

# Action Plans on Human Rights

2018-2020

February 2018



# Action Plans (1/4)

Topic	Plan	Leader	Deadline
<b>EMPLOYEES</b>			
Promote equal opportunities and fight against employment discrimination based on gender, national origin, language, illness, disability, or any other breach of rights.	<ul style="list-style-type: none"> <li>▲ Diversity and inclusion Plan</li> </ul>	Talent and culture	2018
Promote work-life balance and working time flexibility	<ul style="list-style-type: none"> <li>▲ Work-life balance plan</li> </ul>	Talent and culture	2018
Complaint and remedy mechanisms. Employee Service Center	<ul style="list-style-type: none"> <li>▲ Define an action plan that assesses the possible lines of improvement in employee complaint and remedy channels.</li> </ul>	Talent and culture	Q2 2018
Promote training to increase Human Rights awareness and literacy	<ul style="list-style-type: none"> <li>▲ Define training plan:               <ul style="list-style-type: none"> <li>• At a general level. Pill</li> <li>• At specialized level (Legal Services, RB)</li> </ul> </li> </ul>	Talent and Culture + RB	Q1 2018
<b>REAL ESTATE, SERVICES AND SECURITY</b>			
Avoid abuse and excessive and discriminatory use of security force	<ul style="list-style-type: none"> <li>▲ Develop plan taking into account each country's context</li> </ul>	Real-estate, services and security	Pending
Fight against environmental pollution and efficient management of resources	<ul style="list-style-type: none"> <li>▲ Impact communication plan</li> </ul>	Real estate and services	Q2 2018

## Action Plans (2/4)

Topic	Plan	Leader	Deadline
<b>SUPPLIERS</b>			
Work with suppliers to prevent the negative impact, in terms of human rights, of their activity and assess the start or continuity of commercial relations with them based on their Human Rights performance.	<ul style="list-style-type: none"> <li>■ Define the information plan building on BBVA's human rights commitment               <ul style="list-style-type: none"> <li>• Publication on the Supplier web site of information related to BBVA's commitment on the topic</li> </ul> </li> </ul>	Procurement department	Q4 2018
	<ul style="list-style-type: none"> <li>■ Publication of the Ethical Code for suppliers</li> </ul>	Procurement department	Q1 2018
Prevent and mitigate the potential negative impact, in terms of human rights, of the activity of the subcontractors linked to the supply chain	<ul style="list-style-type: none"> <li>■ Internal and external audits Prioritize high-risk sectors and outsourcing</li> </ul>	Reputational risk	Q3 2018
	<ul style="list-style-type: none"> <li>■ Supplier reputation assessment in the certification process</li> </ul>	Procurement department	Q4 2017
Remedy mechanisms. Review of access to queries and reports filed by supplier employees	<ul style="list-style-type: none"> <li>■ Develop plan based on the results of the remedy mechanisms report</li> </ul>	Procurement department	Q2 2018

## Action Plans (3/4)

Topic	Plan	Leader	Deadline
<b>CUSTOMERS</b>			
Prevent and mitigate potential negative impact, in terms of human rights, of the activity of business customers and assess the start or continuity of commercial relations with them.	<ul style="list-style-type: none"> <li>■ Development of Social and Environmental Framework               <ul style="list-style-type: none"> <li>• Sector Policies</li> <li>• Inclusion of RB in the new product and business committee</li> <li>• Integration in due diligences of CIB customers in risk-prone sectors (onboarding &amp; repapering)</li> <li>• Protocol in connection with controversial issues / engagement</li> </ul> </li> </ul>	CIB, RB	2018
Remedy mechanisms. Review of access to queries and reports on corporate finance topics	<ul style="list-style-type: none"> <li>■ Define plan to establish corporate finance query mechanisms</li> </ul>	CIB, RB	2018
Prevent and mitigate potential negative impacts, in terms of human rights, on the development of products and businesses	<ul style="list-style-type: none"> <li>■ Inclusion of RB in the new product and business committee</li> </ul>	RB	Q3 2018
Protect and ensure the responsible use of our customers' personal information and their right to privacy, as well as to guarantee that the algorithms we use are documented, auditable and strict.	<ul style="list-style-type: none"> <li>■ Draw up a manifesto on the responsible use of data</li> </ul>	Data, RB	Pending

## Action Plans (4/4)

Topic	Plan	Leader	Deadline
<b>OWN CAPITAL BUSINESSES</b>			
Ascertain the absence of human rights issues when investing in or acquiring a company.	<ul style="list-style-type: none"> <li>■ Include human rights-related criteria in company acquisition processes. Human Rights Check-List in due diligence processes</li> <li>■ Include human rights-related criteria in company acquisition processes</li> </ul>	M&A  Digital M&A	Q2 2018
<b>OTHER</b>			
Ensure the adequate interpretation of domestic laws and regulations that may not take Human Rights into consideration	<ul style="list-style-type: none"> <li>■ Training plan to include Human Rights in the interpretation of the standard</li> </ul>	RB, Legal Services	Q2 2018
Fight against tax fraud, avoidance and evasion	<ul style="list-style-type: none"> <li>■ Definition of a new plan against tax fraud, avoidance and evasion</li> </ul>	Tax	Q4 2018