Composition of the Board of Directors GRI (2-9, 405-1)

Name	Age	Executive / Non-Executive	Proprietary / Alternate	Years of Service	Governance Body and Committees	Sex (F/M)
Laura Renee Diez Barroso Azcárraga	71 years	Non-Executive F Series	Chairwoman of the Board / Independent Proprietary	2 years	Board of Directors	F
César Augusto Montemayor Zambrano ¹	63 years	Non-Executive F Series	Independent Proprietary	3 years	Board of Directors, CAIR	M
Juan Ignacio Gallardo Thurlow	75 years	Non-Executive F Series	Independent Alternate	9 years	Board of Directors	M
Alberto Torrado Martínez	59 years	Non-Executive F Series	Independent Alternate	13 years	Board of Directors, CPSNC, CAIR	M
Felipe Francisco García Ascencio	51 years	Executive F Series	Non-Independent Proprietary	3 months	Board of Directors, CAIR	M
Héctor Blas Grisi Checa ²	56 years	Executive F Series	Non-Independent Proprietary	7 years	Board of Directors	M
Magdalena Sofía Salarich Fernandez de Valderrama	66 years	Executive F Series	Non-Independent Proprietary	3 years	Board of Directors	F
Ángel Rivera Congosto	56 years	Executive F Series	Non-Independent Proprietary	7 years	Board of Directors	M
Didier Mena Campos	52 years	Executive F Serie	Non-Independent Alternate	4 years	Board of Directors, CAIR	M
Rodrigo Brand de Lara	50 years	Executive F Series	Non-Independent Alternate	4 years	Board of Directors	M
Ángel Alverde Losada	56 years	Non-Executive F Series	Independent Alternate	8 months	Board of Directors, CR, CPSNC	M
Daniel Barriuso Rojo	49 years	Executive F Series	Non-Independent Proprietary	8 months	Board of Directors	M

CA (Audit Committee); CR (Remuneration Committee); CAIR (Comprehensive Risk Management Committee); CPSNC (Corporate Practices, Nomination and Remuneration Committee).

1. Chairman of CAIR (Comprehensive Risk Management Committee).

2. Héctor Blas Grisi Checa resigned from the Board of Directors on December 31, 2022.



GRI (405-1)

3 of our Directors (14%) are between 30 and 50 years of age, while the rest (86%) are over 50 years of age. Of our total Directors, 23% are women and 77% are men. The average age of our Directors is 60.7 years old.

GRI (2-9, 405-1)

Name	Age	Executive / Non-Executive	Proprietary / Alternate	Years of Service	Governance Body and Committees	Sex (F/M)
Pablo Fernando Quesada Gómez	60 years	Executive F Series	Non-Independent Alternate	3 months	Board of Directors	M
José Antonio Pérez Antón	50 years	Non-Executive F Series	Independent Alternate	8 months	Board of Directors	M
Bárbara Garza Lagüera Gonda ¹	62 years	Non-Executive B Series	Independent Proprietary	3 years	Board of Directors	F
Antonio Purón Mier y Terán ²	70 years	Non-Executive B Series	Independent Proprietary	13 years	Board of Directors, CA, CPSNC, CR	M
María de Lourdes Melgar Palacios	60 years	Non-Executive B Series	Independent Proprietary	4 years	Board of Directors, CA, CAIR	F
Rogelio Zambrano Lozano	66 years	Non-Executive B Series	Independent Alternate	4 years	Board of Directors	M
Guillermo Francisco Vogel Hinojosa	72 years	Non-Executive B Series	Independent Alternate	6 years	Board of Directors	M
Joaquín Vargas Guajardo	68 years	Non-Executive B Series	Independent Alternate	13 years	Board of Directors, CAIR	M
Melanie Elizabeth Devlyn Gómez	55 years	Non-Executive B Series	Independent Alternate	8 months	Board of Directors	F
Guillermo Jorge Quiroz Abed ³	69 years	Non-Executive B Series	Independent Proprietary	4 years	Board of Directors, CA, CR, CPSNC	M

CA (Audit Committee); CR (Remuneration Committee); CAIR (Comprehensive Risk Management Committee); CPSNC (Corporate Practices, Nomination and Remuneration Committee).

1. Bárbara Garza Lagüera Gonda resigned from the Board of Directors on January 25, 2023.

2. Chairman of CPSNC (Corporate Practices, Nomination and Remuneration Committee) and CR (Remuneration Committee).

3. Chairman of the CA (Audit Committee).

Of the 22 members of the Board of Directors:



8 of our Directors are Executive (36.4%) and 14 are Non-Executive (63.6%).



14 of our Directors are Independent (63.6%) and 8 are Non-Independent (36.4%).



5 of our Directors are women (22.7%).



1 of our female Directors is Executive (20%) and 4 are Non-Executive (80%).



4 of our female Directors are Independent (80%) and 1 is Non-Independent (20%).



Committee	# Independent Directors	# Non-independent directors	# Executive Directors	# Non-executive Directors
CA (Audit Committee)	3 (13.6%)	0	0	3 (13.6%)
CR (Remuneration Committee)	3 (13.6%)	0	0	3 (13.6%)
CAIR (Comprehensive Risk Management Committee)	4 (18.2%)	2 (9.1%)	2 (9.1%)	4 (18.2%)
CPSNC (Corporate Practices, Nomination and Remuneration Committee)	4 (18.2%)	0	0	4 (18.2%)

Committee Members who are not Members of the Board of Directors:

Name	Executive/ Non-Executive	Independence	Committee Members	Sex (F/M)
Fernando Borja Mujica	Executive	Non-Independent	CAIR	M
Emilio de Eusebio Saiz	Executive	Non-Independent	CAIR, CR	M
Ricardo Alonso Fernández	Executive	Non-Independent	CAIR, CR	M
Alejandro Diego Cecchi González	Executive	Non-Independent	CAIR	M
Ana Felisa López Escobar	Executive	Non-Independent	CR	F
Norma Angélica Castro Reyes	Executive	Non-Independent	CAIR	F

CA (Audit Committee); CR (Remuneration Committee); CAIR (Comprehensive Risk Management Committee); CPSNC (Corporate Practices, Nomination and Remuneration Committee).

Training for Members of the Board of Directors GRI (2-17)

We coordinate a number of activities to help drive the knowledge, skills and experience of our Directors in terms of sustainable development:

Name of Course	Description
Board Member Induction Course	Offered on June 14, 2022, via Diligent, this course focuses on a range of topics such as Corporate Governance, Strategy and Plans, Risks, Money Laundering Prevention, Retail Banking, SME's and Companies, Technology Plan, Responsible Banking and ESG, and Internal Audits, among others.



Assessment of Members of the Board of Directors GRI (2-18)

Target setting, performance evaluation and the variable remuneration of the members of the Board of Directors is undertaken in accordance with local regulations and in keeping with the Governance Model.

As part of the annual evaluation process, and through a self-assessment completed by the Directors, questions are posed to evaluate the performance of the Board of Directors in supervising the impact the organization has on the environment, the economy and people.

A self-assessment is completed by the Directors and focuses on the following areas: discussions within the Board and decision-making processes; the functioning of the committees; regulations and compliance applicable to the Bank; corporate governance; time spent on work relating to the Board of Directors; knowledge of the company and its operations; risk and crisis management; strategic management and implementation; work and personal environment; and, community relations.

Assessment
Annual review of management capability.
▼
Assessment is reviewed on an annual basis by the Chair of the Board or the Lead Independent Director, as applicable, and a meeting of Independent Directors will be convened.
▼
The results of the assessment process will be shared with the Chair of the Board of Directors, the Corporate Practices, Nomination and Remuneration Committee, and the local Board of Directors.
▼
Succession Plan. The Executive Chair of the Group must validate the plan, and the Group's Nomination Committee will coordinate the process.





Committees of the Board of Directors

As part of its functions, the Board of Directors appointed four committees specializing in a range of issues in order to ensure the sustainability of the business. Every year, four sessions are held, in addition to an extended session to analyze and decide on strategies within the Bank.

The composition of the four committees is outlined below:

Remuneration Committee (CR) GRI (2-9, 2-20)

During 2022, there were three sessions: January 27, April 7 and July 13.

Some of its core functions include:

- Evaluating the risks being faced by the Institution and its administrative, control and business units, in addition to publishing half-yearly reports.
- Defining the standards and policies for managing, assessing, calculating and paying the different remuneration models, in addition to communicating these to employees.
- Informing the National Banking and Securities Commission of any modifications to the Remuneration System.
- Proposing, for the approval of the Board of Directors, remuneration policies and procedures, employees or members of staff who are subject to the Remuneration System, and any exceptional cases or circumstances, in addition to providing a half-yearly report on its performance.

Audit Committee (CA) GRI (2-9)

During 2022, there were seven sessions: January 24, February 23, March 28, April 25, June 13, July 18 and September 1.

Some of its core functions include:

- Proposing internal and external auditors.
- Ensuring the Chief Executive Officer complies with the agreements reached at the Meetings.
- Supporting the Board in the drafting of the annual report to be presented at the Meeting.
- Providing opinions to the Board of Directors regarding requests for information required for the decision-making process.
- Informing the Board of any relevant irregularities that have been detected, and, if necessary, inform the Board of any corrective measures employed, ensuring that the management implements said measures.
- Reviewing the annual budget and proposing it be presented to the Board for its subsequent approval.
- Implementing measures based on the conclusions and recommendations of Internal and External Auditing.

Corporate Practices, Nomination and Remuneration Committee (CPSNC) GRI (2-9)

During 2022, there were seven sessions: January 20, April 7, May 19, June 2, July 13, September 8, and December 13.

Some of its core functions include:

- Providing opinions to the Board about the proper management, handling and execution of business strategies.
- Providing oversight to ensure the correct management, handling and execution of the strategies of the Group and its Financial Entities.
- Supporting the Board in the drafting of reports that are to be presented to the Shareholders Meetings.
- Nominating or removing the Chief Executive Officer.
- Presenting a report to the Board based on the reports of the activities of the Executive President and Internal Committees.
- Submitting proposals to the Board to begin legal proceedings against officers who do not meet the principles of loyalty and diligence.
- Proposing and reviewing internal criteria and procedures to be followed to determine the structure of the Board of Directors and select proposals for directorial appointments.
- Proposing and reviewing internal criteria and procedures to be followed for the selection and on-going assessment of the Chief Executive Officer (CEO), Senior Executive Vice-President and other employees responsible for internal control or those who hold key positions in the Bank's day-to-day activities, providing information about their appointment and removal from office, in addition to their on-going assessment.
- Undertaking an annual assessment process of the Board and Board Members.

Comprehensive Risk Management Committee (CAIR) GRI (2-9)

During 2022, there was one session per month.

Some of its core functions include:

Proposing, for the approval of the Board of Directors:

- Comprehensive Risk Management objectives, guidelines and policies, in addition to any eventual modifications to them.
- Global Risk Exposure Limits and Specific Risk Exposure Limits, taking into consideration Consolidated Risk, itemized by Business Unit or Risk Factor, cause or origin.
- Mechanisms for the implementation of corrective measures.
- The exceptional circumstances or cases under which both the Global Risk Exposure Limits and the Specific Risk Exposure Limits can be surpassed.
- At least once a year, the Capital Adequacy Assessment, including capital estimations and, if applicable, the capitalization plan.
- The Contingency Plan and its modifications.
- Proposals relating to the sale or purchase of portfolios/businesses; the Group's most significant models and the corresponding documentation; any and all actions or operations that expose the Group to a significant risk or a risk that has increased from a lower scale.
- The nomination or removal of the chair of the Committee, who is ratified by the Board of Directors.

Adjusting or authorizing extensions to the Specific Risk Exposure Limits:

- Under exceptional circumstances.
- With the prior approval of the Board.
- In accordance with the Comprehensive Risk Management objectives, guidelines and policies.
- When the conditions and situation of the Institution require.

Approving:

- Specific Risk Appetite Limits and Risk Tolerance Levels, if and when they have the faculties delegated by the Board, as well as indicators on liquidity risks.
- Methodology and procedures to identify, measure, monitor, limit, control, report and disclose the diverse types of risks to which the Institution is exposed, in addition to any subsequent modifications.
- Models, parameters, scenarios and suppositions, including those relating to stress tests (Appendix 12-B of the CUB), which are used to assess Capital Adequacy and should be used to assess, measure and control the risks proposed by the Comprehensive Risk Management Unit (UAIR), which must be consistent with the Institution's technology.
- Methodologies to identify, assess, measure and control the risks of new operations, products and services to be offered to the market.
- Corrective measures proposed by the CEO.
- Technical Comprehensive Risk Management assessment referred to in Article 77 of the CUB for its subsequent presentation to the Board and to the National Banking and Securities Commission (CNBV).
- Risk Management Manuals, based on the objectives, guidelines and policies established by the Board, as referred to in the last paragraph of Article 78 of the CUB.
- The report referred to in Article 77 of the CUB.
- The approval of the methodologies used to estimate the quantitative and qualitative impacts of operational uncertainty.
- The creation, modification and elimination of other subordinate governance bodies relating to the risks and their corresponding regulations.

Informing the Board, at least once a quarter, of:

- The Institution's Risk Profile and its compliance with capital estimates outlined in the Capital Adequacy Assessment.
- The negative effects that this could have on the Institution's operations.
- Non-compliance with established Desired Risk Profiles, Risk Exposure Limits and Risk Tolerance Levels, in addition to, if applicable, the Capitalization Plan.
- The corrective measures implemented, including those covering the Capital Forecast Plan and, if applicable, the Capitalization Plan.

Ensuring all employees involved in risk taking are, at all times, aware of:

- Desired Risk Profiles.
- Risk Exposure Limits.
- Risk Tolerance Levels.
- Capital Forecast Plan.
- Capitalization Plan.
- Informing the Board, at least once a year, of the results of the effectiveness testing of the Business Continuity Plan.

Compensation Policy GRI (2-20)

At Santander Mexico we adopt compensation practices that are consistent, comply with the Group's standards, and are pursuant to local regulations. Compensation is designed to incentivize a high-performance culture in which people are compensated and recognized for their productivity and capability and the impact they have on the Bank's positive results. Compensation practices at Santander Mexico must always be aligned with the interests of shareholders, employees, customers and society, and, more specifically, they must promote good conduct.

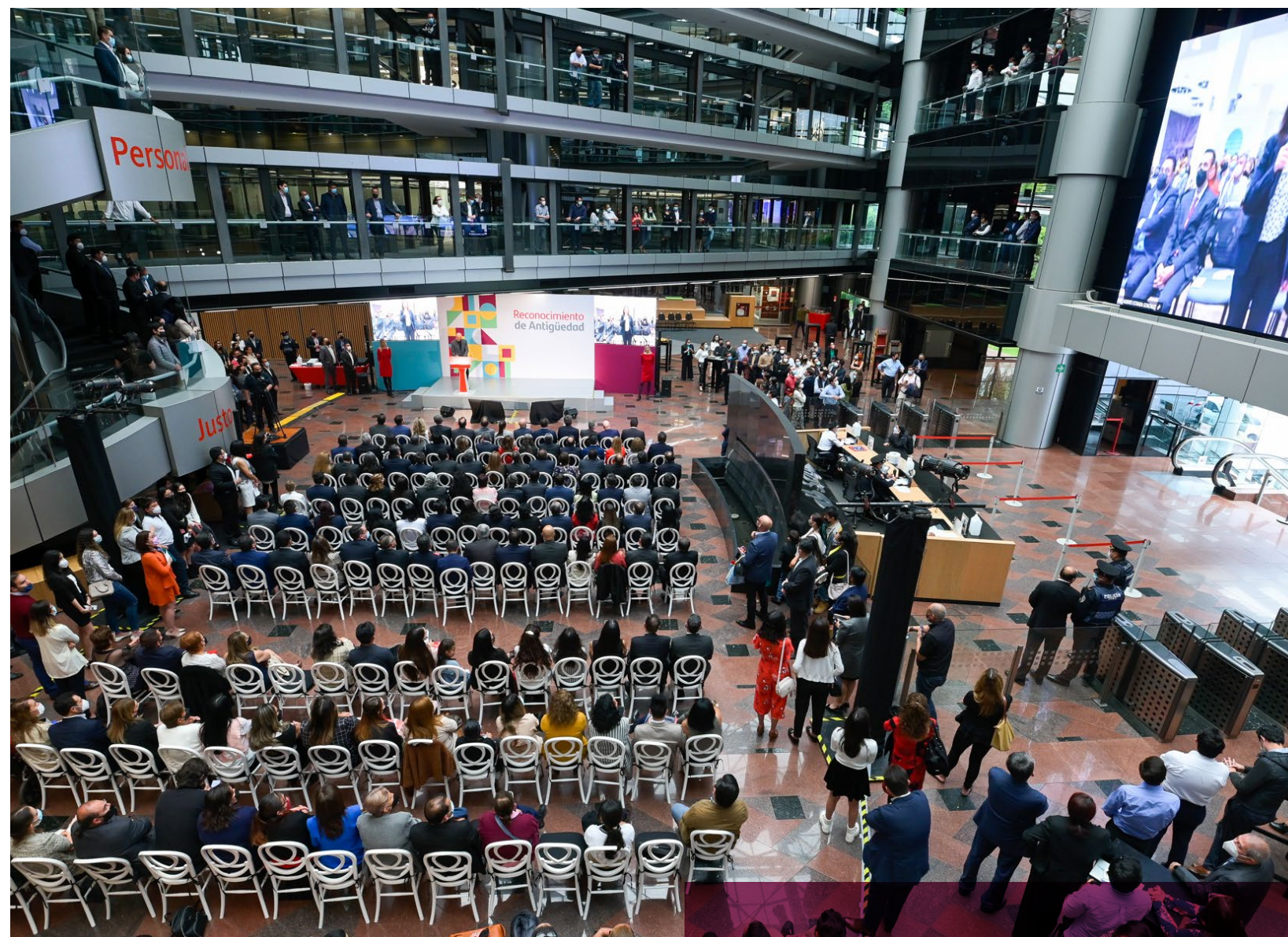
The goal of this policy is to outline the way in which compensation for all employees, including directors from the Promontorio (Executive Chair) and Faro (Deputy Director Generals) groups, is ascertained.

Compensation systems must:

- Be fair and competitive.
- Avoid conflicts of interest with clients.
- Be based on the achievement of sustainable results.
- Be a tool to attract and retain talent, in addition to managing risks.

Furthermore, they must help maintain employee motivation and be aligned with the interests of shareholders, in addition to focusing on creating long-term value.

The Remuneration Committee at Santander Mexico must approve this policy, which, in turn, must be presented and approved by the Human Resources Committee at Santander Mexico, prior to being presented to the Management Committee for communication and management purposes.



For further information about our Compensation Policy, please [click here](#).



Risk Management

GRI (3-3)

We have a Corporate General Risk Framework that outlines the common principles that allow us to plan, identify, assess, reach decisions, mitigate, monitor and access information regarding possible risks. This enables us to ensure the proper execution of our operations through a solid culture of risk among our employees.

Corporate General Risk Framework GRI (FS2)

The purpose of our governance bodies, including the Comprehensive Risk Management Committee (CAIR) – which falls under the auspices of the Board of Directors – is to facilitate effective and efficient decisions regarding risks, monitor risk controls, and ensure that risks are managed in accordance with the risk appetite defined by the Bank's Board of Directors.

Principles of our Corporate General Risk Framework:



We are all responsible for risk management. All employees must understand and consider the risks that their daily activities generate. They are responsible for identifying, managing and communicating risks, and they must receive training aligned with responsibilities, in addition to completing compulsory compliance courses. Performance and remuneration models must be aligned with risk management goals.



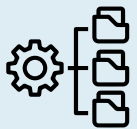
Implications for senior management. The senior management team must promote - through its own behavior, actions and communications – coherent risk control and management. They must act in accordance with applicable local regulations and laws and provide adequate information about any issues of non-compliance. They must regularly assess and promote the culture of risks and supervise that their risk profile remains within the levels set by the risk appetite.



Independence of risk control and management functions. Risk control functions must have direct access to the corporate governance bodies responsible for risk management.



Comprehensive approach to risk control and management. Risk control and management must be undertaken exhaustively, including any impacts that there may be. The risk approach adopted must be forward-looking and based on the analysis of trends covering different periods and outlooks.



Adequate data management. Risk control and management must be based on opportune, exact and sufficiently detailed data. This ensures that risks are properly identified, assessed, managed and communicated.



This framework comprises three lines of defense:

First Line of Defense: Risk Management

This comprises business functions and all functions that generate risk exposure.

It is responsible for:

- Creating an appropriate environment for managing all risks associated with the business.
- Proposing, in collaboration with the functions of the second line of defense:
 - » The risk appetite to the Board for its subsequent approval.
 - » Lower limits based on the risk appetite for their subsequent approval by the corresponding body.
- Implementing mechanisms to manage the risk profile within the risk appetite and the lower limits.
- Guaranteeing that the management operating models are effective for the needs of the business.

Second Line of Defense: Risk Supervision and Control

This comprises risk functions alongside Compliance and Conduct.

It is responsible for:

- Supervising the risk management undertaken by the first line of defense.
- Ensuring compliance with policies and limits, in addition to assessing whether the businesses are within the set levels of risk appetite.
- Providing their opinion and questioning business proposals. Providing the senior management team and business units with the necessary elements to understand the risk that different businesses and activities represent.
- Offering a consolidated overview of risk exposure, including risk profile.
- Providing detailed assessments of material risks and carefully monitoring emerging risks.
- Defining metrics to be used to measure risk, in addition to reviewing and questioning the proposals regarding risk appetite and lower limits made by the first line of defense.
- Verifying adequate policies and procedures to keep the business within the risk appetite level have been implemented.

Third Line of Defense: Risk Assurance

This comprises Internal Auditing.

It assesses:

- The effectiveness and efficiency of the aforementioned processes and systems.
- Compliance with applicable regulations and supervisor requirements.
- The reliability and integrity of financial and operational information.
- Asset integrity.



GRI (FS2)

The classification of risks plays a fundamental role in their effective management and control. Our Corporate General Risk Framework allows us to classify key risks to the Bank, including credit, market, liquidity, structural, operational, compliance, reputational, model, and strategic risks. Furthermore, we also consider risks relating to the environment and climate change as they may have an impact on existing mid- and long-term risks.

Actions within the Culture of Risks

We strive to bolster a solid culture of risk to ensure that all our employees have the attitudes, values, skills and guidelines necessary for them to proactively identify and manage risks stemming from their day-to-day activities.

During 2022, we coordinated the following activities:

Name	Description
Risk Pro Week	A Group event to raise awareness of everyone's role as risk managers.
Employee Induction Program	Including training in issues focusing on risks.
Courses and Training	All employees must complete their risk courses and training.
Employee Target Setting	Setting annual targets encompasses a section dealing with risks based on each employee's role within their team.



Through the Risk Culture Department, we were recognized for the correct management of risks in the following business areas:

- Risk Pro Champion for Contact Center Employees.
- Risk Pro Branch for Best Risk Management and Profitability.
- Risk Pro for Operations Employees.



Business Ethics and Transparency

GRI (3-3)

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.

General Code of Conduct (GCC) GRI (2-24)

This document encompasses the ethical principles and standards applicable to each of the Bank's employees. It also acts as a means of preventing any risks to which we are exposed.

During 2022, we coordinated the following actions:

- **16,964.38 training hours in the General Code of Conduct (GCC).**
- **Training for members of the Bank's employees and Board of Directors.**

Note: PwC's verification on page 89 only covers GRI Sustainability Reporting Standards Content 2-24. No other additional work regarding the figures or information reported on this page was validated.

Conflicts of Interest GRI (2-15)

The GCC outlines the guidelines for employees, directors and Board Members to help prevent any conflict of interest. It is of the utmost importance that all decisions be taken in the best interest of Santander, without putting vested interests, those of family members, or those relating to the acquisition or leasing of goods and assets, among others, first.

We also have a Conflicts of Interest policy that contains the guidelines to prevent and manage any conflicts of interest that may arise as a result of their activities. This policy also:

- Identifies relationships, services, activities or operations that could lead to conflicts of interest.
- Facilitates the adoption of measures to prevent conflicts of interest wherever possible.
- Establishes a process to identify and assess the relevance of these conflicts, decide on what measures should be implemented to mitigate them, and stipulate how any relevant current or potential conflict should be communicated.
- Determines how an unavoidable conflict of interest should be handled and in which way the individual or entity affected should be informed.

It also outlines the policies for communicating with and informing shareholders, markets and the general public.

In the event of a conflict of interest, the mechanism outlined in the Governance Model will be applied to escalate the issue, firstly, to the authority responsible, and, if no solution is found, then it will be

Note: PwC's verification on page 90 only covers GRI Sustainability Reporting Standards Contents 2-15, 2-25 y 2-26. No other additional work regarding the figures or information reported on this page was validated.

escalated to the respective CEO. As a last resort, and in accordance with the responsibilities delegated by the Board, it will be sent to the respective Chairs or the appropriate governance body at the Group or Mexico level for a formal ruling. If necessary, it will be escalated to the Shareholders' Assembly.

All members of our Board of Directors who have any conflicts of interest must disclose them and abstain from any deliberation or vote concerning the latter.

Furthermore, in accordance with the Credit Institutions Law, our Corporate Practices Committee must issue a ruling regarding, among other elements, any operations and agreements with related parties, which must then subsequently be approved by the Board of Directors.



GRI (2-16, 2-25, 2-26) SASB FN-CB-510a.2, FN-AC-510a.2, FN-IB-510a.2

Ethics Line is a reporting system, operated by EthicsGlobal, an external specialist in complaint and report management. It has several channels that offer our employees, suppliers and ex-employees the opportunity to make their voices heard anonymously regarding any irregularities that could cause a risk to or affect the operations of the Bank in order to redress any negative impacts¹. Ethics Line functions as a mechanism to identify and address grievances. Furthermore, they can request support regarding the application of the organization's practices and policies to ensure responsible business conduct.

1. Negative impact refers to the effect that the organization has or may have on the economy, the environment or individuals, including those effects regarding human rights, and which, in turn, may be indicative of its contribution (be it negative or positive) to sustainable development.

The areas responsible for the Ethics Line are Human Resources, Compliance, and Operational Incidents, which are obliged to report the content of relevant cases to the respective steering committees and follow up on each case.

Complaints relating to an employee's responsibilities may be discussed in the Sanctions and Incidence Analysis Forum to help promote a reliable and impartial working environment. This also safeguards, at all times, confidentiality and anonymity, in addition to ensuring no acts of reprisal or conflicts of interest are involved when handling said complaints.

Our reporting channels include:



Hotline: 800-999-3842



Web Assistant: www.lineaetica.net



Chat Assistant via the [website](#)



E-mail: denuncia@lineaetica.net



EthicsGlobal app for IOS and Android



1,489 reports filed during 2022.

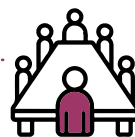
Corruption Prevention GRI (2-24)

In our day-to-day activities, we fully and comprehensively reject any corrupt practices through a zero-tolerance approach. Santander Mexico's Corruption Prevention Policy, which is coordinated by the Compliance Committee, stipulates the guidelines for preventing corruption within the Group, including the misuse of public funds, bribery, payment of contributions and influence peddling.



During 2022, we offered training and provided information about our policies and procedures in our fight against corruption to:

100% of the Board of Directors.



94%¹ of employees.

1. This is a compulsory online program for employees; however, those employees who are missing joined the company after December 15, 2022, and, as such, are not reported within the year in question.

Money Laundering Prevention

We have a System for the Prevention of Money Laundering and Terrorist Financing (PMLTF) to control how we manage fund origins. This system is governed by the General Policy and Procedures Manual and is reviewed on an on-going basis to ensure compliance with applicable laws and standards.

PwC's verification on page 91 only covers GRI Sustainability Reporting Standards Content 2-24. No other additional work regarding the figures or information reported on this page was validated.

Structure of the Prevention of Money Laundering and Terrorist Financing System (PMLTF)

- Institutional support for all areas within the organization.
- A robust legal framework that complies with corporate requirements over local regulations.
- The development and implementation of local and corporate projects, such as Legal Risk Assessment, Sanctions, Correspondent Banking, etcetera.
- Customer identification and recognition policies based on validation processes that ensure files are properly compiled.
- Regular updating of files.
- Monitoring, analysis and reporting of operations.
- Processes to prevent and mitigate legal and operational risks.



During 2022, we provided information and training about our existing Prevention of Money Laundering and Terrorist Financing policies to:

68% of the Board of Directors.



99%¹ of employees.

Group Governance

- The General Compliance Committee is tasked with approving Corporate FCC (Financial Crime Compliance) policies and procedures, in addition to assessing and escalating any issue from the FCC Corporate Forum.
- The FCC Corporate Forum is tasked with ensuring that the Group's exposure to LD/FT risk is properly managed and that all measures necessary regarding exposure to any risk that exceeds the Group's risk appetite are opportunely implemented.
- The Board of Directors is responsible for adopting the Corporate FCC framework for the Santander Obligated Entity.
- The Local FCC Forum or equivalent (Communication and Control Committee): Subsidiaries, based on the principle of proportionality, will equip themselves with adequate governance bodies, pursuant to those of the Corporation, undertaking their corresponding responsibilities within their scope of action, in addition to supervising the local PLD/FT strategy, in alignment with that defined by the Bank.



15,677.89 hours of training given in Money Laundering Prevention during 2022.



Privacy, Data Protection and Cybersecurity

GRI (3-3), SASB FN-CB-230a.2, FN-CF230a.3

The majority of our activities are carried out online – social networks, work, shopping, studying, among many others – and, without a shadow of a doubt, digital tools are one of our greatest allies. However, we are exposed to a number of risks, which is why we must use the digital world responsibly.

At Santander Mexico, we not only have a series of policies in place in this area, but we also constantly raise awareness among our employees about how to safeguard our Institution's data and information. These policies are based on industry standards, compliance and good practices within the sector.

The Board of Directors reviews and approves the Corporate Cybersecurity Framework and any applicable updates to it, which define the key processes and essential elements in the governance of this area, in addition to the roles and responsibilities that are aligned with the principles of the three lines of defense.

The Cybersecurity Requirements for Technical Users policy includes a section covering data protection cybersecurity requirements.

This policy provides managers from Grupo Financiero Santander México with compulsory requirements for the development, implementation and maintenance of safeguards and control measures that protect third-party information and data, in addition to protecting the Bank's internal data and information. Furthermore, our Data Loss Prevention program, as described in the Cybersecurity Requirements for Technical Users policy, allows us to detect data leaks.

The Cybersecurity Requirements for Technical Users policy outlines good data protection practices stemming from the cybersecurity and technology risk framework. These good practices are based on the data security and technology risk goals set by the Bank to safeguard the confidentiality, integrity, availability and traceability of information. Its function is to provide guidance regarding how to avoid, mitigate or manage reputational or business risks through Santander's key cybersecurity standards.

Note: PwC's verification on page 92 only covers SASB FN-CB-230a.2 and FN-CF230a.3 Contents. No other additional work regarding the figures or information reported on this page was validated.

SASB FN-CB-230a.2, FN-CF230a.3

Our Corporate Cybersecurity Framework aims to establish cybersecurity risk management standards and responsibilities, including personal data protection, throughout the organization, and identify the vulnerabilities in information systems that pose a risk to data security. It is based on industry standards such as NIST/ISO/IEC 27001/ISO/IEC 27002.

The purpose of this Corporate Framework is to help make Santander a cybernetically resistant organization through proactive and holistic risk management, allowing the Bank and its customers to continue prospering and benefitting from the enormous opportunities that digital technology has to offer. As such, the effective management of growing risks requires a global cybersecurity approach in all geographical and business areas.

In Mexico, local authorities - such as the National Banking and Securities Commission (CNBV) through the Bank Circular (CUB) and the Bank of Mexico through a number of circulars that outline the standards for payment methods - establish the reporting of relevant cybersecurity incidents within the fixed timeframes and terms stipulated in the regulations with which our Cybersecurity Requirements for Technical Users policy (Cyber Incident Management section) is aligned. In addition to the operating manuals and circulars issued by the Bank of Mexico (BANXICO) and the Federal Law on the Protection of Data Held by Individuals (INAI).

Furthermore, our Cybersecurity Requirements for Technical Users policy (Cyber Incident Management section) provides the management team in Mexico with the minimum obligatory requirements for cybersecurity incident management behaviors and capabilities, which includes the trends, frequency and origin of attacks on systems, data and information. The communication and scaling of incidents is undertaken based on this policy and its applicable regulations.

For Santander, new and emerging cyberthreats and the attack vectors associated with cybersecurity risks focus on three key elements:

- Unauthorized or undue access to information or systems (theft of personal information, M&A plans or intellectual property).
- Wire fraud (diverting wire payments, withdrawals from customer funds and accounts, and fraud through channels, credit cards, identity theft, etc.).
- Alteration of business activities as a result of a cyber incident (cyber sabotage, cyber extortion, service denial, ransomware).

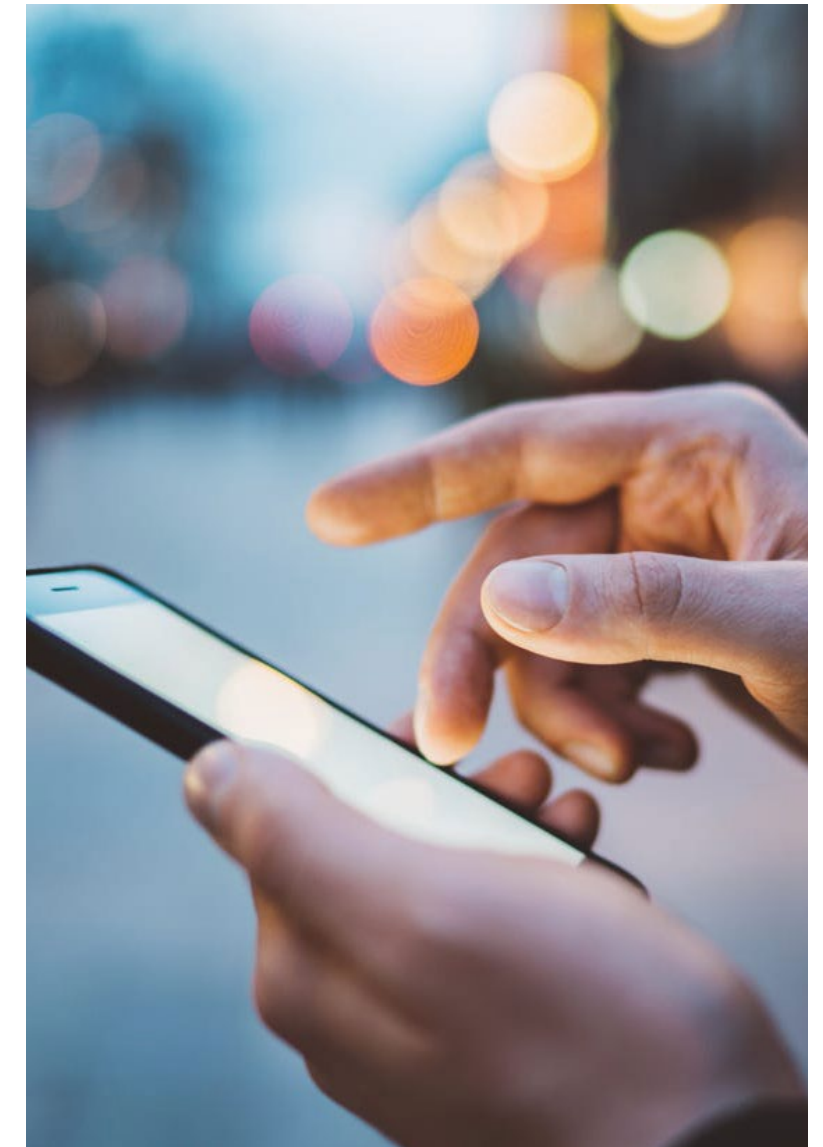
These risks can originate both outside and inside the company. The impact of cybersecurity risks can encompass financial risks, reputational damage, regulatory fines, loss of strategic advantages, and interruptions to operations.

Our Cybersecurity Requirements for Technical Users policy (Cyber Intelligence section) outlines the minimum obligatory requirements for compiling, processing, analyzing, communicating and integrating intelligence regarding cyberthreats that include payment methods and attack vectors, among other types of ransomware.

Cybersecurity is a responsibility shared by all our employees, and in order to ensure cybersecurity throughout the Bank, we act based on good practices that focus on the use of technologies and data protection. As such, we have a Corporate Cybersecurity Standards for the Protection of Santander policy, which outlines the minimum obligatory requirements for developing, implementing and maintaining safeguards and controls.

We constantly strive to develop strategies and a data security training and awareness campaign that includes internal communication

campaigns, training sessions, compliance courses and other activities, including data security and technology risk days, all of which are aimed at our employees.



SASB FN-CB-230a.2, FN-CF230a.3

Our five standards of Cybersecurity Conduct are:

1 Safeguard your data and your device.

2 Be discreet when online and in public.

3 Think before clicking and replying.

4 Keep your passwords safe.

5 If in doubt, report it.

During 2022, we coordinated the following activities:

Name	Description
Hacktober	October is our Cybersecurity Awareness month. The goal is for all our employees to have the opportunity to develop knowledge about how to defend themselves against cyberthreats.
Ethical Phishing (Corporate)	Quarterly ethical phishing exercises for all the Bank's employees. The goal is to measure employee behavior when faced with a real phishing threat.





Responsible Procurement

GRI (2-6, 3-3, 308-1, 414-1)

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 financial sector guidelines, our Responsible Banking principles, and the principles of the Global Compact, in terms of Human Rights, Labor Standards, Environmental and Anticorruption criteria.

Aquanima GRI (2-6, 308-1, 414-1)

Aquanima is the Bank's procurement hub, and, alongside our Comprehensive Expense Management area, it is tasked with defining, monitoring and evaluating any procurement processes and third-party payments. It also has a team that manages any risks stemming from the provision of goods and services by suppliers called the Vendor Risk Assessment Center (VRAC). VRAC coordinates the application of a series of surveys regarding the level of commitment of our suppliers in areas such as Code of Conduct or Ethics, Anticorruption, Data Protection, Diversity and Inclusion, Social Responsibility, and Environmental Issues, among others.

During 2022, we successfully completed the first round of ESG assessment encompassing the major suppliers at a Group level. In Mexico, we received a favorable response from our suppliers, ranking us as one of the best regions in the Group regarding ESG suppliers.

We also held two different training sessions during the year. These two sessions focused on anti-corruption training for suppliers and ESG training for suppliers.

Note: PwC's verification on page 95 only covers GRI Sustainability Reporting Standards Contents 2-6, 308-1 y 414-1. No other additional work regarding the figures or information reported on this page was validated. Also, PwC's verification of page 95 does not include the ESG training for suppliers.

Supplier Standardization Methodology

Our Third-party Standardization Policy analyzes and monitors supplier and third-party compliance with the minimum conditions and requirements expected by the Bank in order to mitigate any risks inherent to the functions or activities being undertaken by third parties.

The standardization process can be implemented in three different ways:

- **Simple Process:** assessment of suppliers associated with a service that involves zero risk.
- **Comprehensive Process:** assessment of suppliers associated with a service that involves risk.
- **Exempt Process:** assessment of suppliers who are exempt from company standardization (this is identical to the Simple Process).

ESG Supplier Assessment

GRI (308-1, 414-1)

We have 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. The process involves sending a questionnaire to suppliers who provide services to the Group's entities and are part of the ESG certification process. The current questionnaire is divided into three pillars: environmental, social and governance.

Responses from suppliers are assessed based on the ESG Supplier Assessment Methodology, and a score is given depending on their level of compliance.

This questionnaire allows us to identify our suppliers' areas of opportunity. In the event that they do not obtain the minimum score required, the supplier must create and execute a plan to address any possible deficiencies in order to position themselves within the Group's level of acceptable risk.

This process is undertaken throughout the service period, i.e., it is reviewed when engaging new suppliers, and active suppliers are reviewed during the standardization stage in order to ensure that this process is efficient and that the corresponding information is stored on our corporate platform.

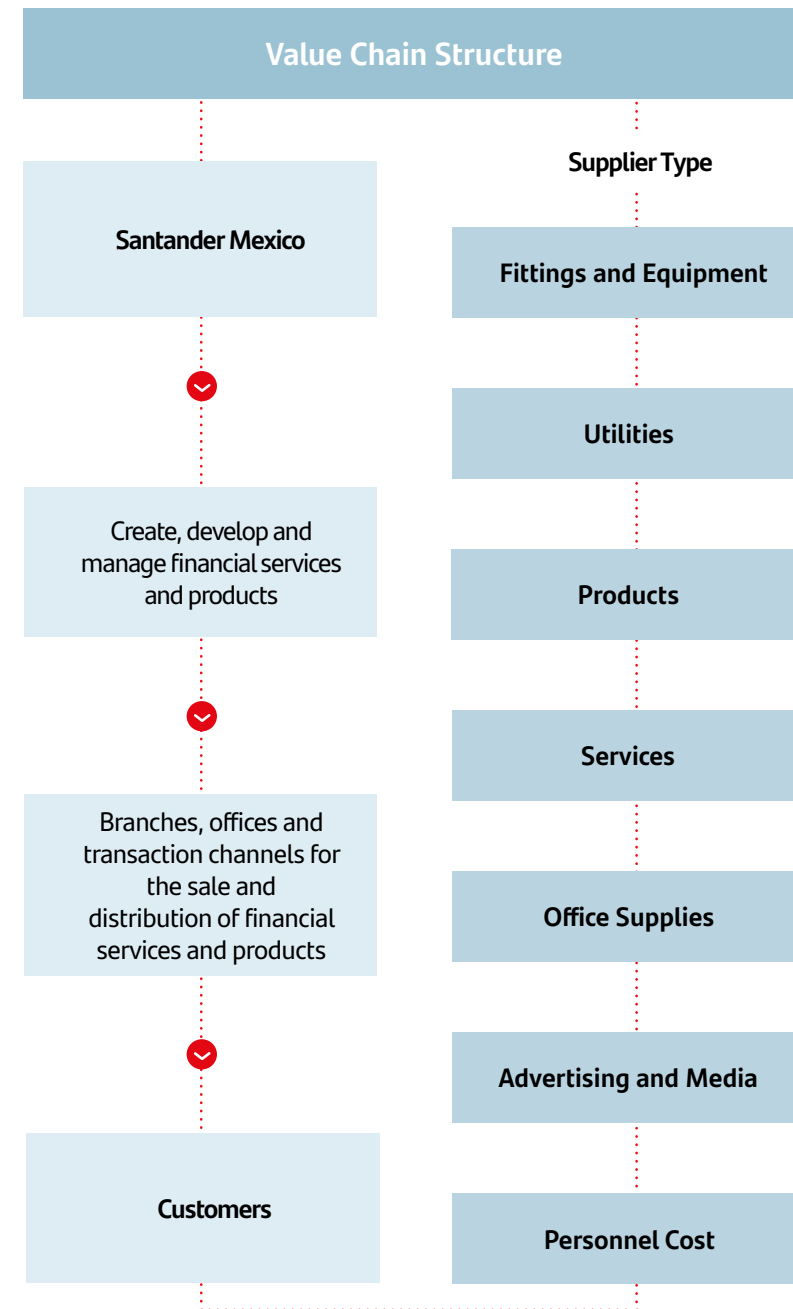
From 2022, we began rolling out these ESG assessments, and some of the suppliers evaluated began a process of remediation, during which ESG training sessions were applied to consolidate control measures and raise awareness among these companies of this issue.



88% of our suppliers¹ that provide essential services² to the Bank were assessed by Aqanima based on social and environmental criteria.

1. Of the total list of essential suppliers, 50 suppliers received the evaluation questionnaire, of which six abstained from responding.
 2. All of the Bank's suppliers are assigned a risk calculator based on the impact that their service may have on the Organization. The essential suppliers for the Bank are defined according to the criticality dictated by the calculator and the level of relevance of the service.

GRI (2-6)





About this Report



Materiality



Stakeholder Relations

GRI (2-3, 2-4, 2-5)

This is the twelfth year we have published our Responsible Banking Report, aligned with Global Reporting Initiative (GRI) standards and guidelines, highlighting Santander Mexico's major milestones in the areas of the economy, society, environment and corporate governance.

We have reaffirmed our commitment to being a transparent Institution by reporting our progress in achieving the ten principles of the Global Compact, our contribution to the United Nations Sustainable Development Goals, and our performance in ESG (Environmental, Social & Governance) criteria and in the UNEP FI Principles for Responsible Banking.

The information herein provided corresponds to the period comprising January 1 to December 31, 2022, encompassing the most relevant issues for our different stakeholders, taken from our materiality assessment completed in 2022. Furthermore, we comply with the GRI Standards reporting principles for content and quality.

In accordance with the GRI requirements, we updated the contents GRI 1: Foundation 2021, GRI 2: General Disclosures 2021, and GRI 3: Material Topics 2021. We eliminated GRI 412-3 – Significant investment agreements and contracts that include human rights or that underwent human rights screening, opting instead for GRI 308-1 - New suppliers that were screened using environmental criteria and GRI 414-1 New suppliers that were screened using social criteria, the changes described address the change from the 2016 version of the GRI Standards to the 2021 version.

Furthermore, we reviewed the content based on our global strategy and public commitments, deciding to report GRI 305-3, which corresponds to Other Indirect/Scope 3 GHG Emissions.

In order to consolidate the ESG data presented to our stakeholders, and especially to our investors, we have, for the first time ever, reported using the Sustainability Accounting Standards Board (SASB), an extremely useful tool in identifying important material topics.

We have selected the standards that are most directly related to our material topics and to the industry in which we operate, based on the Sustainable Industry Classification System (SICS). Given that we are part of the financial sector, the industries chosen for this Responsible Banking Report were Commercial Banking (FN-CB), Asset Management and Custody (FN-AC), Consumer Financing (FN-CF) and Investment Banking and Brokerage (FN-IB), all of which correspond to the SASB Content Index.

The Responsible Banking Report 2022 is externally verified by PricewaterhouseCoopers (PwC) who maintains a relationship as a supplier to carry out this process in Santander Mexico, providing trust and transparency to the information reported in the scope of content verification.

The Audit Committee is responsible for proposing the external auditor, in addition to analyzing its findings and assessing its performance. The area tasked with requesting this verification is the Public Relations, Internal Communication and Sustainability area, coordinated by Rodrigo Brand de Lara, who is Joint General Director of Research, Strategies and Public Affairs, and the President's Chief of Staff, in addition to being a member of the Board of Directors. To learn more about the 2022 Responsible Banking Report or about the Bank's sustainability actions, please write to us at:

bancaresponsable@santander.com.mx



Materiality GRI (3-1, 3-2, 3-3)

In 2022, we undertook a materiality assessment - in accordance with the Group's methodology – to unify our material topics. As a result, we were able to identify real, potential, positive and negative economic, social, environmental, ethical, and human rights issues and impacts both inside and outside the Bank and for our stakeholders.

Analysis inputs

Global and sector-based

- **ESG Reporting Standards:** Global Reporting Initiative, Sustainability Accounting Standards Board, Carbon Disclosure Project, Task Force on Climate-Related Financial Disclosures.
- **Regulation:** National Banking and Stock Commission, Financial System Stability Council, Association of Banks of Mexico, International Monetary Fund, Environmental EU Taxonomy.
- **Other Initiatives and trend setters:** Larry Fink Letter, Green Finance Advisory Council, International Financial Reporting Standards Foundation (IFRS).

Phase 1	Identification of Material Topics	Subsequent Steps
		<ul style="list-style-type: none"> • Grupo Santander's material topics were reviewed. • Internal information sources were reviewed. • The industry context, regulations and trends were reviewed by analyzing external sources at a national and global level. • Articles from the financial sector in Mexico and Santander Mexico were reviewed, in addition to our posts on social networks (Twitter, Facebook and LinkedIn). • Sectoral benchmarking was undertaken.

Phase 2	Compilation of Information from Stakeholders	Subsequent Steps
		<ul style="list-style-type: none"> • Indirect dialog was coordinated with customers, non-customers and experts in Corporate Social Responsibility. • A survey was answered by 814 employees. • Indirect dialog was coordinated with 10 JDG's, ED's, Directors and Deputy Directors from strategic areas within the Bank. • A survey was answered by 49 CSO's and 43 suppliers. • Indirect dialog was coordinated with investors and regulators to better understand their opinions.

Phase 3	Scoring and Validation	Subsequent Steps
		<ul style="list-style-type: none"> • The importance of the different material topics was assigned, divided by stakeholder. • Results were created by combining information from stakeholders and the assigned importance. • The new material topics to be reported were determined.

Our materiality assessment identified 15 priority issues based on their importance (real and potential impacts) inside and outside the Bank. These material topics served as the basis for drafting the 2022 Responsible Banking Report and guiding our strategy that focuses on these areas.

Note: PwC's verification on page 99 only covers GRI Sustainability Reporting Standards Contents 3-1 and 3-2. No other additional work regarding the figures or information reported on this page was validated.

GRI (3-1, 3-2, 3-3)

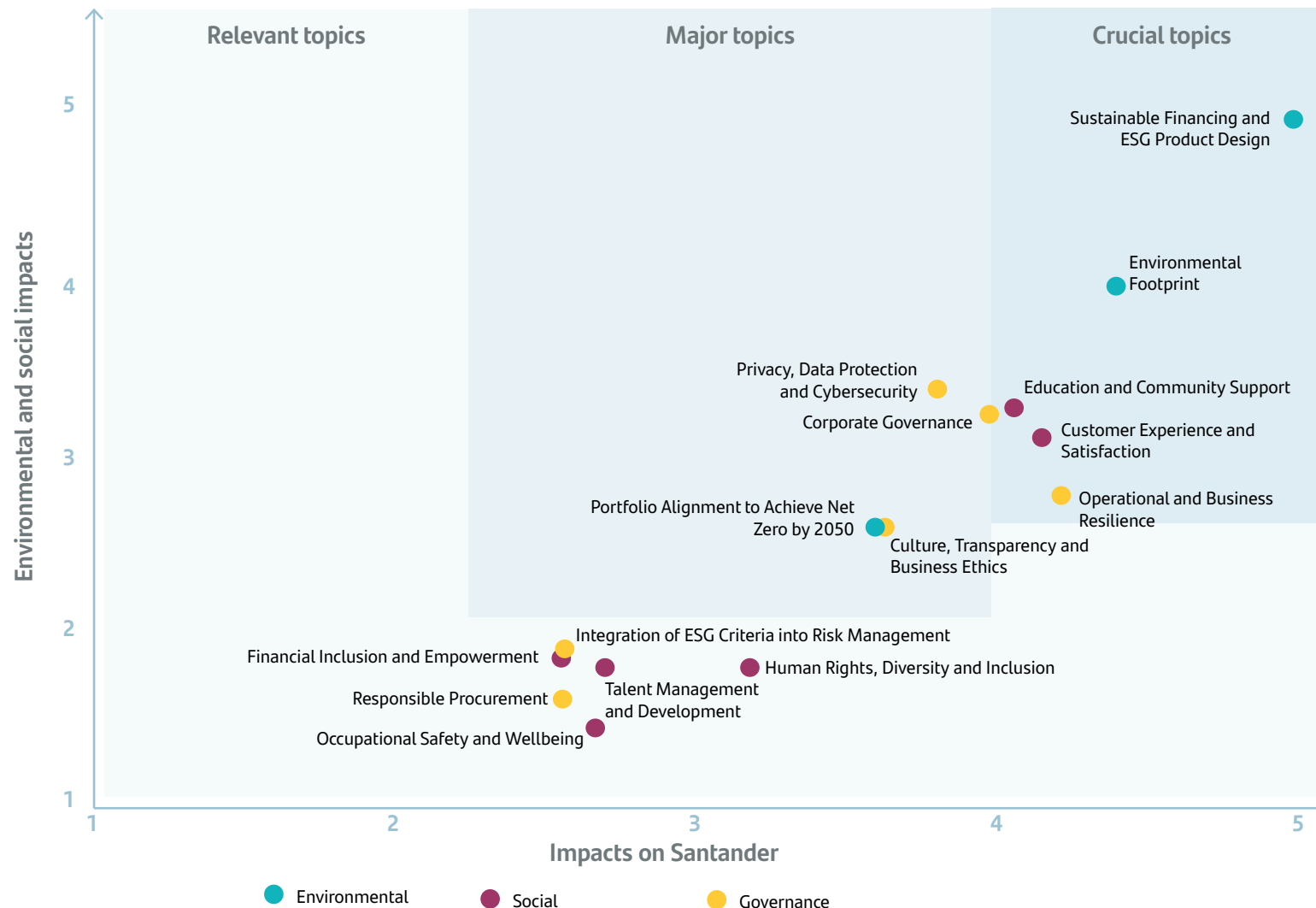
List of Material Topics:

- | | |
|--|--|
| 1. Sustainable Financing and ESG Product Design | 9. Culture, Transparency and Business Ethics |
| 2. Environmental Footprint | 10. Financial Inclusion and Empowerment |
| 3. Education and Community Support | 11. Responsible Procurement |
| 4. Customer Experience and Satisfaction | 12. Occupational Safety and Wellbeing |
| 5. Operational and Business Resilience | 13. Human Rights, Diversity and Inclusion |
| 6. Privacy, Data Protection and Cybersecurity | 14. Talent Management and Development |
| 7. Corporate Governance | 15. Integration of ESG Criteria into Risk Management |
| 8. Portfolio Alignment to Achieve Net Zero by 2050 | |



There were changes made to the material topics contained in the 2021 Responsible Banking Report. The topic of Digitalization is no longer deemed to be specific, which is why it was included in Customer Experience and Satisfaction, while Support for Entrepreneurship was incorporated into Financial Inclusion and Empowerment.

This year, two new material topics were created - Portfolio Alignment to Achieve Net Zero by 2050 and Operational and Business Resilience – which are issues that require priority attention as part of the Bank’s strategy.



Note: PwC’s verification on page 100 only covers GRI Sustainability Reporting Standards Contents 3-1 and 3-2. No other additional work regarding the figures or information reported on this page was validated.

GRI (3-1, 3-2)

According to the Global strategy, we have identified four areas where we can have a major impact, as a Group, due to the risk and opportunities they bring. Likewise, the materiality assessment and our Responsible Banking agenda allow us to focus our efforts on reducing or offsetting negative impacts and maximizing positive impacts.

	Environmental	Social	Governance
Areas	Climate change	Financial health and inclusion Quality employment	Responsible management and business development
Materiality topics	Sustainable Financing and ESG Product Design	Education and Community Support Occupational Safety and Wellbeing	Customer Experience and Satisfaction
	Environmental Footprint	Human Rights, Diversity and Inclusion	Operational and Business Resilience
	Portfolio Alignment to Achieve Net Zero by 2050	Talent Management and Development	Privacy, Data Protection and Cybersecurity
			Corporate Governance
			Culture, Transparency and Business Ethics
			Financial Inclusion and Empowerment
			Responsible Procurement
			Integration of ESG Criteria into Risk Management



For further information, you can consult page 24 of the Annual Inform, please [click here](#).














Stakeholder Relations

GRI (2-29)

We believe that being profitable and sustainable in the long term is fundamentally important, which is why we strive to generate long-term value for all our stakeholders through a series of principles and commitments.

Our stakeholders are defined in our General Sustainability Policy¹. In order to compile all their opinions and ensure transparent relationships, we have communication and consultation channels to which all stakeholders have full access.

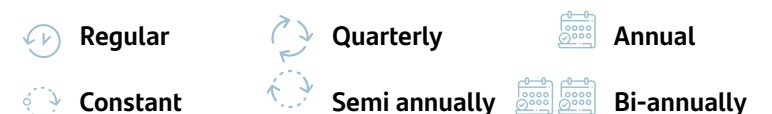
The following diagram shows the channel and frequency with which we contact our stakeholders.

Stakeholder	Communication Channel	Contact frequency	Stakeholder	Communication Channel	Contact frequency	
Employees	Ethics Line.		Investors	Annual Report (Financial).		
Clients	Branch Communication Channels, Digital Channels and Advertising, Support through Offices, Contact Center and Social Media. Santander Customer Ombudsman.			Investor support line: 55 5269 2275 Investor website: https://www.santander.com.mx/ir/home/ Investor e-mail: investor@santander.com.mx		
Civil Society Organizations	Annual Call Fideicomiso Por los Niños de México, Todos en Santander.	 / 		Financial Data and Non Financial Data Reports and Presentations.		
Authorities	Presentation and Publication of Reports based on the Stock Regulations. Exchanges on which the Santander Mexico's Shares are listed.		Shareholders	Shareholder website: https://www.santander.com/es/accionistas-e-inversores Shareholder app: www.santander.com Shareholder e-mail: accionistas@santander.com Shareholder Support Line: +34 91 276 92 90 WhatsApp: +34 91 276 92 90 Virtual Shareholder Service: Ciudad Grupo Santander. Av. Cantabria s/n 28660 Boadilla del Monte, Madrid (España)		
Regulators/ Supervisors	Publication of financial and non-financial information. Responses to questionnaires.	 / 				
Suppliers	Local Outsourcing and Suppliers Management Forum. Procurement Platform (Aquanima) and Information on Website.	 / 				

1. In February, 2023 the General Sustainability Policy and the Human Rights Policy merged to better integrate the objectives of both policies into existing processes.

Regular: Channel with a pre-established frequency.

Constant: Uninterrupted channel of communication.





Our performance in numbers

-  Environmental
-  Social
-  Corporate Governance
-  Economic and operational

Environmental

	Units	2021	2022	Variation	Methodology	Verification
GHG emissions Scope 1	tCO ₂ e	1,195.95	1,894.49	58.40%	GRI 305-1	✓
GHG emissions Scope 2 ¹	tCO ₂ e	54,730.84	57,269.15	4.63%	GRI 305-2	✓
GHG emissions Scope 3 ²	tCO ₂ e	-	1,692.41	-	GRI 305-3	
Total³ scope 1 and 2 GHG emissions	tCO₂e	55,926.79	59,163.63	5.78%		
Electricity	MJ	465,794,352	487,396,981	4.63%	GRI 302-1	✓
Natural Gas	MJ	439,765	770,095	75.11%	GRI 302-1	✓
LP Gas	MJ	1,325,821	3,135,725.76	136.51%	GRI 302-1	✓
Fuel (Diesel and Gasoline)	MJ	15,004,402	22,707,434.04	51.33%	GRI 302-1	✓
Total energy consumption^{4,5}	MJ	482,564,340	514,010,235	6.51%	GRI 302-1	✓
Total water consumption	m³	239,553.01	294,744.96	23.03%		
Certified paper	Kg	808,119.92	876,655.93	8.48%	GRI 301-1	✓
Recycled paper	Kg	196,828.85	178,079.07	-9.53%	GRI 301-1	✓
Total paper consumption	Kg	1,004,948.77	1,054,735	4.95%	GRI 301-1	✓
Total waste generated	Kg	168,376.72	189,577.06	12.59%	GRI 306-1 GRI 306-2 GRI 306-3	

1. The emission factor is applied by the Energy Regulatory Commission (CRE), taking into account that this factor considers the generation of power plants that deliver energy to the national electricity grid. In Mexico, an emission factor is only contemplated for systems interconnected to the National Electric System. Location refers to Mexico.

2. Correspond to air travel by Bank staff.

3. The calculation of Santander Mexico's Carbon Footprint for 2022 was undertaken using the methodology proposed by the GHG Protocol Corporate Accounting and Reporting Standard, the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD), satisfying the requirements of ISO 14064-1, NMX-SAA-14064 and that stipulated in the Climate Change Law in the area of the National Emissions Registry, in addition to taking into consideration the Calorific Powers published by CONUEE (2022), the Global Warming Potentials defined by the GHG Protocol, and the Emission Factor for the National Electrical Grid for 2022 (CRE). This calculation focuses on operations. The GHG included in this calculation are: carbon dioxide (CO₂), nitrous oxide (N₂O) and methane (CH₄).

4. The consumption of natural gas, LP gas and diesel was calculated based on utility bills, which were converted into megajoules (MJ) using the calorific values published by CONUEE (2022). https://www.gob.mx/cms/uploads/attachment/file/707880/lista_de_combustibles_y_poderes_calorificos_2022.pdf

5. Due to the COVID-19 pandemic, during 2021 the work scheme was mostly remote, which is why there was a reduction in energy consumption, however, in 2022 our staff returned to the offices through a hybrid work model for which resulted in an increase in total energy consumption. However, we continue to perform favorably, as compared to 2019 (one year prior to the onset of the pandemic) energy consumption was lower by 7.97%.

Social

Employees

Employees breakdown by employment category and age group

Aged under 30

	Women		Men		Total		Methodology	Verification
	#	%	#	%	#	%		
	Directors	2	0.22	4	0.44	6		
Deputy Directors	349	6.35	496	9.02	845	15.37		
Managers	989	18.14	988	18.12	1,977	36.26		
Administrative and Operational	4,385	31.01	2,900	20.51	7,285	51.52		
Total	5,725	56.61	4,388	43.39	10,113	-		

Aged over 50

	Women		Men		Total		Methodology	Verification
	#	%	#	%	#	%		
	Directors	57	6.30	243	26.85	300		
Deputy Directors	184	3.35	331	6.02	515	9.37		
Managers	125	2.29	172	3.16	297	5.45		
Administrative and Operational	445	3.15	273	1.93	718	5.08		
Total	811	44.32	1,019	55.68	1,830	-		
Grand total	14,184	54.57	11,806	45.43	25,990	100		

Between 30 and 50

	Women		Men		Total		Methodology	Verification
	#	%	#	%	#	%		
	Directors	193	21.33	406	44.86	599		
Deputy Directors	1,894	34.46	2,242	40.80	4,136	75.26		
Managers	1,603	29.40	1,575	28.89	3,178	58.29		
Administrative and Operational	3,958	28.00	2,176	15.40	6,134	43.40		
Total	7,648	54.45	6,399	45.55	14,047	-		

Type of contract

	Permanent	Temporary	Total
Women	13,847	337	14,184
Men	11,476	330	11,806
Total	25,323	667	25,990

Unionized and non-unionized employees

Type of contract	Unionized	Non-unionized	Total	Methodology	Verification
Women	5,295	8,889	14,184	GRI 2-30	✓
Men	2,754	9,052	11,806		
Total	8,049	17,941	25,990		

New hires

	Aged under 30	30-40	41-50	Aged over 50	Total	New hire rate %	Methodology	Verification
Women	2,494	1,062	388	115	4,059	28.61	GRI 401-1	✓
Men	2,450	1,092	370	136	4,048	34.28		
Total	4,944	2,154	758	251	8,107	31.19		

Dismissals

	Aged under 30	30-40	41-50	Aged over 50	Total	Methodology	Verification
Women	2,000	1,121	412	191	3,724	GRI 401-1	✓
Men	1,973	1,119	402	236	3,730		
Total	3,973	2,240	814	427	7,454		

Turnover rate¹

	Aged under 30	30-40	41-50	Aged over 50	General turnover rate	Methodology	Verification
Women	30.82%	21.47%	20.15%	25.64%	25.13%	GRI 401-1	✓
Men	40.85%	26.30%	22.60%	22.78%	30.48%		
Total	35.14%	23.64%	21.30%	24.06%	27.56%		

Total average training hours

	Women	Men
Directors	9.08	9.37
Deputy Directors	9.63	9.96
Managers	10.60	11.08
Administrative and Operational	11.17	11.68
Total	10.12	10.52
Total average training hours	10.32	

My Contribution 2022 Evaluation

	Directors	Deputy Directors	Managers	Administrative and Operational	Total
Women	2,099	703	1,429	193	4,424
Men	475	993	2,100	1,789	5,357
Total	2,574	1,696	3,529	1,982	9,781

1. The methodology used can be found as a direct response on page 134 of the GRI Content Index.

Social

Correspondent banks

	Total branches	Total transactions
OXXO	21,310	39,183,066
Telecomm	1,703	2,210,052
7 Eleven	1,912	1,885,198
Circle K	1,166	171,746
K		
Tiendas Extra		
Súper 7/24 MiX 1	146	37,893
Farmacias Guadalajara	2,563	1,853,017
Woolworth	127	24,117
Tiendas del Sol		
Farmacias del Ahorro	1,504	115,418
Soriana	777	197,801
Total	31,208	45,678,308

Financial Inclusion

	Units	2021	2022	Variation	Methodology	Verification ¹
Microloans granted through Tuiio	#	264,415	300,481	13.63%		
People benefited through financial education	#	421,866	189,292	-55.12%	FS16	✓
Financially empowered people (2022)	#	587,551	325,413	-44.61%		
Financially empowered people (cumulative since 2019)	#	1,422,710	1,734,854	21.94%		

1. PwC's verification on page 107 only covers GRI Sustainability Reporting Standards Content FS16. No other additional work regarding the figures or information reported on this page was validated.

Social

Communities

	Units	2021	2022	Variation
Social investment	MXN	\$125,067,683.02	\$137,410,099.33 ¹	9.86%
People benefited through social investment programs²	#	55,528	194,429 ³	250.14%
Investment in the Higher Education Support Plan (PAES) (Universities)	MXN	\$90,000,000.00	\$85,598,514.00	-4.89%
Granted scholarships (Universities)	#	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%
Volunteering hours	Hours	8,899.50	27,070.00	204.17%
ATM fundraising campaigns	MXN	\$11,289,379.00	\$14,411,082.26	27.65%

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. Only includes Social Purpose Contributions beneficiaries and does not include Universities.

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



Corporate governance

Training Hours in General Code of Conduct (GCC)

	Men	Women	Total hours
Directors	429.43	171.92	601.35
Deputy Directors	852.93	582.03	1,434.96
Managers	2,618.57	2,095.10	4,713.67
Administrative and Operational	3,957.88	6,256.52	10,214.40
Total	7,858.81	9,105.57	16,964.38

Training Hours in Money Laundering Prevention

	Men	Women	Total hours
Directors	261.18	107.56	368.74
Deputy Directors	636.41	421.36	1,057.77
Managers	2,266.44	1,605.40	3,871.84
Administrative and Operational	4,204.56	6,174.98	10,379.54
Total	7,368.59	8,309.30	15,677.89

Women on the Board, in Director and Senior positions

	Unit	2021	2022	Variation
Women members on our Board of Directors	%	22.7	22.7	-
Women in Director positions ¹	%	27	28	3.7%
Women in Senior positions ²	%	18.03	20.00	10.92%

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

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



Economic and operational GRI (2-6)

Core products

Retail Banking	Deposits and Transactions (DT)	<ul style="list-style-type: none"> Current accounts Savings accounts Certificates of deposits Repurchase agreements
	Credit	<ul style="list-style-type: none"> Mortgages Credit Cards SMEs Payroll Loan Personal Loan
	Insurance	<ul style="list-style-type: none"> Life Car House Health Accident Fraud Unemployment Savings
Corporate Banking	Financing	<ul style="list-style-type: none"> Corporate and Working Capital Foreign Trade
	Services	<ul style="list-style-type: none"> Global Transaction Banking (GTB) Global Debt Finance (GDF) Banking and Corporate Finance

Operations

	Total	Methodology	Verification
Customers	21,338,060	GRI 2-6	✓
Branches	1,336		
ATM's	9,689		
Employees	25,990		
Offices	1,345		

Shareholders

	Total
BSMXB BMV	963
BSMX NYSE	8,806












Capitalization

Capitalization (MXN millions) ¹	Total	Methodology	Verification
Total assets	1,813,421	GRI 2-6	✓
Total liabilities	1,649,967		
Total equity	163,454		
Total	1,813,421		

1. Calculation based on total liabilities and capital.













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 ^a	9.86%	
People benefited through social investment programs	#	55,528	194,429 ^a	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.

GRI (3-3)

Material Topics	Management Approach	Coverage
Social Impact		
Education and Community Support	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.	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.
Products and Services		
Sustainable Financing and ESG Product Design	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.	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.
Suppliers		
Responsible Procurement	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.	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.

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

GRI (2-9)

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

GRI (2-9)

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.

GRI (2-9)

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.

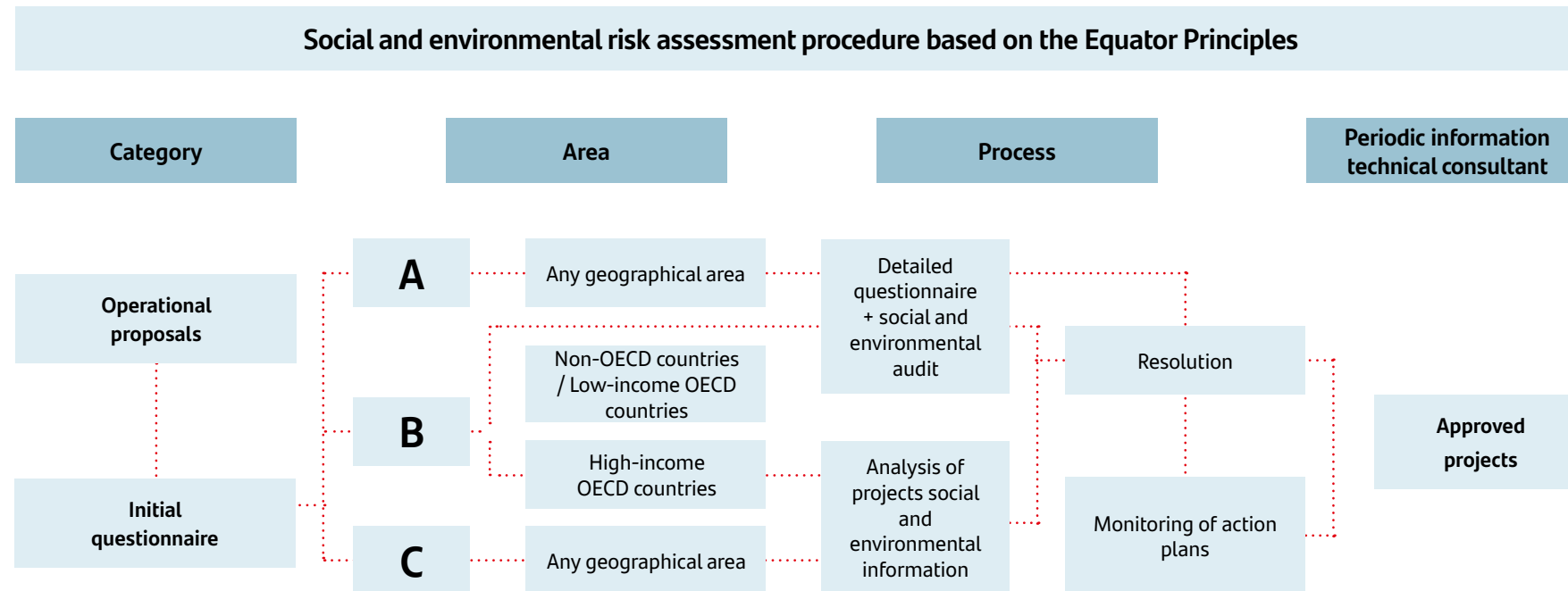
SDG	Our Actions
16. Peace, Justice and Strong Institutions	<ul style="list-style-type: none"> Compliance training in our General Code of Conduct, Money-Laundering Prevention and Anticorruption for all our employees. We communicate our Diversity, Inclusion and Human Rights Policy to guarantee everyone 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.	

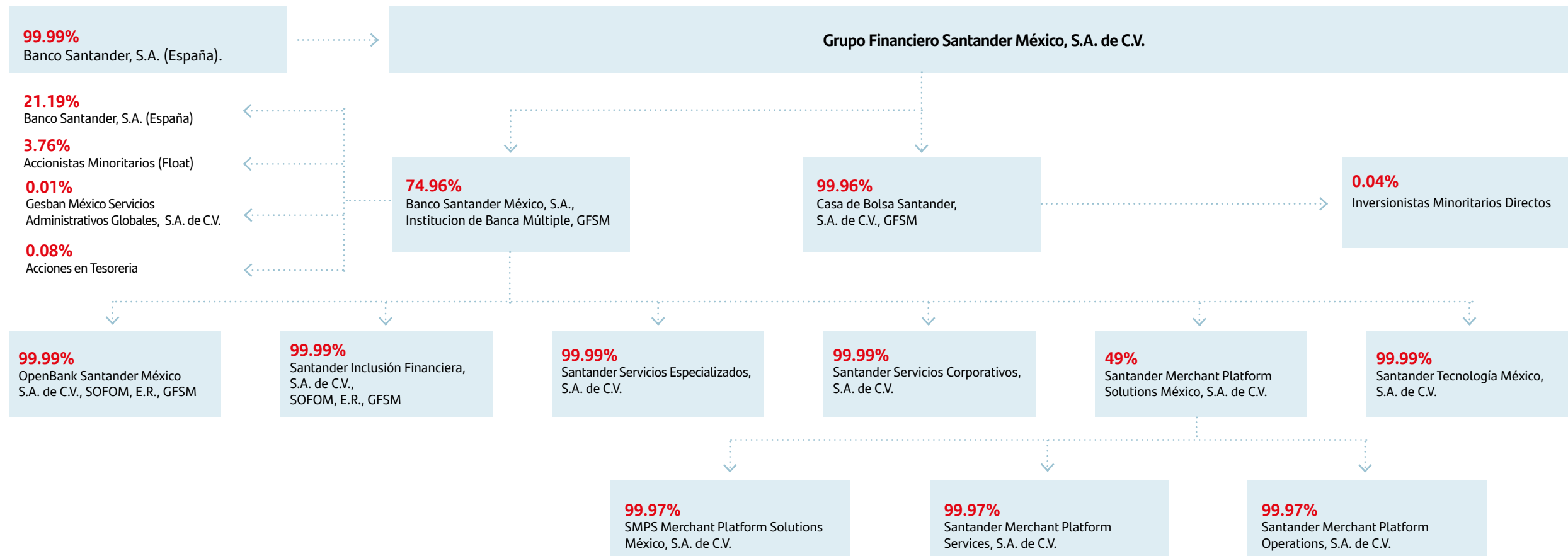
Comprehensive Medical Service

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.

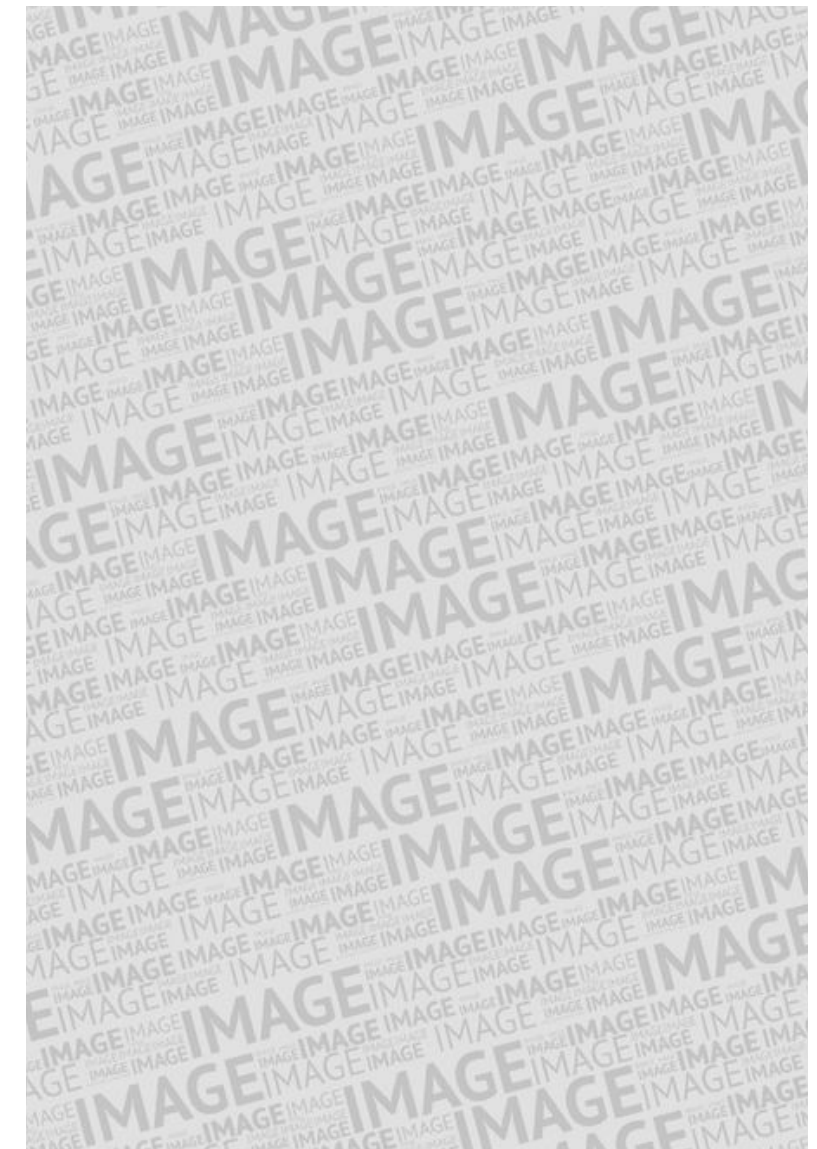
If any severance payments are made out with this policy and corresponding standard practices, all documentation must be kept and filed, including the reasoning and justification for this exceptional severance payment.

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).











GRI Content Index




Santander México has reported in accordance with the GRI Standards for the period January 1 to December 31, 2022.







GRI 1 GRI 1: Foundation 2021






GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
GRI 2: General Disclosures 2021								
1. The organization and its reporting practices								
2-1	Organizational details	a and b. Banco Santander México, S.A., Institución de Banca Múltiple, Grupo Financiero Santander México. c. Corporate Offices located at Avenida Prolongación Paseo de la Reforma 500, Colonia Lomas de Santa Fe, Delegación Álvaro Obregón, C.P. 01219, Mexico City. Global Santander headquarters are found in Madrid, Spain. d. All significant operations, investments, recruitment and relevant data contained in this Report refer to Mexico as a region given that global information about Santander's operations around the world is contained in the Report for Spain and on page 4 of this Report.				✓	 Principle 5: Governance and Culture	
2-2	Entities included in the organization's sustainability reporting	p. 125 a. The list of entities that are part of the Responsible Banking Report are: -Banco Santander México, S.A. Institución de Banca Múltiple, Grupo Financiero Santander -Santander Inclusión Financiera, S.A. de C.V., Sociedad Financiera de Objeto Múltiple, Entidad Regulada -Santander Servicios Corporativos, S.A. de C.V. -Santander Servicios Especializados, S.A. de C.V. -Santander Tecnología México, S.A. de C.V. b. The subsidiaries that are part of the 20F and that do not appear in the report are: -Santander Consumo, S.A. de C.V., Sociedad Financiera de Objeto Múltiple, Entidad Regulada -Centro de Capacitación Santander, A.C. -Fideicomiso 100740 Banco Santander, S.A. -Fideicomiso GFSSLPT, Banco Santander, S.A. -Openbank Santander México, S.A. de C.V., Sociedad Financiera de Objeto Múltiple, Entidad Regulada c. The information reported is consolidated for all the entities listed above, including indicators such as: workforce, operations, environmental indicators, among others. c. i. No adjustments to information for minority interests were presented. c. ii. There were no mergers, acquisitions, and disposal of entities or parts of entities during the reporting period. c. iii. There were no changes in the disclosures during the reporting period.				✓	 Principle 6: Transparency and Accountability	
2-3	Reporting period, frequency and contact point	Annual. b. The financial reporting is annual and reports from January 1 to December 31, 2022.				✓	 Principle 6: Transparency and Accountability	



GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
2-4	Restatements of information	p. 98 i and ii. No restatements of information from previous reporting periods were presented, as there were no errors made, change in the measurement methodologies, in the definitions used, or in the nature of the business.				✓	 Principle 6: Transparency and Accountability	
2-5	External assurance	p. 98				✓	  Principle 6: Transparency and Accountability	
2. Activities and workers								
2-6	Activities, value chain and other business relationships	p. 9, 95-96, 110 a. Our products and services are available throughout Mexico. They are aimed mainly at the manufacturing, agribusiness, communications and transport, trade, tourism, mining, state government and retail sectors, among others. b. i. No product or service offered by Santander is prohibited. Prohibited activities are contained in the Environmental, Social and Climate Change Risk Management Policy: https://www.santander.com/content/dam/santander-com/es/contenido-paginas/nuestro-compromiso/pol%C3%ADticas/do-politica-de-gestion-de-riesgo-socioambiental-y-climatico-es.pdf b. ii. For further information, p. 96 of this Report. b. iii. Our downstream entities are our customers that make use of our products and services. For further information p. 110 of this report. c. No other relevant business relationships in the value chain were presented. d. There were no significant changes during the reporting period.				✓	 Principle 4: Stakeholders	
2-7	Employees	a. All significant operations, investments, recruitment and relevant data contained in this Report refer to Mexico as a region. b. ii. Santander has 337 female temporary employees and 330 male temporary employees. b. iv. 14,184 female full-time employees y 11,806 male full-time employees. c. This data was compiled from information extracted from the Human Resources systems. e. There were no significant fluctuations in the number of employees during the reporting period.	b. iii and v.	Not applicable	At Santander México we do not have non-guaranteed hours employees nor part-time employees.		 Principle 5: Governance and Culture	







GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
2-8	Workers who are not employees		a, b and c	Not applicable	In compliance with the Labor Reform Decree, Santander México no longer has workers hired by outsourcing.	✓	 Principle 5: Governance and Culture	
3. Governance								
2-9	Governance structure and composition	p. 17-18, 74, 77-78, 81-83, 116-120 C. iv y vi. Each person's number of significant posts and commitments, the nature of these commitments, and his/her affiliation with underrepresented social groups can be found in Appendix III "Profile of the Board of Directors" p. 116-120. C. vii. The competencies relevant to the impacts of the organization are found in Appendix III "Profiles of the Board of Directors" p. 116-120. C. viii. Stakeholder representation is through a Lead Independent Director, whose function is to support the Chair and serve as a trusted intermediary with Non-Executive Directors. An independent director must be understood as a person who is not related to the administration of the company, and who meets the requirements and conditions determined by the National Banking and Securities Commission in the general provisions referred to in article 45 K of the Credit Institutions Law, which will also establish the cases under which a director will be deemed to cease to be independent. Executive directors are employees of the company, and hold an executive function (e.g. CEO, CFO, etc).				✓	 Principle 5: Governance and Culture	
2-10	Nomination and selection of the highest governance body	p. 75-76 b. i. For the Board of Directors Appointment Process, there is the participation of the relevant stakeholders for this process, such as the Shareholders' Meeting.				✓	 Principle 5: Governance and Culture	
2-11	Chair of the highest governance body	a and b. Laura Diez Barroso, Chairwoman of the Board of Directors, only holds this position and does not hold any other executive position within the organization.				✓	 Principle 5: Governance and Culture	






GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
2-12	Role of the highest governance body in overseeing the management of impacts	p. 12-13, 75 b i y ii. The Chairman of the Responsible Banking Committee must report on the resolutions and progress of the committee's meetings to the Corporate Practices Committee of the Board of Directors. The Responsible Banking Committee has the following powers: 1. Take care for the Bank's corporate reputation and non-financial/commercial communication. 2. Create the narrative and relationship with stakeholders and key audiences. 3. Prepare the semi-annual report to Corporate Practices Committee and Board of Directors. On the other hand, the development of some policies, such as the General Sustainability Policy, is the responsibility of the Responsible Banking function, whose owner is the Board of Directors of Banco Santander. Prior to approval, the policy was reviewed by the Responsible Banking, Sustainability and Culture Committee.				✓	 Principle 5: Governance and Culture	
2-13	Delegation of responsibility for managing impacts	p. 17-18, 75 a. i. The Chairman of the Responsible Banking Committee must report on the resolutions and progress of the committee's meetings to the Corporate Practices Committee of the Board of Directors.	a. ii.	Not applicable.	Santander México's Responsible Banking Committee is responsible for managing the organization's impact on the economy, the environment and people, and therefore responsibility has not been delegated to other employees.	✓	 Principle 5: Governance and Culture	
2-14	Role of the highest governance body in sustainability reporting	p. 17-18 a. The Public Relations, Internal Communication and Responsible Banking area must coordinate the necessary actions with internal areas, suppliers and External Auditors to communicate the results of the Bank's sustainability strategy through the publication of the Responsible Banking Annual Report. It is the obligation of the internal areas providing information for the preparation of the Responsible Banking Annual Report, and in general for all information required by the "Appraiser", to provide it in due time and form to ensure its timely publication.					 Principle 5: Governance and Culture	






GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
2-15	Conflicts of interest	p. 90	b i, ii, iii and iv.	Information unavailable	Our Conflict of Interest Policy determines how the conflict of interest should be disclosed to the affected stakeholder. The possible types of conflicts of interest that may arise in the Bank's business are listed below but are not limited to: Conflicts of interest between customers. Conflicts of interest between the Group and its customers. Conflicts of interest between GFSM entities and members of the Board of Directors. Conflicts of interest between the Group and its employees. Conflicts of interest between the Group and its main business partners, third parties and suppliers. Conflicts of interest between the Corporation and its subsidiaries. Conflicts of interest between related transactions with directors and officers. Conflicts of interest between other GFSM entities. Conflicts of interest between business lines and/or Business Units.	✓	  Principle 6: Transparency and Accountability	
2-16	Communication of critical concerns	p. 90 b. No critical concerns were communicated to the highest governance body during the reporting period.					  Principle 5: Governance and Culture	
2-17	Collective knowledge of the highest governance body	p. 79				✓	 Principle 5: Governance and Culture	
2-18	Evaluation of the performance of the highest governance body	p. 80					 Principle 5: Governance and Culture	
2-19	Remuneration policies	p. 126					 Principle 5: Governance and Culture	






GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
2-20	Process to determine remuneration	p. 81, 84 a. iii. Remuneration consultants are not involved in the determination of remuneration.	a. ii. and b.	Not applicable.	Santander México's remuneration practices must always be aligned with the interests of shareholders, employees, customers and society, however, the process for determining remuneration does not include the votes of stakeholders.		 8	Principle 5: Governance and Culture
2-21	Annual total compensation ratio		a, b and c	Confidentiality constraints	We are not required under Mexican law to disclose on an individual basis the compensation of our Executive Officers, Directors or Committee Members, and we do not otherwise publicly disclose such information. In addition, CEO total annual compensation, represent a high risk due to security issues in the country.		 8	Principle 5: Governance and Culture
4. Strategy, policies and practices								
2-22	Statement on sustainable development strategy	p. 6-7 The verification by PwC focuses on the statements issued by those responsible for the decision-making process, in accordance with 2-22. Figures and data were not validated for this content in particular.					 16	Principle 6: Transparency and Accountability






GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
		p. 34, 45, 50 a. ii. Our policies for Environmental, Social and Climate Change Risk Management, Human Rights and Psychosocial Risk Prevention, workplace violence and the promotion of a favorable organizational culture, establish the due diligence process to identify, prevent and mitigate risks and bank impacts. a. iii. In order to protect the environment, we apply the precautionary principle through our Environmental Management System to avoid any negative environmental impacts as a result of our operations. We also use social and environmental criteria for the financing of projects, employing a responsible, ethical and transparent approach that is underpinned by environmental and social awareness, in addition to preventing environmental damage, as stipulated in our Environmental, Social and Climate Change Risk Management Policy. b. i. and c. The Human Rights Policy reported in this Report was in force until 2022. In February, 2023 the General Sustainability Policy and the Human Rights Policy merged to better integrate the objectives of both policies into existing processes. For further information: https://servicios.santander.com.mx/comprometidos/eng/politicas.php d. The Responsible Banking unit is responsible for drawing up this Human Rights policy. The owner of this policy is the Board of Directors of Banco Santander. Prior to approval, the policy was reviewed by the Responsible Banking, Sustainability and Culture Committee. e. Our Corporate policies apply across the corporation and, in so far as they reflect best practices, are considered a reference document that may be used as a guide for other units in the development of the subject area in question. f. Through internal communication campaigns and newsletters, we communicate the progress of our commitments, as well as policies of interest to our employees and business partners.						
2-23	Policy commitments						 16	Principle 5: Governance and Culture








GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
2-24	Embedding policy commitments	p. 18, 34, 45, 89, 91				✓		Principle 2: Impact and Target Setting
2-25	Processes to remediate negative impacts	p. 90 b. We do not have any other grievance mechanisms. c. We do not have additional processes to what is reported on p. 90 for remediation of negative impacts.	d and e.	Information unavailable	Responses for this content are being consolidated for future reports.	✓		Principle 2: Impact and Target Setting
2-26	Mechanisms for seeking advice and raising concerns	p. 90				✓		Principle 5: Governance and Culture
2-27	Compliance with laws and regulations	a and c. During the reporting period, there were no significant non-compliances. Significant is defined as any fine in excess of 0.01% of operating income (20F).	b and d.	Confidentiality constraints	As this is sensitive information, it is not possible to disclose this data.	✓		Principle 6: Transparency and Accountability
2-28	Membership associations	p. 23-24				✓		Principle 1: Alignment
5. Stakeholder engagement								
2-29	Approach to stakeholder engagement	p. 102 In compliance with the General Sustainability Policy, there are shareholder communication and consultation channels, via the Investor Relations area, whose involvement in the interviews undertaken during the Materiality Study is why it is included with this stakeholder as indirect dialog through area inputs. a. iii. The participation of interest groups is beneficial, since we have two-way, responsive and continuous communication. We provide understandable and accessible information to stakeholders through the communication channels indicated on p. 102.				✓		Principle 4: Stakeholders

GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
2-30	Collective bargaining agreements	p. 106 a. 31% of our employees a part of a collective bargaining agreement, i.e., they are unionized workers (5,295 women and 2,754 men). b. The allowances and benefits of employees who are not covered by collective bargaining agreements are applied indistinctly from those of employees who are unionized or covered by collective bargaining agreements.				✓		Principle 5: Governance and Culture
GRI 3: Material Topics 2021								
2. Disclosures on material topics								
3-1	Process to determine material topics	p. 99-101				✓		Principle 2: Impact and Target Setting
3-2	List of material topics	p. 99-101				✓		Principle 2: Impact and Target Setting
3-3	Management of material topics	p. 99-101						Principle 2: Impact and Target Setting
GRI Topic Standards								
Environmental								
Sustainable Financing and ESG Product Design								
GRI 3: Material Topics 2021								
3-3	Management of material topics	p. 28-31, 115						Principle 2: Impact and Target Setting

GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
FINANCIAL SERVICES SECTOR DISCLOSURE 2013 G4 ASPECT: PRODUCT PORTFOLIO								
FS1	Policies with specific environmental and social components applied to business lines	p. 32						Principle 2: Impact and Target Setting
Environmental Footprint								
GRI 3: Material Topics 2021								
3-3	Management of material topics	p. 36-39, 114						Principle 2: Impact and Target Setting
GRI 301: Materials 2016								
301-1	Materials used by weight or volume	p. 104	a. ii	Not applicable	We do not use renewable materials.	✓		Principle 2: Impact and Target Setting
GRI 302: Energy 2016								
302-1	Energy consumption within the organization	p. 104 b. We do not use renewable fuels within the organization. c. ii and iv. We do not use heating or steam. d. At Santander, we do not sell electricity, health-related items, refrigeration or steam. f. CFE electricity consumption is obtained from a centralized database, SKY EPS consumption is obtained from a detail file given by the provider. These consumptions are made up of the branch network, Corporate offices and ATM's. Due to the lack of availability of suppliers consumption invoices at the end of the year, the consumption of electric power and diesel in buildings was estimated for the month of December 2022. Estimates were made based on the latest available consumption bills. The estimated electricity consumption for the month of December 2022 is obtained by taking the consumption for that month and multiplying by a consumption rate of 95% based on historical records for previous periods.	c. iii	Not applicable	Cooling consumption does not apply since those responsible for reporting the CyGEI from the consumption of air conditioners and the use of refrigerants will be the companies that carry out the loading or maintenance thereof, applying the methodology established in the Agreement that establishes the technical characteristics and formulas for the application of methodologies for the calculation of emissions and CyGEI. (See document RENE National Emissions Registry User Guide, page 50 https://www.semarnat.gob.mx/sites/default/files/documentos/cicc/20160623_guia_rene.pdf) This was established to avoid duplication of data reported in the RENE. Therefore, Santander Mexico recharging and maintenance of the air conditioning is carried out by contractor companies, we are not subject to reporting these consumptions.	✓	 	Principle 1: Alignment






GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
GRI 306: Waste 2020								
306-1	Waste generation and significant waste-related impacts	p. 39, 104						Principle 2: Impact and Target Setting
306-2	Management of significant waste-related impacts	p. 39, 104						Principle 2: Impact and Target Setting
306-3	Waste generated	p. 39, 104						Principle 2: Impact and Target Setting
Portfolio Alignment to Achieve Net Zero by 2050								
GRI 3: Material Topics 2021								
3-3	Management of material topics	p. 26, 114						Principle 2: Impact and Target Setting
GRI 305: Emissions 2016								
305-1	Direct (Scope 1) GHG emissions	p. 104 c. We do not have any biogenic CO ₂ emissions. d. The immediately preceding year (2021) is considered as the base year for the consumption of all contents. d. i. The immediately preceding year (2021) allows us to have an immediate traceable and comparable follow-up to measure the environmental performance of the organization. In an effort to standardize our local and global reporting, we have agreed to use this methodology. d. iii. There were no significant changes in emissions that would require new emission calculations for the base year. f. The consolidation approach used for emissions is operation control, which is why it is not affected by comparisons to the figures reported last year.				✓		Principle 1: Alignment










GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
305-2	Energy indirect (Scope 2) GHG emissions	p. 104 d. The immediately preceding year (2021) is considered as the base year for the consumption of all contents. d. i. The immediately preceding year (2021) allows us to have an immediate traceable and comparable follow-up to measure the environmental performance of the organization. In an effort to standardize our local and global reporting, we have agreed to use this methodology. d. iii. There were no significant changes in emissions that would require new emission calculations for the base year. f. The consolidation approach used for emissions is operation control, which is why it is not affected by comparisons to the figures reported last year.	b	Not applicable	Gross market-based energy indirect emissions not applicable since Santander Mexico reports only its own properties based on location. In this way, double counting of the figures related to the market-based method is avoided.	✓		Principle 1: Alignment
305-3	Other indirect (Scope 3) GHG emissions	p. 104 e. The immediately preceding year (2021) is considered as the base year for the consumption of all contents.						Principle 1: Alignment
Social								
Education and Community Support								
GRI 3: Material Topics 2021								
3-3	Management of material topics	p. 63-72, 115						Principle 2: Impact and Target Setting
Customer Experience and Satisfaction								
GRI 3: Material Topics 2021								
3-3	Management of material topics	p. 52-58, 112						Principle 2: Impact and Target Setting
Financial Inclusion and Empowerment								
GRI 3: Material Topics 2021								
3-3	Management of material topics	p. 59-62, 112						Principle 2: Impact and Target Setting

GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
FINANCIAL SERVICES SECTOR DISCLOSURE 2013 G4 ASPECT: LOCAL COMMUNITIES								
FS13	Access points in low-populated or economically disadvantaged areas by type	p. 59 Branches are opened in the regions based on the analysis of socioeconomic status determined by the AMAI. Out of a total of 84 puntos de acceso (83 sucursales y 1 kiosko) en áreas de escasa densidad de población o desfavorecidas económicamente, the percentage decrease in access points was 0% during the reporting period. 100% of Tuiio branches and kiosks are available in low-population areas or in economically disadvantaged areas. All significant operations, investments, contracts and relevant data in this report refer to Mexico as a region.				✓	 	Principle 3: Clients And Customers
FINANCIAL SERVICES SECTOR DISCLOSURE 2013 G4 ASPECT: PRODUCT AND SERVICE LABELING								
FS16	Initiatives to enhance financial literacy by type of beneficiary	p. 61, 108				✓	 	Principle 3: Clients And Customers
Occupational Safety and Wellbeing								
GRI 3: Material Topics 2021								
3-3	Management of material topics	p. 50-51, 113						Principle 2: Impact and Target Setting
GRI 403: Occupational Health and Safety 2018								
403-1	Occupational health and safety management system	p. 50-51					 	Principle 5: Governance and Culture

GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
403-2	Hazard identification, risk assessment, and incident investigation	p. 51					Principle 5: Governance and Culture	
403-3	Occupational health services	p. 50					Principle 5: Governance and Culture	
403-4	Worker participation, consultation, and communication on occupational health and safety	p. 50					Principle 5: Governance and Culture	
403-5	Worker training on occupational health and safety	p. 51					Principle 5: Governance and Culture	
403-6	Promotion of worker health	p. 50					Principle 5: Governance and Culture	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p. 50-51			✓		Principle 5: Governance and Culture	
403-8	Workers covered by an occupational health and safety management system		a,b and c	Information unavailable	Responses for this content are being consolidated for future reports.		Principle 5: Governance and Culture	

GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
Human Rights, Diversity and Inclusion								
GRI 3: Material Topics 2021								
3-3	Management of material topics	p. 19, 45-49, 111					Principle 2: Impact and Target Setting	
Talent Management and Development								
GRI 3: Material Topics 2021								
3-3	Management of material topics	p. 44, 112					Principle 2: Impact and Target Setting	
GRI 401: Employment 2016								
401-1	New employee hires and employee turnover	p. 106 Turnover rate: Female employees: 25.13%. Male employees: 30.48% The methodology used to calculate the turnover rate is: Annual Turnover = $\frac{\sum \text{Total of dismissals accumulated in month iHC active 2 half of month i12i}}{\sum \text{Total employees by age group and gender}} \times 100$. All significant operations, investments, recruitment and relevant data contained in this Report refer to Mexico as a region. The general turnover rate was 27.56%, in those aged under 30 years it was 35.14%; from 30 to 40 years old it was 23.64%; from 41 to 50 years old it was 21.30%; and those aged over 50 years it was 24.06%. The formula used to calculate the new hires rate is as follows: $\frac{\sum \text{Total hires by age group and gender}}{\sum \text{Total employees by age group and gender}} \times 100$.			✓		Principle 5: Governance and Culture	
GRI 405: Diversity and Equal Opportunity 2016								
405-1	Diversity of governance bodies and employees	p. 77-78, 105	a. iii and b. iii	Not applicable	Other diversity indicators do not apply to governing bodies or for employees.	✓		Principle 5: Governance and Culture

GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
Governance								
Operational and Business Resilience								
GRI 3: Material Topics 2021								
3-3	Management of material topics	p. 114					Principle 2: Impact and Target Setting	
Privacy, Data Protection and Cybersecurity								
GRI 3: Material Topics 2021								
3-3	Management of material topics	p. 92-94, 113					Principle 2: Impact and Target Setting	
GRI 418: Customer Privacy 2016								
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	9,615 complaints related to the Personal Data Principle of Consumer Protection, mostly regarding issues involving customer fraud and identity theft, which does not mean that it was due to the loss of personal data by the Bank. Most of them are in favor of the Bank since it was shown that the Client exposed his data. Resolution timeframe: within legal timelines, 45 days. No substantiated complaints regarding the organization made by regulatory bodies were identified, there were no thefts or losses of customer data.					Principle 3: Clients And Customers	
Corporate Governance								
GRI 3: Material Topics 2021								
3-3	Management of material topics	p. 74-96, 114					Principle 2: Impact and Target Setting	
Culture, Transparency and Business Ethics								
GRI 3: Material Topics 2021								
3-3	Management of material topics	p. 89-91, 114					Principle 2: Impact and Target Setting	

GRI Standard	Disclosure	Location	Omission			External verification	SDG	Responsible Banking Principles
			Requirement(s) omitted	Reason	Explanation			
Responsible Procurement								
GRI 3: Material Topics 2021								
3-3	Management of material topics	p. 95-96, 115					Principle 2: Impact and Target Setting	
GRI 414: Supplier Social Assessment 2016								
414-1	New suppliers that were screened using social criteria	p. 95-96				 	Principle 4: Stakeholders	
GRI 308: Supplier Environmental Assessment 2016								
308-1	New suppliers that were screened using social criteria	p. 95-96				 	Principle 4: Stakeholders	
Integration of ESG Criteria into Risk Management								
GRI 3: Material Topics 2021								
3-3	Management of material topics	p. 33, 85-88, 113					Principle 2: Impact and Target Setting	
FINANCIAL SERVICES SECTOR DISCLOSURE 2013 G4 ASPECT: PRODUCT PORTFOLIO								
FS2	Procedures to assess and detect environmental and social risks in business lines	p. 85, 88					Principle 1: Alignment	

Sustainability Accounting Standards Board (SASB) Index

Topic	Industry	Accounting Metric	Code	Response	Verification
Data Security	Commercial Banks (FN-CB)	Description of approach to identifying and addressing data security risks	FN-CB-230a.2	Refer to "Privacy, data protection and cybersecurity" section in Corporate Governance chapter p. 92-94.	✓
	Consumer Finance (FN-CF)		FN-CF-230a.3		
Financial Inclusion & Capacity Building	Commercial Banks (FN-CB)	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	FN-CB-240a.4	Refer to "Financial Education" section in Personal Growth and Wellness chapter p. 61.	✓
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis	Commercial Banks (FN-CB)	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	FN-CB-410a.2	Refer to "Environmental, Social and Climate Change Risk Management Policy" section in Environmental Footprint chapter p. 34-35. 4. There is currently no calculation of reserves that includes ESCC factors; at the moment, there is no requirement to do so. 7. Information not available. We plan to analyze scenarios over the coming years. 8.1. We plan to analyze assets over the coming years. 9. Information not available. We are currently working to identify the information necessary to conduct these type of exercises in the future.	✓
Business Ethics	Commercial Banks (FN-CB)	Description of whistleblower policies and procedures	FN-CB-510a.2	Refer to "Ethics Line" section in Corporate Governance chapter p. 90.	
	Asset Management & Custody Activities (FN-AC)		FN-AC-510a.2		
	Investment Banking & Brokerage (FN-IB)		FN-IB-510a.2		
Employee Diversity & Inclusion	Asset Management & Custody Activities (FN-AC)	Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees	FN-AC-330a.1	Refer to "Employment" section in Personal Growth and Wellness chapter p. 41. 2 and 6. Racial/ethnic group not available. Santander Mexico does not have information voluntarily provided by employees regarding their racial/ethnic groups. The foregoing derived from the respect we observe for the right of people to preserve their identity and avoid incurring in discriminatory actions. 3. Santander Mexico refers to Mexico as a region, and, as such, its employees are not classified in accordance with the United States Equal Employment Opportunity Commission handbook. For FN-AC-330a.1 and FN-IB-330a.1 codes, the employee categories used by Banco Santander Mexico and in line with SASB Standards Application Guidance are the following: Directors and Deputy Directors (executive management), Managers (non-executive management), Administrative and Operational Staff (professionals, and all other employees). As of December 31, 2022, the percentages of gender representation respecting to the total number of employees in each category are: Directors: 72% men and 28% women; Deputy Directors: 56% men and 44% women; Managers: 50% men and 50% women; and Administrative and Operational: 38% men and 62% women.	✓
	Investment Banking & Brokerage (FN-IB)		FN-IB-330a.1		

GRI Verification Letter

DocuSign Envelope ID: D6D61874-1061-4650-9F1F-D684C3DFBF0F



This version of our limited assurance report was carried out based on the Spanish version of the Responsible Banking Report. This is a translation from the original in Spanish, in the event of a discrepancy in this version, the Spanish language version prevails.

Independent practitioner's limited assurance report on the 2022 Sustainability Indicators identified in the Responsible Banking Report 2022 of Banco Santander México, S.A., Institución de Banca Múltiple, Grupo Financiero Santander México.

To the Directors of Banco Santander México

We have undertaken a limited assurance engagement in respect of the sustainability indicators listed below and identified with a ✓ in the "GRI Content Index" of the Responsible Banking Report 2022 (the "Sustainability Indicators"), which were prepared by Banco Santander México, S.A., Institución de Banca Múltiple, Grupo Financiero Santander México ("Banco Santander") for the year ended December 31st 2022, in accordance with the GRI Standards and the Financial Services Sector Supplement.

Sustainability Indicators

The sustainability indicators for the year ended December 31, 2022 are summarized below:

Indicator	Accounting parameter
2-1	Organizational details
2-2	Entities included in the organization's sustainability reporting
2-3	Reporting period, frequency and contact point
2-4	Restatements of information
2-5	External assurance
2-6	Activities, value chain and other business relationships
2-9	Governance structure and composition
2-10	Nomination and selection of the highest governance body
2-11	Chair of the highest governance body
2-12	Role of the highest governance body in overseeing the management of impacts
2-13	Delegation of responsibility for managing impacts
2-15	Conflicts of interest
2-17	Collective knowledge of the highest governance body
2-20	Process to determine remuneration
2-22	Statement on sustainable development strategy
2-23	Policy commitments
2-24	Embedding policy commitments
2-25	Processes to remediate negative impacts
2-26	Mechanisms for seeking advice and raising concerns
2-27	Compliance with laws and regulations

PricewaterhouseCoopers S.C., Mariano Escobedo 573, Col. Rincón del Bosque, México, CP 11580
T: 5263-6000, F: 5263-6010, www.pwc.com/mx

DocuSign Envelope ID: D6D61874-1061-4650-9F1F-D684C3DFBF0F



2-28	Membership associations
2-29	Approach to stakeholder engagement
2-30	Collective bargaining agreements
3-1	Process to determine material topics
3-2	List of material topics
301-1	Materials used by weight or volume
302-1	Energy consumption within the organization
305-1	Direct (Scope 1) GHG emissions
305-2	Energy indirect (Scope 2) GHG emissions
308-1	New suppliers that were screened using social criteria
401-1	New employee hires and employee turnover
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships
405-1	Diversity of governance bodies and employees
414-1	New suppliers that were screened using social criteria
FS13	Access points in low-populated or economically disadvantaged areas by type.
FS16	Initiatives to enhance financial literacy by type of beneficiary.

Our assurance was with respect to the Sustainability Indicators for the year ended December 31, 2022 only and we have not performed any procedures with respect to earlier periods or any other indicators or elements included in the Responsible Banking Report 2022 and, therefore, do not express any conclusion thereon.

Criteria

The criteria used by Banco Santander to prepare the identified Sustainability Indicators are the GRI Standards and the Financial Services Sector Supplement (the "Criteria") and are set out in the section "GRI Content Index" on page 127 of the Responsible Banking Report 2022.

Banco Santander's Responsibility on the Sustainability Indicators

Banco Santander is responsible for the preparation of the identified Sustainability Indicators in accordance with the Criteria. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of identified Sustainability Indicators that are free from material misstatement, whether due to fraud or error.

Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the International 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. Our 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.

DocuSign Envelope ID: D6D61874-1061-4650-9F1F-D684C3DFBF0F



Responsibilities of Independent Professionals in Relation to Assurance Work

Our responsibility is to express a limited assurance conclusion on the identified Sustainability Indicators in accordance with the Criteria, based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with the International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board of the International Federation Information of Accountants. These standards require that we plan and perform this engagement to obtain limited assurance about whether the identified Sustainability Indicators are free from material misstatement.

A limited assurance engagement involves assessing the suitability in the circumstances of Banco Santander's use of the Criteria as the basis for the preparation of the identified Sustainability Indicators, assessing the risks of material misstatement whether due to fraud or error of the identified Sustainability Indicators, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the identified Sustainability Indicators. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included interviews, review of the processes executed, inspection of documents, analytical procedures, tests on selective bases, and agreeing or reconciling with underlying records.

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. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether Banco Santander's identified Sustainability Indicators have been prepared, in all material respects, in accordance with the Criteria.

DocuSign Envelope ID: D6D61874-1061-4650-9F1F-D684C3DFBF0F



Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that Banco Santander México, S.A., Institución de Banca Múltiple, Banco Santander México identified Sustainability Indicators for the year ended December 31, 2022 is not prepared, in all material respects, in accordance with the Criteria. ¹

PricewaterhouseCoopers, S.C.

DocuSigned by:

35A03AFC156F457...
C.P.C. José Vicente Güendulain

Mexico City, Mexico

May 05, 2023

¹ The maintenance and integrity of the website of Banco Santander México, S.A., Institución de Banca Múltiple, Banco Santander México is responsibility of the directors. Our work does not involve consideration of these matters and, accordingly, we do not accept responsibility for any differences between the Sustainability Indicators of Banco Santander on which the report was issued or the assurance report that was issued and the information presented on the website.

SASB Verification Letter

DocuSign Envelope ID: 66899E62-7710-42B2-A2C9-BF944DA505F3



This version of our limited assurance report was carried out based on the Spanish version of the Responsible Banking Report. This is a translation from the original in Spanish, in the event of a discrepancy in this version, the Spanish language version prevails.

Independent practitioner's limited assurance report on the 2022 Sustainability Indicators identified in the Responsible Banking Report 2022 of Banco Santander México, S.A., Institución de Banca Múltiple, Grupo Financiero Santander México

To the Directors of Banco Santander México

We have undertaken a limited assurance engagement in respect of the sustainability indicators listed below and identified with a ✓ in the "Sustainability Accounting Standards Board (SASB) Index" of the Responsible Banking Report 2022 (the "Sustainability Indicators"), which were prepared by Banco Santander México, S.A., Institución de Banca Múltiple, Grupo Financiero Santander México ("Banco Santander") for the year ended December 31st 2022, in accordance with the SASB Standards of the industries: Commercial Banking, Consumer Finance, Investment Banking and Brokerage 2018-10 version and Asset Management and Custody Activities 2021-12 version.

Sustainability Indicators

The sustainability indicators for the year ended December 31, 2022 are summarized below:

SASB Standard	Indicator	Accounting metric
ASSET MANAGEMENT AND CUSTODY ACTIVITIES (FN-AC)	FN-AC-330a.1	Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees.
COMMERCIAL BANKS (FN-CB)	FN-CB-230a.2	Description of approach to identifying and addressing data security risks.
COMMERCIAL BANKS (FN-CB)	FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers.
COMMERCIAL BANKS (FN-CB)	FN-CB-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis.
CONSUMER FINANCE (FN-CF)	FN-CF-230a.3	Description of approach to identifying and addressing data security risks.
INVESTMENT BANKING & BROKERAGE (FN-IB)	FN-IB-330a.1	Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees.

Our assurance was with respect to the Sustainability Indicators for the year ended December 31, 2022 only and we have not performed any procedures with respect to earlier periods or any other indicators or elements included in the Responsible Banking Report 2022 and, therefore, do not express any conclusion thereon.

DocuSign Envelope ID: 66899E62-7710-42B2-A2C9-BF944DA505F3



Criteria

The criteria used by Banco Santander to prepare the identified Sustainability Indicators are the SASB Standards of the industries: Commercial Banking, Consumer Finance, Investment Banking and Brokerage 2018-10 version and Asset Management and Custody Activities 2021-12 version (the "Criteria") and are set out in the section "Sustainability Accounting Standards Board (SASB) Index" on page 136 of the Responsible Banking Report 2022.

Banco Santander's Responsibility on the Sustainability Indicators

Banco Santander is responsible for the preparation of the identified Sustainability Indicators in accordance with the Criteria. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of identified Sustainability Indicators that are free from material misstatement, whether due to fraud or error.

Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the International 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. Our 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.

Responsibilities of Independent Professionals in Relation to Assurance Work

Our responsibility is to express a limited assurance conclusion on the identified Sustainability Indicators in accordance with the Criteria, based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with the International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board of the International Federation of Accountants. These standards require that we plan and perform this engagement to obtain limited assurance about whether the identified Sustainability Indicators are free from material misstatement.

A limited assurance engagement involves assessing the suitability in the circumstances of Banco Santander's use of the Criteria as the basis for the preparation of the identified Sustainability Indicators, assessing the risks of material misstatement whether due to fraud or error of the identified Sustainability Indicators, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the identified Sustainability Indicators. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

DocuSign Envelope ID: 66899E62-7710-42B2-A2C9-BF944DA505F3



The procedures we performed were based on our professional judgment and included interviews, review of the processes executed, inspection of documents, analytical procedures, tests on selective bases, and agreeing or reconciling with underlying records.

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. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether Banco Santander's identified Sustainability Indicators have been prepared, in all material respects, in accordance with the Criteria.

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that Banco Santander México, S.A., Institución de Banca Múltiple, Banco Santander México identified Sustainability Indicators for the year ended December 31, 2022 is not prepared, in all material respects, in accordance with the Criteria.¹

PricewaterhouseCoopers, S.C.

DocuSigned by:
A-V
35A03AF C156F457

C.P.C. José Vicente Güendulain

Mexico City, Mexico

May 05, 2023

¹ The maintenance and integrity of the website of Banco Santander México, S.A., Institución de Banca Múltiple, Banco Santander México is responsibility of the directors. Our work does not involve consideration of these matters and, accordingly, we do not accept responsibility for any differences between the Sustainability Indicators of Banco Santander on which the report was issued or the assurance report that was issued and the information presented on the website.