

BBVA Whistleblower Channel

2020 Information

The Whistleblower Channel forms an essential part of BBVA's compliance system, as one of the process established to guarantee the effective application of the procedures and standards of this Code. This Channel is also a resource to assist members of BBVA and other third parties to report confidentially and if they wish anonymously, any breaches of the Code of Conduct or applicable legislation.



Compliance will process all reports they receive carefully and promptly, ensuring that they are investigated and providing the resources to ensure that they are resolved, in accordance with the Whistleblower Channel internal procedures.



**Information will be analyzed objectively, impartially and confidentially.
The identity of the person reporting it will be kept confidential.**

The information will be made known only to those departments whose cooperation is necessary for the process of investigation, to avoid compromising the result of the investigation or the good name of any persons affected by it. The result of the investigation will be advised to the departments which need to take appropriate measures to mitigate or correct the transgression, as well as to the person being reported and the reporter, as appropriate.

No-one who reports in good faith any facts or activities through the Whistleblower Channel will be the target of reprisals nor will they suffer any other adverse consequence as a result.

The Whistleblower Channel will remain open 24 hours a day, 365 days a year. BBVA has a telephone hotline and email addresses for receiving this type of reports in each one of the jurisdictions that comprise BBVA Group's global footprint. In addition, BBVA has a specific portal for the Whistleblower Channel on the intranet where BBVA members can find more detailed information on how to file a report.

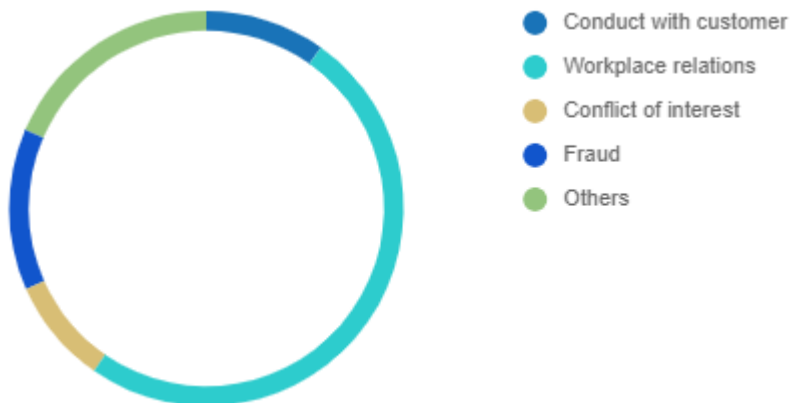


A total of 1,417 reports were filed in 2020. The breakdown of these reports was the following:

- Conduct with customer: 140
- Workplace relations: 705
- Conflict of interest: 123
- Fraud: 187
- Other: 262

No cases of human rights violations have been identified.

Breakdown of reports by type in 2020



In 2020, a total 1.271 reports were processed, of which 555 resulted in disciplinary actions.

Reports managed in 2020 and adopted disciplinary actions

