



10 YEARS

2018 SUSTAINABILITY
REPORT

MORE SUSTAINABLE
YEAR IN AND **YEAR OUT**

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Institutional Profile

(102-16)

We are Mexico's first green bank because we are convinced that sustainable businesses will be the foundation of the economy of the future. We create products and services that prioritize people and companies that promote and share our vision of a sustainable culture.

(102-16)

In 2018, CIBanco celebrated ten years as a Full-Service Banking Institution. However, our presence in the financial world dates back to 1983, demonstrating our solid track record of development and profitability. Our greatest strength lies in providing financial services to people and companies who share our belief in a green future for Mexico.



> Vision

We believe that financial services are an essential tool in ensuring that companies and citizens assume greater accountability in caring for and preserving the environment. We believe that sustainability represents a profitable business focus that creates long-term value for our shareholders.



> Mission

To be a leader in Mexico's financial services sector that prioritizes sustainability as a key pillar of our business, mutually benefiting companies and individuals alike.



> Values

- Commitment
- Ethics
- Professionalism
- Service with excellence
- Transparency
- Fair treatment
- Sustainability

We offer sustainable banking service options through COMPREHENSIVE AND MULTIDISCIPLINARY financial vehicles that allow us to deliver more and better value to Customers and stakeholders alike.

- CIBanco de Bolsa
- CIBancos
- Fimecap
- Finanmadrid
- CITDA
- CIBancos

Our History



1983

- **Consultoría Internacional (CISA)** begins operations in the financial Mexican market.

2008

- **CIBanco S.A.** opens its doors as a **full-service banking institution**.
 - 100 branches.
 - 1,000 employees.

2010

- Start-up of **Electronic Banking (CINet)** and **Telephone Banking (CIDirecto)** services.

2011

- **CI Casa de Bolsa** and **CI Fondos** begin operations.

2012

- Change in corporate philosophy and rebranding.
- Acquisition of **Finanmadrid México**.
- New financial vehicles **CITDA** and **Fimecap** begin operations.
- **CIMóvil**, our **Mobile Banking** service, begins.

2013

- **First Equator Principles Report**.
- In 2012, CIBanco was the first financial institution in Mexico to adopt this framework.

2014

- **Acquisition and merger with BNY Mellon México** to make CIBanco the number one trust company in Mexico.
- **CI Estrategia** begins operations.

2015

- CIBanco achieves **national coverage** with 181 branches in 71 cities.
- **Sustainability Report** based on GRI standards.

2016

- **CI Cash Multicurrency Student** launches.
- Joins the **Sustainability Protocol** of the Mexican Banking Association (ABM).

2017

- Launch of the **CIBanco Gold Credit Card**.
- Joins the **United Nations Global Compact**.
- First **Corporate Social Responsibility Award**.

2018

- Support for the **UNEP-FI Principles for Responsible Banking**.
 - **190** branches.
 - **2,803** employees.
- Purchase agreement for **renewable energy** for Bank operations.

Key Figures

➤ Ethics and Corporate Governance

CIBanco's sustainable business vision is rooted in its corporate structure and ethics.



8,699
training hours
in ethics and standards.

ISO 9001 Quality Certification
for the Bank's Anti-Money Laundering System.

➤ Economic Sustainability

CIBanco's economic strength is driven by its portfolio of green products and its satisfied Customers.



13.31%
Capitalization Index.

11%
of our portfolio is green.

100% of profits
reinvested
into the company.

➤ Social Sustainability

Sustainable growth at CIBanco is a result of our ongoing dialogue with our stakeholders.



MXN 6.1
million invested
in social causes.

768
new hires.

16%
reduction in
turnover rate.

MXN 4.2
million invested
in training.

➤ Environmental Sustainability

CIBanco's reward for its sustainable business vision is creating financial solutions that help care for the environment.



1,386 tons
less CO₂ emissions
as a result of our Green Products.

93,453
kWh of clean energy
used in Bank operations.

7 tons
of paper recycled.

A Letter from Our Chairman

(102-14 and 102-15)

In 2018, CIBanco celebrated ten years as a Full-Service Banking Institution. Its roots, however, go back 35 years, with the operation of Consultoría Internacional S.A. Our history is a clear sign of our profitability, sustainability, and future outlook. Four critical factors for success have brought us to where we are today.

The first is our **clear business vision**, backed by the experience and commitment of our corporate governance team, our ethical and transparent organizational structure that ensures full regulatory compliance of our business activities, and the CIBanco culture that is synonymous with professionalism and outstanding customer service.

Second, **our strong financial performance** resulting from the array of services and products that we offer through our investment vehicles such as CIColor de Bolsa and CIColorstrategias, reinvesting 100% of our profits to guarantee our continued growth, our 97% customer satisfaction rate, and our brand positioning.

Third, **ongoing and sustainable growth** in all aspects of our business, including 46% more assets, 20% more Customers, 6% more employees, 35% more investment in training, and more than 9,697 people who have benefited from our social investment projects. We grow by responding to the needs of our Customers, employees, and other stakeholders.

Our fourth factor for success is **our investment in the natural environment** by using financial products and services that help reduce emissions and climate change. In 2018 alone, we prevented 1,435 tons of CO₂e emissions through our solar panel and green auto financing programs, while also using solar panels for our banking operations. Additionally, 53% of our financial transactions are now digital, and our paper consumption dropped 12% after we adopted our double-sided printing policy.

We also signed a purchase agreement for renewable energy that will be used to supply 90% of our banking operation needs.

Today, CIBanco champions five of the 17 United Nations Sustainable Development Goals by offering environmentally and socially responsible financial products and services, providing decent work, and driving the country's economic growth with institutional transparency.

In 2019, we will take a major step forward in continuing to consolidate our sustainability by combining four of our corporate offices in Mexico City in the same building, thereby streamlining our processes, reducing consumption and emissions, improving the quality of life of our employees, and making life easier for our Customers.

We thank our Customers for these achievements and for those to come, who have shared and trusted our vision for a sustainable Mexico. We also want to thank our employees and board members whose work and dedication make us better. We wish to extend our gratitude to all of our financial and social partners, suppliers, and the general public for walking by our side on the path to sustainability.

Jorge Rangel de Alba Brunel
Chairman of the Board of Directors

Sustainability Management Approach

Sustainability is an integrated business strategy that impacts all of our stakeholders and the Bank's economic, social, environmental, and ethical performance.

CIBanco manages sustainability through an internal department and an external committee. Our Annual Report applies GRI Standards to monitor and assess sustainability, which is then verified through an independent external party.

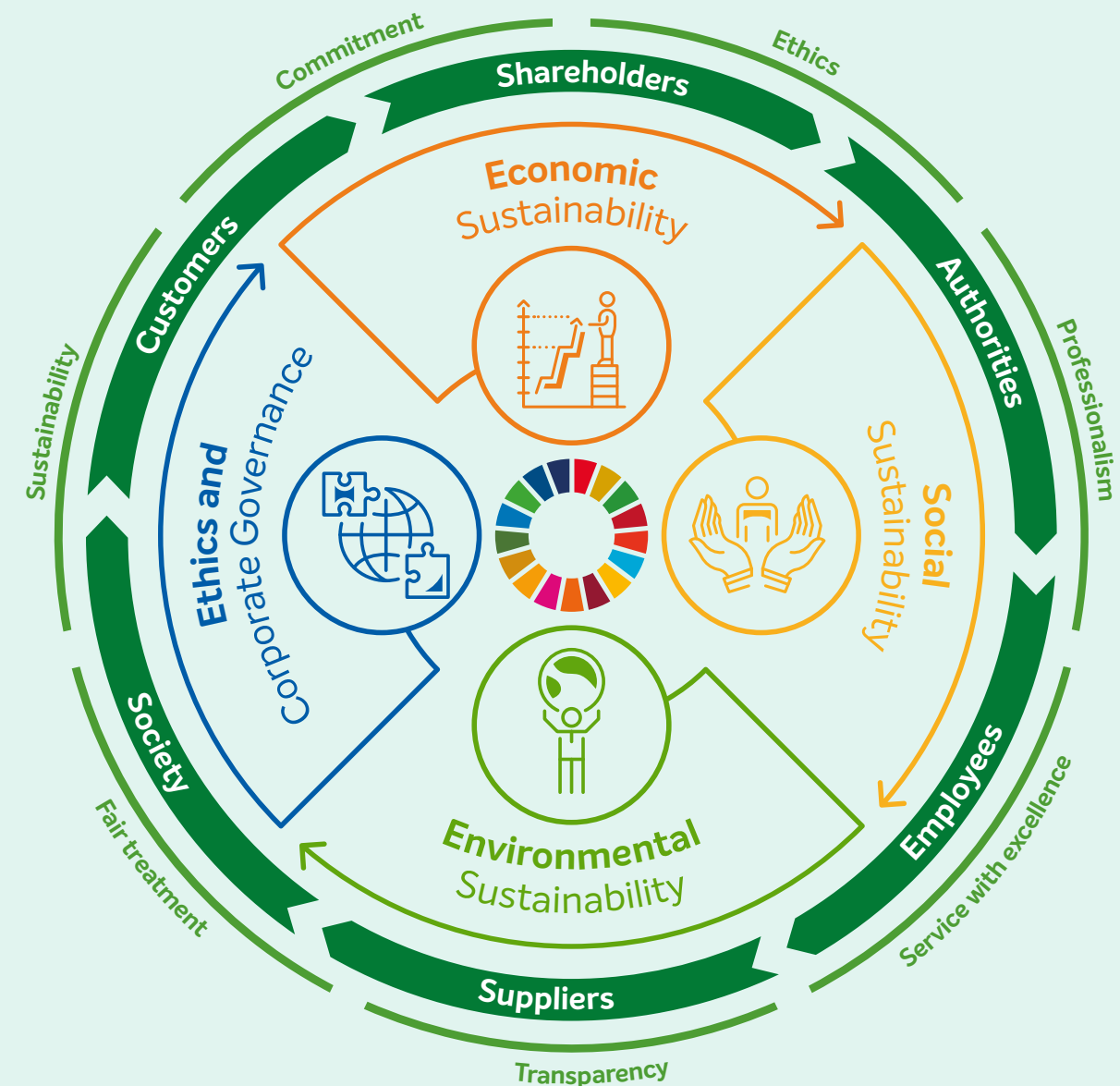
The Bank's framework for implementing actions for sustainability is established in its Sustainability Model, which integrates our corporate philosophy, stakeholders, values, and areas of impact in alignment with the Global Compact and the Sustainable Development Goals.

> Sustainability Model

SUSTAINABLE DEVELOPMENT GOALS



We support five of the 17 United Nations Sustainable Development Goals.





For more information:

The curriculum vitae for each member of the Committee may be found in the [2016 \(pp. 34-35\)](#) and [2017 \(pp.12\)](#) Reports.



(102-46)

The contents of this report were defined based on the **2017 materiality assessment**, which directly includes the perspective of the employees, and indirectly includes the Bank's other stakeholders.

At CIBanco, the **sustainability context** is framed within its model and external committee. The **thoroughness** of the report is verified through external audits, as well as the comparability and monitoring of indicators and goals set for each year.

External Sustainability Committee

This is a body that operates independently of the Bank and strengthens its internal management system, producing projects that drive, monitor, and assess the sustainability of the Institution. This Committee works in parallel, but independently, of the Department of Sustainability; however, both report directly to the Chair of the Executive Committee.

Functions of the External Sustainability Committee

- Identify new business from the perspective of sustainability.
- Identify and assess environmental risks in the business portfolio.
- Develop analytical methodologies for the performance and environmental profiles of Customers and projects for Green Banking purposes (preferential rates and terms).
- Review the Bank's green guidelines and operating standards.
- Promote and apply public relations in terms of sustainability.
- Evaluate design elements at branches.
- Analyze vulnerabilities in the Bank's green operations.
- Internal training for Bank staff.
- Provide support for the Department of Sustainability within the Bank.

Members of the External Sustainability Committee

- Julio Madrazo García – Committee Chair
- Gabriel Quadri de la Torre
- Gustavo Alanís Ortega
- Françoise Lavertu
- Rodrigo Villar Esquivel

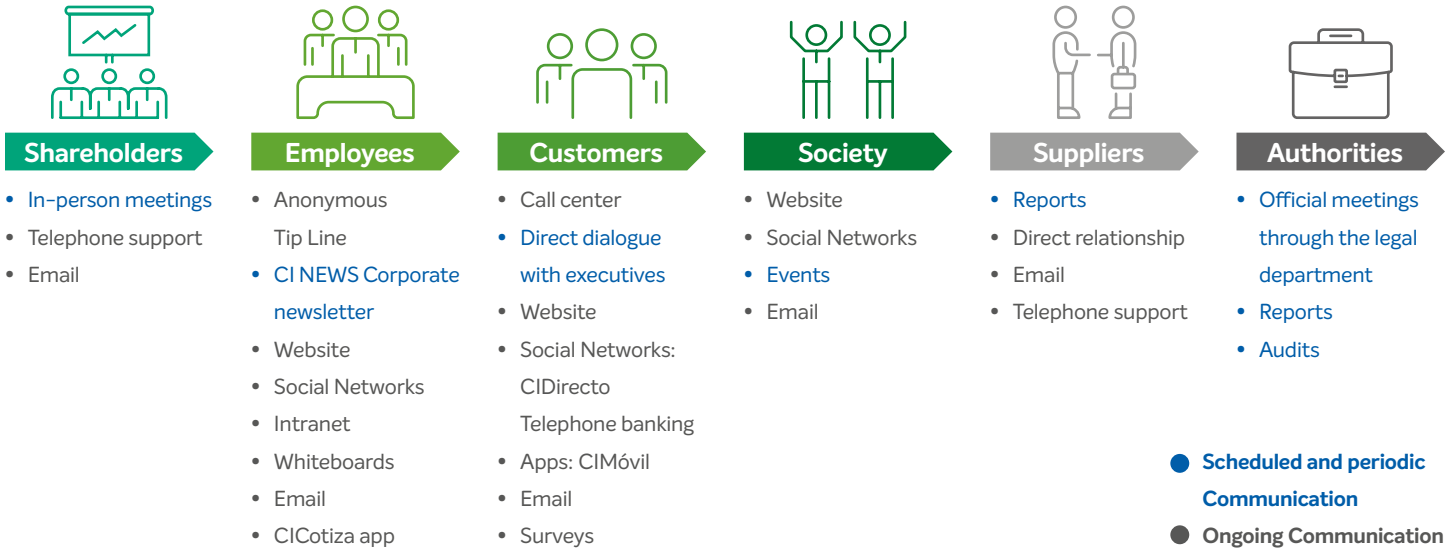
Stakeholders

(102-40, 102-42, 102-43)

CIBanco seeks to strengthen the trust that allows us to understand and meet the needs and expectations of our stakeholders, in order to create a mutually beneficial relationship.

Only employees and executives are taken into account in preparing the sustainability report.

The chart below shows the stakeholders identified by the Bank based on its organizational Code of Conduct, which defines the principles of interaction with them. The chart also lists how we maintain communication and the frequency of contact.



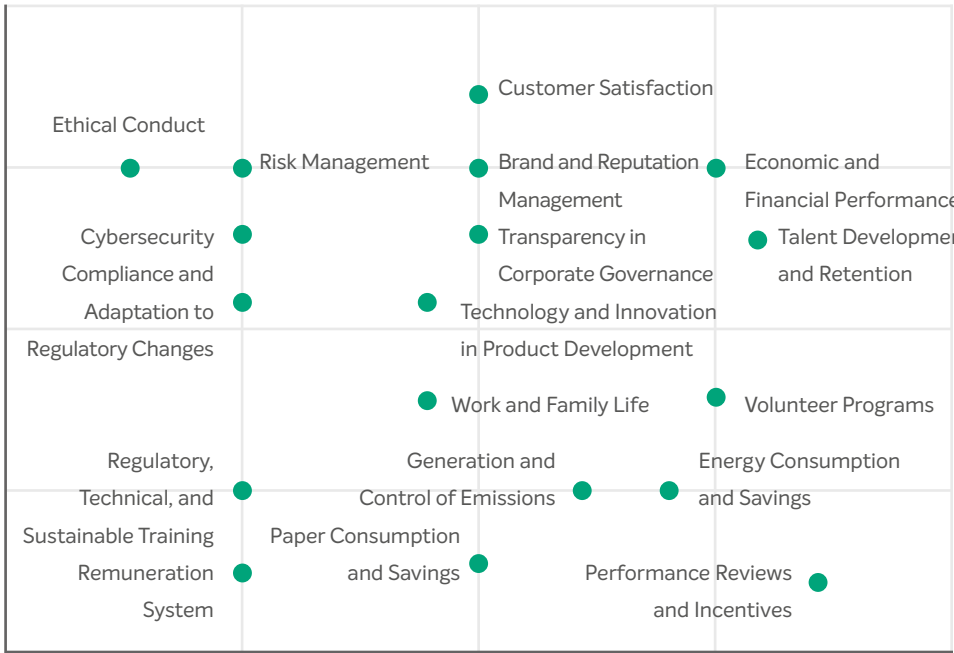
Materiality

(102-44, 102-46, 102-47)

The material issues that are key to CIBanco sustainability were determined in the materiality assessment conducted in 2017. This report revisits that assessment, given that the Bank's activities and interests have not changed significantly.

The materiality from the previous year is aligned with the interests of Bank employees and executives, who were surveyed and interviewed, respectively, to consider the level of relevance for each topic. This allowed us to identify their primary interests and concerns related to CIBanco's sustainability.

The results of the employee survey and further details on the materiality assessment in the 2017 Report (pp. 14-16) may be consulted [here](#).



Ethics and Corporate Governance

Our solid corporate structure and business ethics have allowed us to forge and position a sustainable and profitable business vision.



➤ Backed by our Corporate Values:

- Transparency
- Ethics



MATERIAL ISSUES

- Corporate Governance
- Risk management/Cybersecurity
- Ethical conduct
- Adaptation to regulatory changes



➤ Managed through:



➤ Impact on:

SUSTAINABLE DEVELOPMENT GOALS



Goal 16.5: Substantially reduce corruption and bribery in all its forms.



2017 CHALLENGE

To reinforce internal controls and measurement mechanisms for environmental and social risks when issuing loans.



2018 RESULTS

Sixth Equator Principles Report.



2019 CHALLENGE

An Awareness Program with controls for measuring social and environmental risks.



Corporate Governance

33% of our board members **are independent.**

➤ We have a **fully independent Audit Committee.**



Business Ethics

15% increase in regulatory training hours.

GRI reporting for **five consecutive years.**



Corporate Citizenship

We are part of the UNEP-FI Principles for Responsible Banking.

➤ **Corporate Social Responsibility** awards for **two consecutive years.**



16

PEACE, JUSTICE AND STRONG INSTITUTIONS

SDG 16:

CIBanco promotes peace and justice as an organization with solid business ethics that implements control mechanisms to prevent acts of corruption.

➤ Corporate Governance

(103-2, 103-3, 102-18, 102-22)

CIBanco has consolidated as an Institution with a strong business structure, ample recognition, and an wide-ranging track record in the Mexican financial market, which allows it to maintain its profitability and positioning.

This is primarily thanks to our implementation of a sustainable business vision and the leadership of our Board of Directors. It also relies on risk control and management and the consolidation of an ethical and transparent culture shared by our employees, executives, and board members.



(102-22)

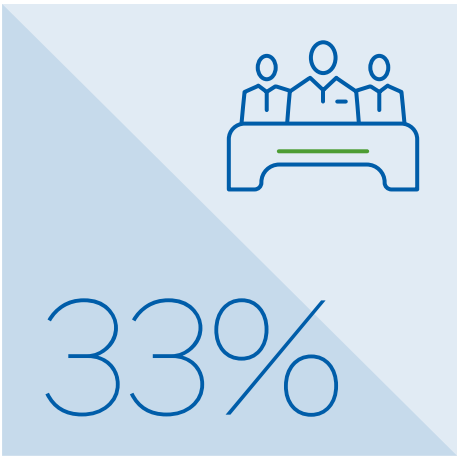
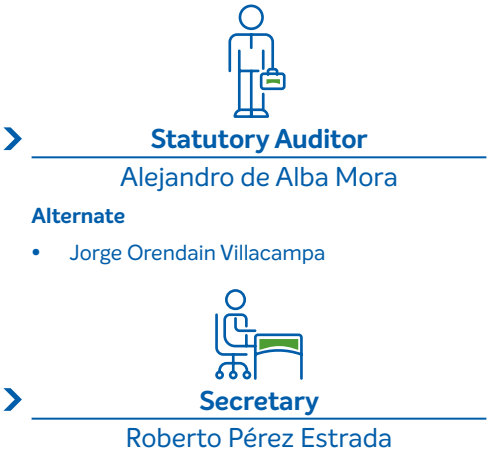
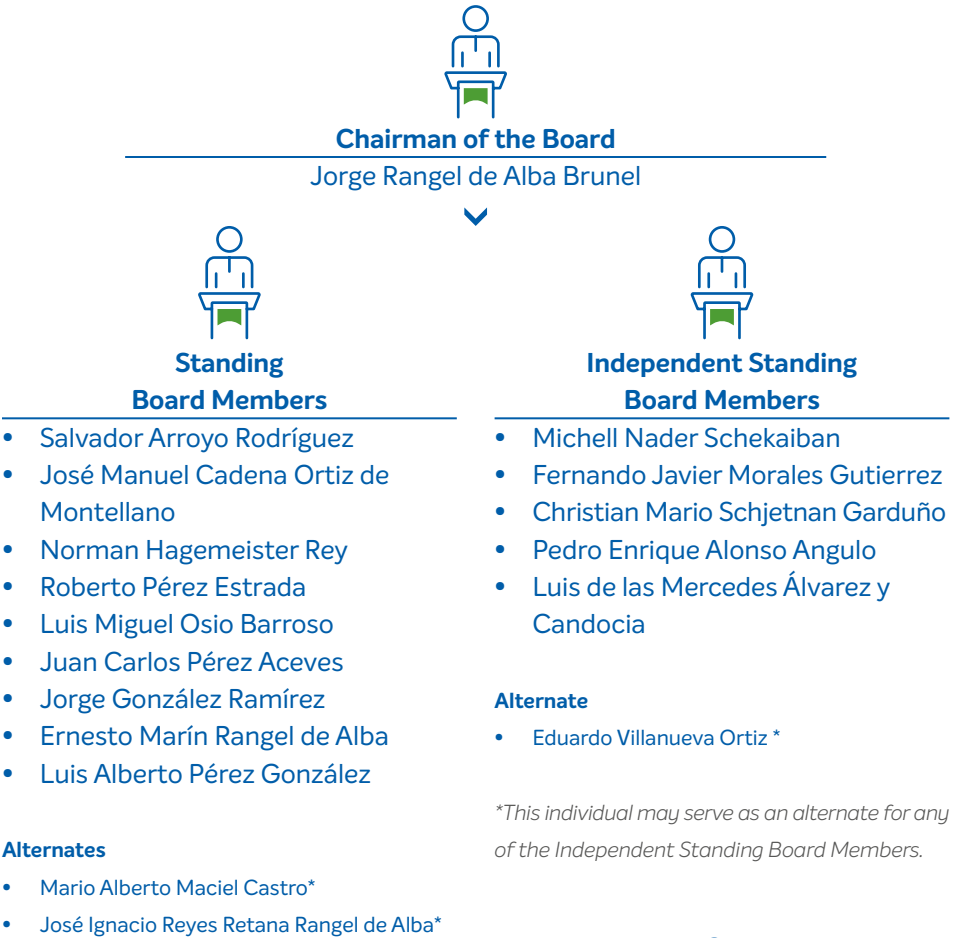
For more information:

The full curricula of the members of our Board of Directors may be consulted [here](#).

➤ Board of Directors

The Board of Directors, the supreme governing body of the Bank, is a strategic mechanism for sustainable business implementation and management. It plays an essential role in guaranteeing our stakeholders the efficient and transparent management of resources, aligned with risk control processes at all times, and adhering to the business vision that we have adopted voluntarily.

In like manner, the Board and its Committees serve as executive bodies in strengthening and managing an ethical and transparent internal culture. They guide the Bank through adaptations in the face of regulatory, economic, and social changes that could affect our business operations or profitability.



of the members of the Board of Directors are independent, with an average age of 57.

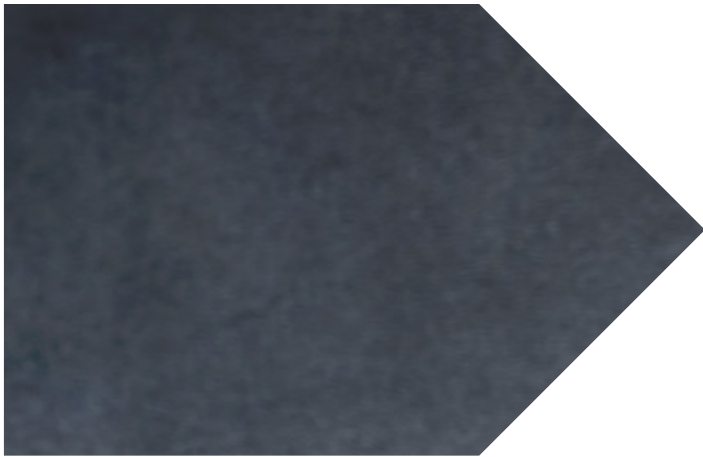




Duties of the Board

Defining, implementing, monitoring, and evaluating CIBanco’s strategic vision is one of the Board’s key functions, and it relies on its Committees and administrative structure to achieve that aim. Therefore, it is responsible for:

- Approving the objectives of the Internal Control System and the guidelines for its implementation.
- Establishing policies and control mechanisms that ensure, regulate, and promote the proper implementation and use of the human, technological, and material resources that are required for operations.
- Implementing necessary policies and control mechanisms to ensure availability, confidentiality, and continuity in contracting services with suppliers and correspondents.
- Developing policies and monitoring procedures that will guarantee security, integrity, confidentiality, and continuity while carrying out operations and providing services to the public through automated data processing systems and telecommunications networks.
- Approving the Bank’s Code of Ethics and Conduct, as well as disseminating and implementing it in coordination with Management.



Committees of the Board of Directors (102-20)

The Board of Directors is supported by four Committees to delegate, monitor, and evaluate the economic, social, financial, and operational matters affecting the Institution.

- Audit Committee.
- Systems Committee.
- Communication and Control Committee.
- Integrated Risk Management Committee.

> Risk Management and Compliance (102-11, 102-20, 102-30)

Integrated risk management and compliance at CIBanco rely on the internal support provided by three essential pillars: the Integrated Risk Management Department, the Compliance Department, and the Internal Control Department.

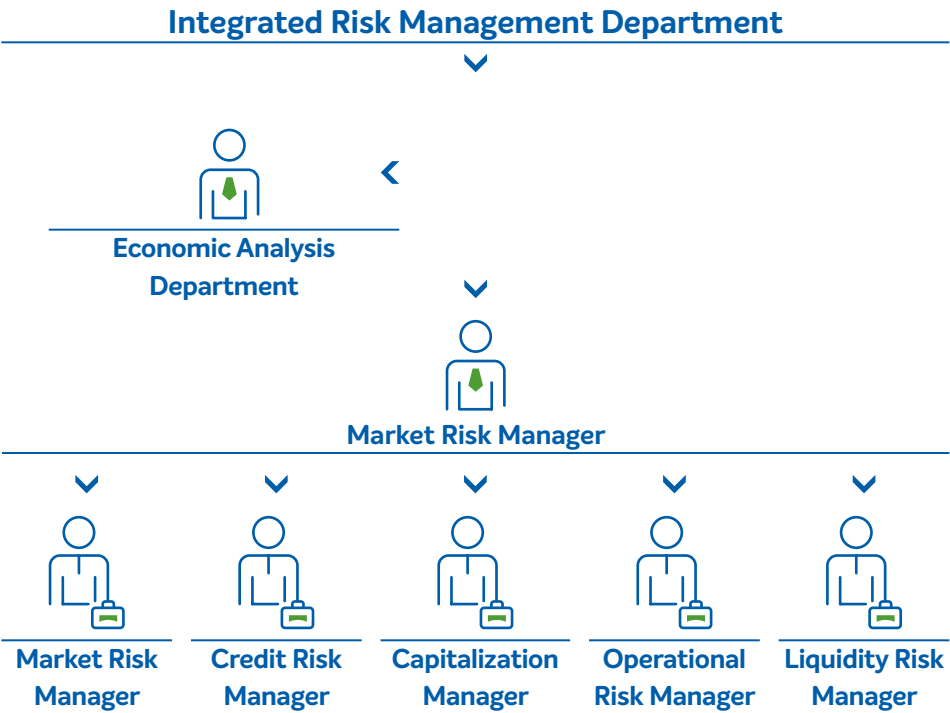
Together, these three offices comprise the mechanisms and the structure that the Board uses to delegate, monitor, and evaluate inherent business risks as well as to oversee compliance with economic, financial, technological, social, and administrative regulations, among others.



For more information:
See recent Shareholders’ Meeting resolutions [here](#).
(Section: Financial Statements, SHAREHOLDERS’ MEETING RESOLUTIONS)

Integrated Risk Management Department (103-1, 103-2, 103-3)

Develops and manages the objectives, guidelines, and procedures that help us to identify, measure, oversee, limit, control, and report on the different types of risks to which the Bank may be exposed. The risk typology and the structure of the Integrated Risk Management Department are presented below:

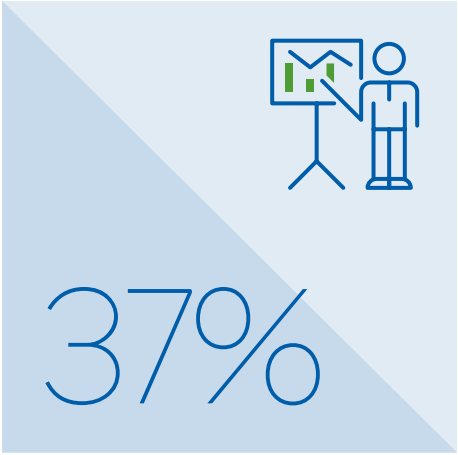


The Integrated Risk Management Department reports directly to the Integrated Risk Management Committee, composed of members from the Board of Directors.



The guiding principles for organizing Integrated Risk Management at the Bank are:

- Clear definition of objectives, policies, and procedures for managing different types of risks, whether quantifiable or non-quantifiable.
- Duties grouped by type of risk.
- Transparency in delineating functions, including the independence between the Integrated Risk Management Department and the business departments.
- Maintain clear job profiles at all levels.



of our staff received training on risk management topics.



Internal Control Department

The risk typology and the structure of the Integrated Risk Management Department are described below:

The main function of this department is to maintain the Bank’s operations within an environment of order, systematization, and transparency, which will ensure the Institution has the security to mitigate any exposure to risk. In like manner, the department is responsible for complying with the regulatory provisions contained in laws and regulations, as well as for ensuring adherence to internal policies and guidelines, which in turn inspires confidence among our Customers and users of our products and services, shareholders, and the general public.

Internal controls aid in:

- **External Auditor**, hired by the Board of Directors to review and oversee the proper functioning and compliance with standards and risk policies throughout the Institution.
- **Internal Auditor**, assigned by the Board of Directors to review and oversee, independently of the Integrated Risk Management Department, the proper functioning and compliance with standards and risk policies throughout the Institution.
- **Comptroller**, responsible for identifying and evaluating whether the controls enhance compliance with internal and external regulations when carrying out operations. He or she must also ensure that the arrangement, documentation, registration, and daily liquidation of transactions are performed in accordance with the policies and procedures established in the CIBanco manuals and adherence to applicable legal provisions.
- **Chief Executive Officer**, responsible for promoting a culture of integrated risk management within the organization and for ensuring the correct functioning and interaction between risk-generating business units and the Integrated Risk Management Department.
- **Business Units** are inherently risk generators and therefore must follow the policies and procedures contained in the risk management manuals and comply with the recommendations of the Department to reduce CIBanco’s exposure to different risks.
- Prevention and detection of negligent and/or willful fraud, errors, or omissions.
- Precision and integrity in the accounting records of the Bank’s transactions.
- Timely and reliable preparation of financial, administrative, operational, and legal information.
- Care and custody of the Bank’s assets.
- Compliance with applicable laws and provisions.
- Proper use of the Bank’s human and material resources.

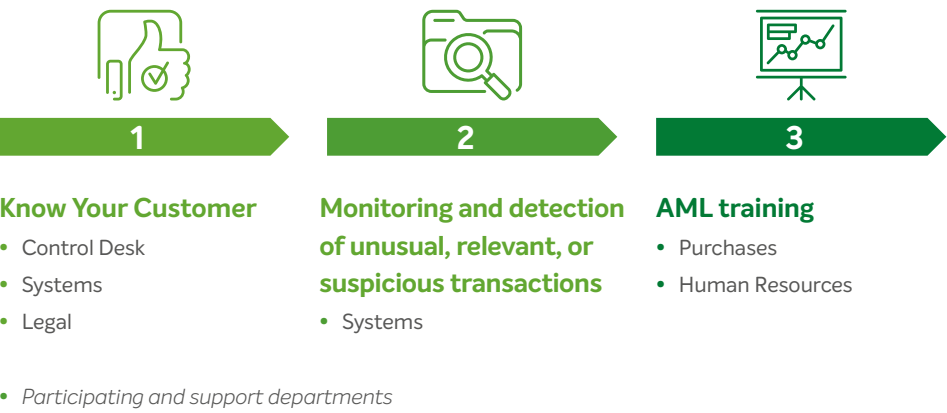


Compliance Department

In order to consolidate a culture of compliance within CIBanco, the Compliance Department coordinates with the Integrated Risk Management Department and the Internal Control Department to implement processes that provide a comprehensive demonstration to our shareholders, authorities, and other stakeholders of our compliance with the financial, legal, and administrative ethics and guidelines pertaining to our business.

The Compliance Department is also responsible for maintaining and managing the Institution’s Anti-Money Laundering System under the highest standards of quality. It is currently certified under ISO standard 9001:2015.

The Anti-Money Laundering System is applied throughout the organization and is backed by three key processes:



Internally, we develop a virtuous cycle to prevent and control money laundering, thereby ensuring that our business activities are not related to illegal actions, in adherence to applicable legislation. The process we follow includes:



training hours in Anti-Money Laundering compared to the previous year.





187

training hours
were given in 2018
to executives and
administrative personnel
in strategies to prevent
illegal activities related to
corruption.

Within the Compliance Department, we also manage and evaluate risks related to corruption. Through a questionnaire, personnel must state and disclose their family, marital, or personal ties to authorities or government representatives.

The purpose of this questionnaire is to identify employees that could be politically exposed. They then sign a statement affirming that their relationship will not influence their duties and responsibilities within the Bank, and complete an additional questionnaire on the type of relationship or tie they have with politicians and public servants.

In addition, CIBanco makes a communication, grievance, and advisory mechanism available to politically-exposed employees. It is managed by the Chief Compliance Officer and addresses and prevents risk from materializing due to corruption with government entities. The entire procedure is backed by the Anti-Money Laundering System policies and manuals.



Employee course
on Anti-Money
Laundering
and Prevention
of Terrorist
Financing (Annual
Certification)
through the Mexican
Banking Association



2,670
employees trained



50%
Women
(1,322)



50%
Men
(1,348)

3% Directors (77)
3% Assistant Directors (84)
15% Managers (397)
79% Administrative and
operational personnel (2,112)



6,418
Training hours

> Business Ethics

(103-2 and 103-3)

At CIBanco, ethical compliance is enshrined in our Code of Conduct, which is displayed and presented throughout the organization through a training program and evaluated by our corporate structure to maintain its ongoing improvement. Our Code supports our internal and external operations to comply with and respect the ethical standards defined in our regulatory and corporate culture.

> Code of Conduct

(102-16 and 102-17)

Our Code of Conduct is our principal regulatory and ethical framework that we share with the companies or investment vehicles with whom we establish relationships and processes.

The Code provides stakeholders with certainty and trust about the Bank's actions, guaranteeing training, and oversight of guiding principles such as:

- Compliance with Applicable Regulations.
- Fair Competition.
- Sales Practices.
- Intolerance for Corrupt Practices.
- Confidentiality of Information.
- Privileged Information.
- Conflicts of Interest.
- Preserving the Company Name and Reputation.
- Anti-Money Laundering.
- Standards of Conduct in the Workplace.



For the second
consecutive year,
we received a Corporate
Social Responsibility
award from the Mexican
Center for Philanthropy.





*One employee may take two or more regulatory courses during the year, which cover various topics and modalities.

(102-17)

We emphasize the correct application and living out of our Code through internal and external mechanisms for counseling and/or grievances in the interest of ethical conduct by the Institution. For example, our Anonymous Tip Line (for internal use) may be accessed through our intranet. Officers or employees may report transactions that, in their opinion, could be considered unusual or suspicious. The latter category is related to unethical conduct by a colleague. This mechanism is regulated by the Department of Compliance.

At the external level, we have a link on our website that the general public can use to send emails, submit questions or complaints, or report unusual conduct they have experienced with an employee. The Audit Department regulates this mechanism.

Our Code also defines our principles for the interactions and relationships we have with different groups of stakeholders. In an orientation course, new staff receive training in the Code and different internal processes, to ensure that the Organization's values and legal and ethical standards disseminate and extend throughout each process.

Transparent Sales of Products and Services

(102-11)

Our New Product and Services Committee, chaired by the Bank's Chief Executive Officer, receives proposals for new products and services to offer.

It also oversees and verifies that all new or established products meet legal provisions with regard to advertising, promotion, sales, and labeling, as stipulated by the National Commission for the Protection and Defense of Financial Services Users (CONDUSEF) or other regulatory entities.

Once approval is obtained to launch the product or service, the project lead is responsible for organizing the working groups to address any matters related to systems, processes, manuals, and any other topic that may be required for product implementation, sales, and development.



El Primer Banco Verde de México

Responsible Corporate Citizen

(102-12 and 102-13)

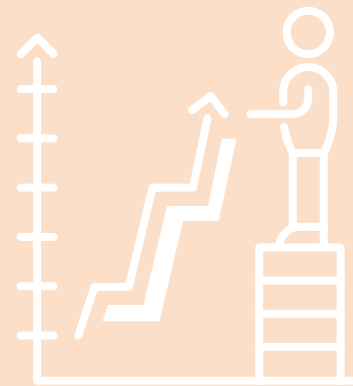
In 2012, we became the first Mexican bank to adopt the Equator Principles, which are guidelines on environmental risks for project financing. We also are part of the United Nations Environment Program - Finance Initiative (UNEP-FI), to promote responsible finances and sustainable development. We are signatories to the Sustainability Protocol issued by the Mexican Banking Association and have an external Sustainability Committee that supports and advises the Bank on these matters.



This year marks our **second year** as a signatory of the United Nations Global Compact in Mexico.

Economic Sustainability

CIBanco maintains its economic strength to generate social growth and to give back to the natural and social environment. Our economic growth and profitability are the result of our Customer satisfaction, product positioning, and business strategy.



Backed by our Corporate Values:

- Fair treatment
- Service with excellence



MATERIAL ISSUES

- Economic and financial performance
- Customer satisfaction
- Brand and reputation management
- Technology and innovation in product development



Managed through:



Impact on:

SUSTAINABLE DEVELOPMENT GOALS

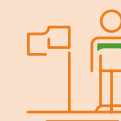


Goal 7.2: Increase the share of renewable energy substantially.



2017 CHALLENGE

To offer CI Fondos investment products at Bank branches.



2018 RESULTS

The Bank bylaws were amended to allow it to act as a distributor of shares from investment funds.



2019 CHALLENGE

To update the customer service model.
Launch the CIPanel Solar loan for companies.



Economic Performance

15% increase in economic value created by the Bank.

46% increase in assets.



Customers

97% Customer Satisfaction rate.

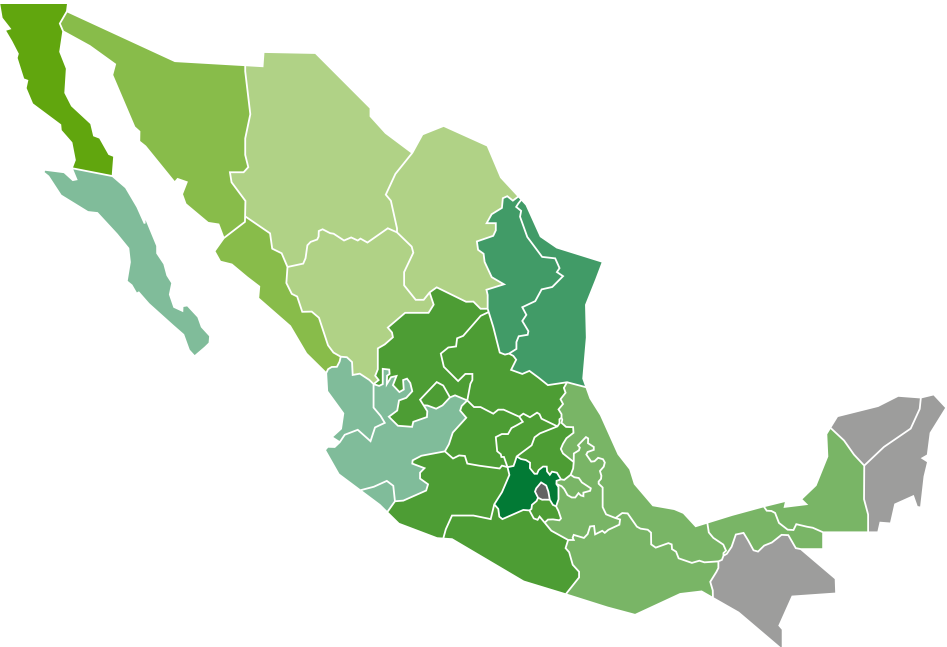
53% of our transactions are digital.





Green Products

11% of our portfolio consists of Green Products, which help reduce climate change.

45% increase in CIPanel Solar loans.



 Regional Office	 Employees
1. Metropolitan Area	1,472
2. Southeast	108
3. Bajío	195
4. West	266
5. East	210
6. Northeast	130
7. Northwest	137
8. North	103
9. State of Mexico	121
10. Baja California	61
Total	2,803



We have earned the trust of **90,000 Customers**, 62% of whom are individuals and 38% companies.



74
key cities and tourist centers.



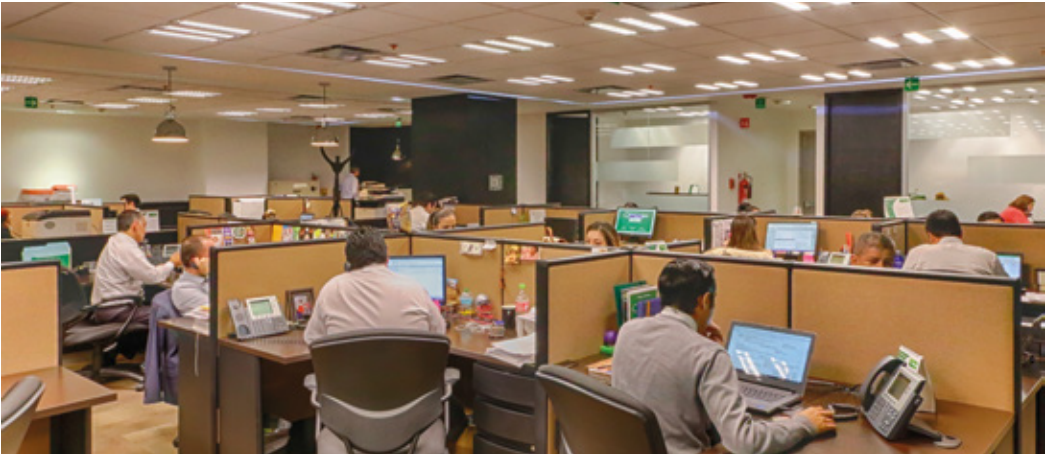
National coverage through
10
Regional Offices.



268
ATMs.



190
Branches.



Economic Performance

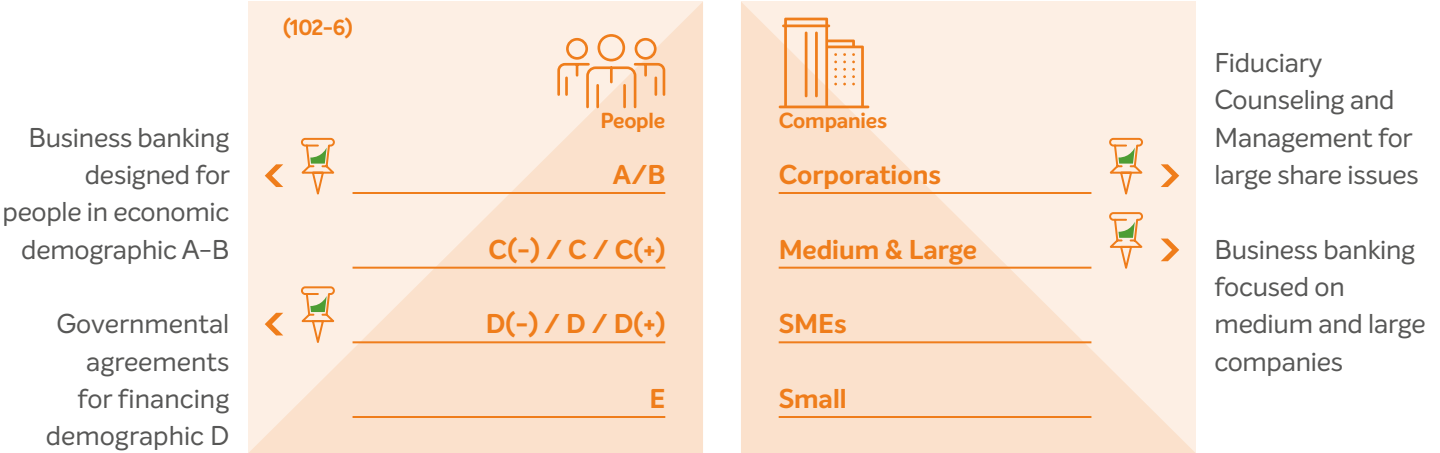
(102-1, 102-2, 102-3, 102-4, 102-5, 102-6, 102-7, 102-45, 201-1, 103-2 and 103-3)

The economic strength of CIBanco¹ is grounded in the partnerships and synergies produced from a multidisciplinary group of interlocking financial vehicles, integrated under a single vision of creating shared value among the Bank, its Customers, and partners.

Our history and scope have grown.
In 2018, we recorded the following achievements:

- 6% more employees nationwide.
- 25% more ATMs.
- 1% more branches.
- 20% more Customers.

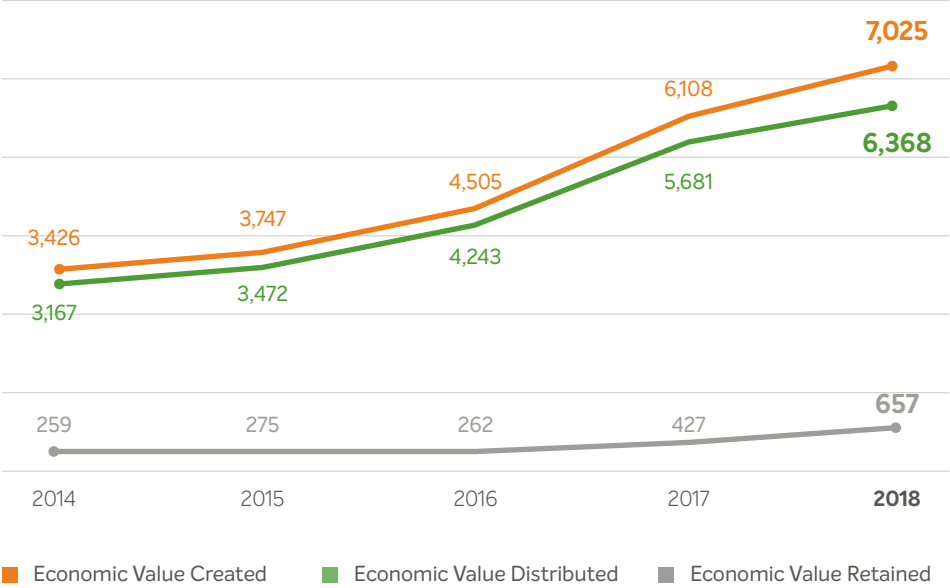
¹ CIBANCO, S.A., Institución de Banca Múltiple. Located at Av. Paseo de las Palmas No. 215, Piso 7, Col. Lomas de Chapultepec, C.P. 11000, Mexico City. Its principal economic activities include, among others, receiving deposits, accepting loans, granting loans, transactions with securities, foreign currency, and derivatives, and executing trust agreements. At the close of 2018, it had two subsidiaries: CI Fondos, S.A. de C.V. (CIBanco holds 99.99% of the capital stock) and Finanzmadrid Mexico, S.A. de C.V. SOFOM (CIBanco holds 99.99% of the capital stock).



CIBanco maintains its financial strength and organizational growth by reinvesting its profits, which provides support for the growth and sustainability of the business.

(102-7)	2014	2015	2016	2017	2018
Assets	20,391	24,119	30,825	36,196	52,991
Traditional Deposits	12,633	14,286	20,175	21,648	32,597
Capital	1,547	1,790	2,053	2,664	3,242
Net Profit	218	242	264	309	562
Capitalization Index	13.57	13.56	12.88	13.7	13.31%
Credit Portfolio	5,962	7,241	9,068	9,485	11,468

CIBanco Economic Value (201-1)
(Figures in millions of Mexican pesos)



CIBanco's economic and financial performance is growing in a sustainable manner, aligned with the interests of its shareholders and stakeholders.

The economic value distributed by the Bank

increased
12%
compared to the previous year.

Total Transactions in 2018 (January to December)				4,653,263
Mechanism	Description	Total Transactions	Percentage of Transactions compared to Bank total	
Digital	CI Net	46,030 active users	1,067,074	23%
	CI Móvil	5,864 active users	1,418,887	30%
Traditional	ATM	146 owned 119 by agreement	1,289,521	28%
	Bank Branches	190 branches in 74 cities	877,781	19%

53% of the Bank's transactions are performed digitally

47% of the Bank's transactions are performed traditionally

CIBanco supports the digitalization of its services to make its operations and customer relations more sustainable.



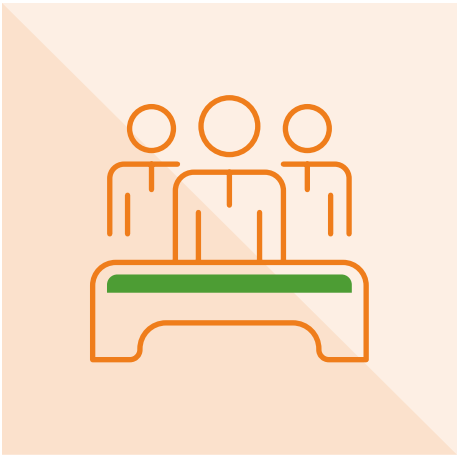
CIBanco has implemented a Quality Management System for money laundering prevention that is certified under ISO Standard 9001:2015. The central policy of this system is: **We are committed to offering security and satisfaction to our Customers by adhering to national and international laws and improving our operational processes.** This quality management policy is reviewed by Management on an annual basis to ensure that it remains up-to-date and in force.



Get to know the full portfolio of services CIBanco offers to individuals and companies at:

<http://www.cibanco.com/es/cibanco/home>

Another mechanism for managing, monitoring, and promoting Customer satisfaction is surveys. These allow us to identify areas of opportunity and strength in terms of the service offered, professionalism, and product or process incentives, among others.



> Customers
(102-17)

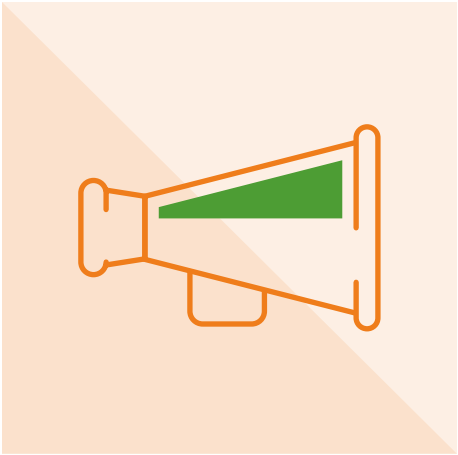
The Customer Service email is a channel for maintaining communication with our Customers. Through this channel, complaints, concerns, and requests related to the services offered by the Bank are received. It operates through email, and Customers may also be contacted by telephone to provide direct support if needed.

Products receiving the highest rate of queries in the Customer Service email were:

CICash Multicurrency with 45% of the total queries and **CIAutomotriz** with 16% of the total queries.

The Quality Department is responsible for providing timely follow-up to each of the requests, which are entered into a database to perform a qualitative and quantitative analysis. This allows us to detect any areas of opportunity in our processes that have a higher number of incidents. With the help of participating departments, we also seek to create processes for ongoing improvement that reduce risks and guarantee Customer satisfaction.





➤ Marketing

The Marketing Department develops advertising campaigns that boost our brand and product positioning. It also develops media that allows the Bank to maintain an ongoing dialogue with our Customers and stakeholders.

All of CIBanco’s advertising activity is subject to current laws governing the financial industry, regulated by entities such as the National Commission for the Protection and Defense of Financial Service Users (CONDUSEF), the Bank of Mexico (BANXICO), and the National Banking and Securities Commission (CNBV).

CIBanco not only uses marketing for brand recognition and positioning but also for showcasing our guidelines for sustainable practices. That is why most of our campaigns and promotional materials are distributed through electronic media and social media.

Along with the causes we support with social organizations through advertising, we also promote sporting events and initiatives to connect with people who practice sports and sustainability.

L'Étape Mexico by Tour de France



BMW Golf Cup International 2018



Chapultepec Golf Club Tournament



Social Media

The social media presence of CIBanco allows us to market services and products and is an effective means of sharing useful financial advice. They also share information about economic trends, exchange rates, and finances.

At year-end, our YouTube channel had 129 subscribers, and our Facebook and Twitter accounts increased their followers by 15% and 29%, respectively.



Facebook



Twitter

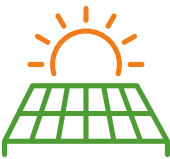


➤ Green Products

CIBanco is defined as a Green Bank thanks to three key factors:

1. Evaluating the social and environmental impact of its loans in order to prevent adverse environmental impacts.
2. Measuring and managing the environmental footprint of its operations.
3. Developing and marketing green products that help reduce emissions and in turn, climate change.

We innovate and develop products and services that offer positive yields while also having a positive impact on mitigating climate change. This is how we help reduce the environmental footprint of individuals and companies who, like us, believe in a sustainable future for all.



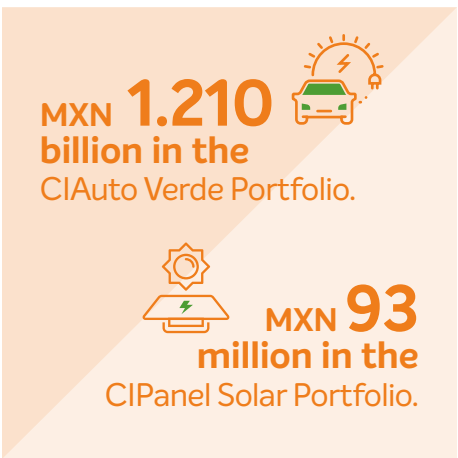
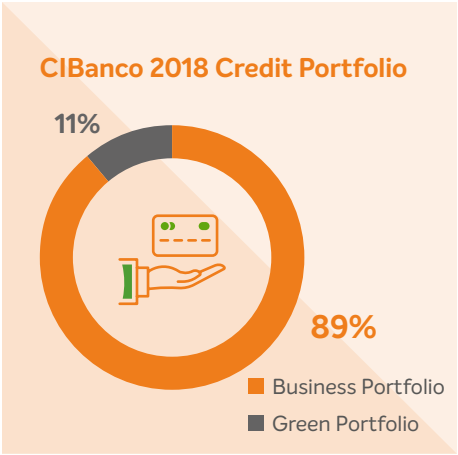
➤ In 2018, we generated **768,168 kWh** of clean energy through financing solar panels, and **93,453 kWh** of clean energy for the Bank’s operations. This was possible through the installation of solar panels at the Bajío, Northeast and West regional offices.



SDG 7: Affordable and clean energy.



We promote the generation and consumption of renewable energy among our Customers and within our operations.



> CIBanco Verde

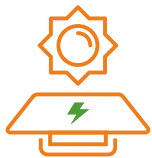
The technological evolution towards sustainable cars is essential because, in Mexico, our combined transportation systems contribute 24.9% of atmospheric pollution.¹ When we use cleaner transportation, we help reduce the environmental impact.

CIBanco gives loans to purchase cars with low emissions. A car is considered a low-emission vehicle when it does not exceed 180 gr of CO₂/km. CIBanco has granted loans for cars with average emissions² of 153 gr of CO₂/km.

In 2018, we provided 2,330 loans for low-emission cars. Those cars then prevent 986 tons of CO₂e emissions from entering the atmosphere.³



For more information about this product, please visit:
<http://www.cibanco.com/es/cibanco/ciauto-verde>



> CIBanco Solar

Solar panels transform the sun's energy into electricity and are an efficient, clean model for energy in residential homes.

Homes using solar panels contribute to the environment and are rewarded with financial benefits. Installations are guaranteed for an average of 25 years. Calculations indicate that with electricity savings, people who purchase solar panels see a return on their investment in approximately five years.

In 2018, CIBanco granted 423 loans to install photovoltaic systems. This means that solar panels were installed in 423 Mexican homes, benefitting more than 2,115 people.

These loans led to the generation of more than 768,168 kWh per year from non-polluting sources. This prevented emissions of more than 400 tons of CO₂e.



For more information about this product, please visit:
<http://www.cibanco.com/es/cibanco/credito-panel-solar>

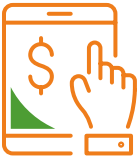
¹ <http://www.gob.mx/semarnat/acciones-y-programas/registro-nacional-de-emisiones-rene>
² Data obtained from the average emissions of cars that were eligible for the CIBanco Verde loan through CIBanco: <http://www.cibanco.com/es/cibanco/ciauto-verde>
³ Portal for Energy Efficiency and Vehicular Emissions Indicators: <http://www.ecovehiculos.gob.mx/index.php>
Calorific values for "2018 LIST OF FUELS TO BE CONSIDERED TO IDENTIFY USERS WITH A PATTERN OF HIGH CONSUMPTION, AS WELL AS THE FACTORS TO DETERMINE EQUIVALENCIES IN TERMS OF EQUIVALENT BARRELS OF PETROLEUM". In comparison with cars that release more pollutants (179 g CO₂/km).



> Tarjeta Biodegradable

The cards distributed to CIBanco Customers are made from BioPVC, which, at the end of their useful life, allows them to degrade in a natural environment or under exposure to the sun. The decomposition process produces CO₂, HO, and salts, but not methane or GHG. It takes an estimated 29 months to complete the biodegradation process.

CIBanco distributed 26,287 biodegradable cards in 2018, helping mitigate the environmental impact by using environmentally-friendly materials. This helped prevent 529 kilograms of plastic¹ from circulating in the ocean for 1,000 years. It also prevented adverse effects for various species of marine life.



> CIBanco Sustentable

This is a paperless bank account that provides digital account services. CIBanco Sustentable makes high-yield investments possible. This account was first offered to corporate clients in 2018.

That year, CIBanco opened 1,059 sustainable accounts. These accounts lowered paper use by 28 kilograms.



¹ Average weight of 5.5 grams per card.

Historical Summary

	2012	2013	2014	2015	2016	2017	2018	Total
 CIBanco Solar		3	13	23	81	290	423	734
 CIBanco Verde	165	465	2,408	5,179	5,068	3,359	2,330	8,507
 CIBanco Sustentable	915	1,860	1,852	1,040	680	647	1,059	8,856
 Tarjeta Biodegradable	485	2,975	10,771	12,714	18,626	24,348	26,287	96,206

Social Sustainability

CIBanco aims to grow in harmony with its surroundings, Customers, employees, and commercial partners. This is why we create incentives and invest in economic and social development and job growth of our employees, suppliers, and society at large.



Backed by our Corporate Values:

- Professionalism



MATERIAL ISSUES

- Talent development and retention
 - Work and family life
 - Remuneration system
 - Performance reviews
 - Training
 - Social investment



Managed through:



Impact on:

SUSTAINABLE DEVELOPMENT GOALS



Goal 8.5: Achieve full and productive employment for all.



Goal 12.6: Adopt sustainable practices.



2017 CHALLENGE

Structure our new volunteer program.



2018 RESULTS

Renew metrics for assessing social initiatives and volunteer actions.



2019 CHALLENGE

Define strategic action lines for the Volunteer Program.



Work Life

6% more employees
> 47% increase in training hours



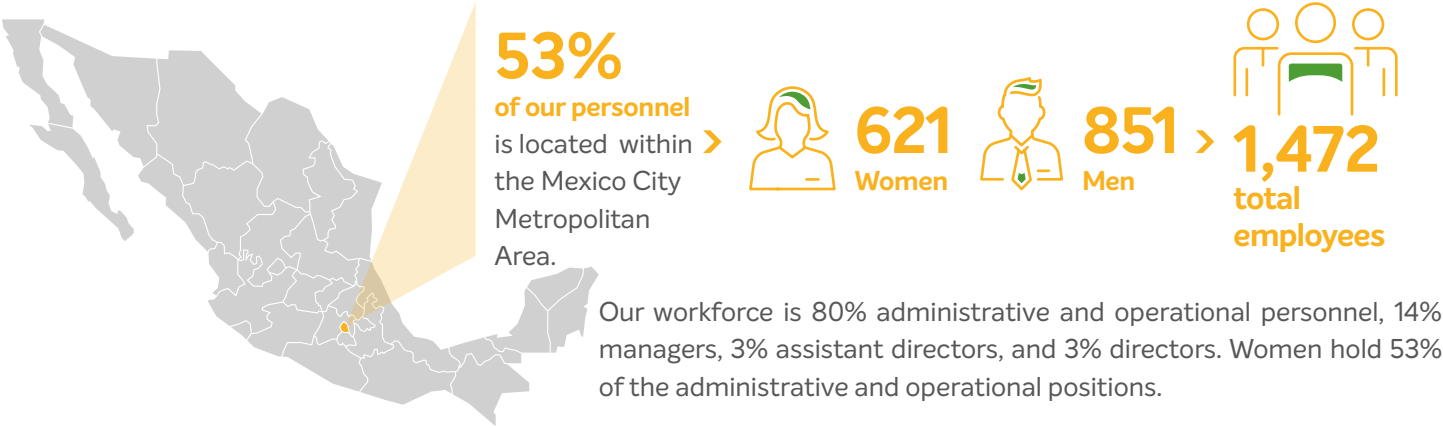
Social Investment

6.1 million in social investment
> 9,697 people benefitted



Value Chain

> 98% of our procurement is with domestic suppliers



	Directors	Assistant Directors	Managers	Administrative and operational		
Women	8	33	154	1,183	2018 Total	1,348
					2017 Total	1,285
					% Change	7%
Men	75	52	248	1,050	2018 Total	1,425
					2017 Total	1,349
					% Change	6%
Total	83	85	402	2,233	2018 Total	2,803
					2017 Total	2,634
					% Change	6%

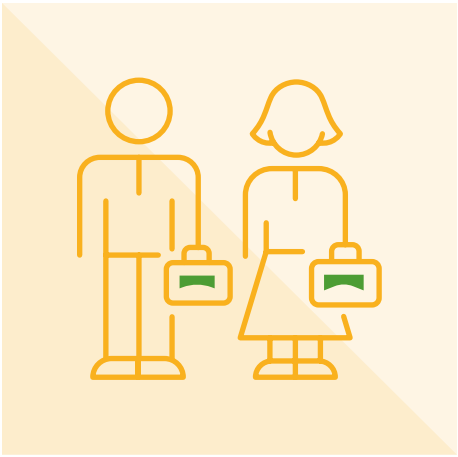
32% of employees are between 31 and 40 years old. 28% are between 41 and 50 years old. 26% are younger than 30. Employees over the age of 51 represent 14% of the workforce, though 47% of the directors are within this age group.

	Women	Men	Total
Under 30 years old	394	333	727
31-40 years old	459	451	910
41-50 years old	377	398	775
Over 51 years old	148	243	391
Total	1,378	1,425	2,803

	Directors	Assistant Directors	Managers	Administrative and operational	Total
Under 30 years old	0	3	23	701	727
31-40 years old	12	24	108	766	910
41-50 years old	32	30	177	536	775
Over 51 years old	39	28	94	230	391
Total	83	85	402	2,233	2,803

At the end of 2018, the total number of employees was

2,803
49% women and 51% men.



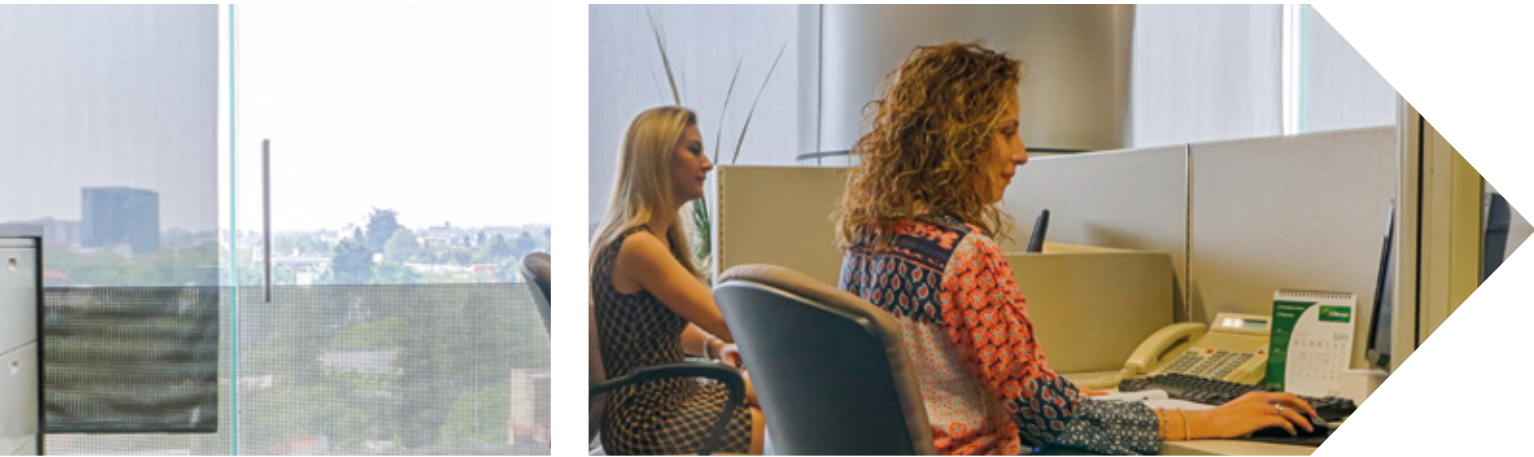
Work Life
(102-8)


At CIBanco, we align our social commitment by creating trust and growth with our stakeholders, among which our employees, suppliers, and the public at large are essential.

We promote sustainable and inclusive economic growth, employment, and dignified work for all, offering fair and optimal working conditions that promote and foster the overall development of our employees, balancing their family life and professional advancement.

The well-being and comprehensive development of personnel depend on a profitable and sustainable business model. For this reason, we invest time, resources, and effort in career growth, retention, fair remuneration, reviews, and training for employees. Our Human Resources department leads a variety of programs within CIBanco to achieve these issues.

Our employees, the society we serve, and our suppliers support and promote our growth, contributing to our goals for social sustainability.








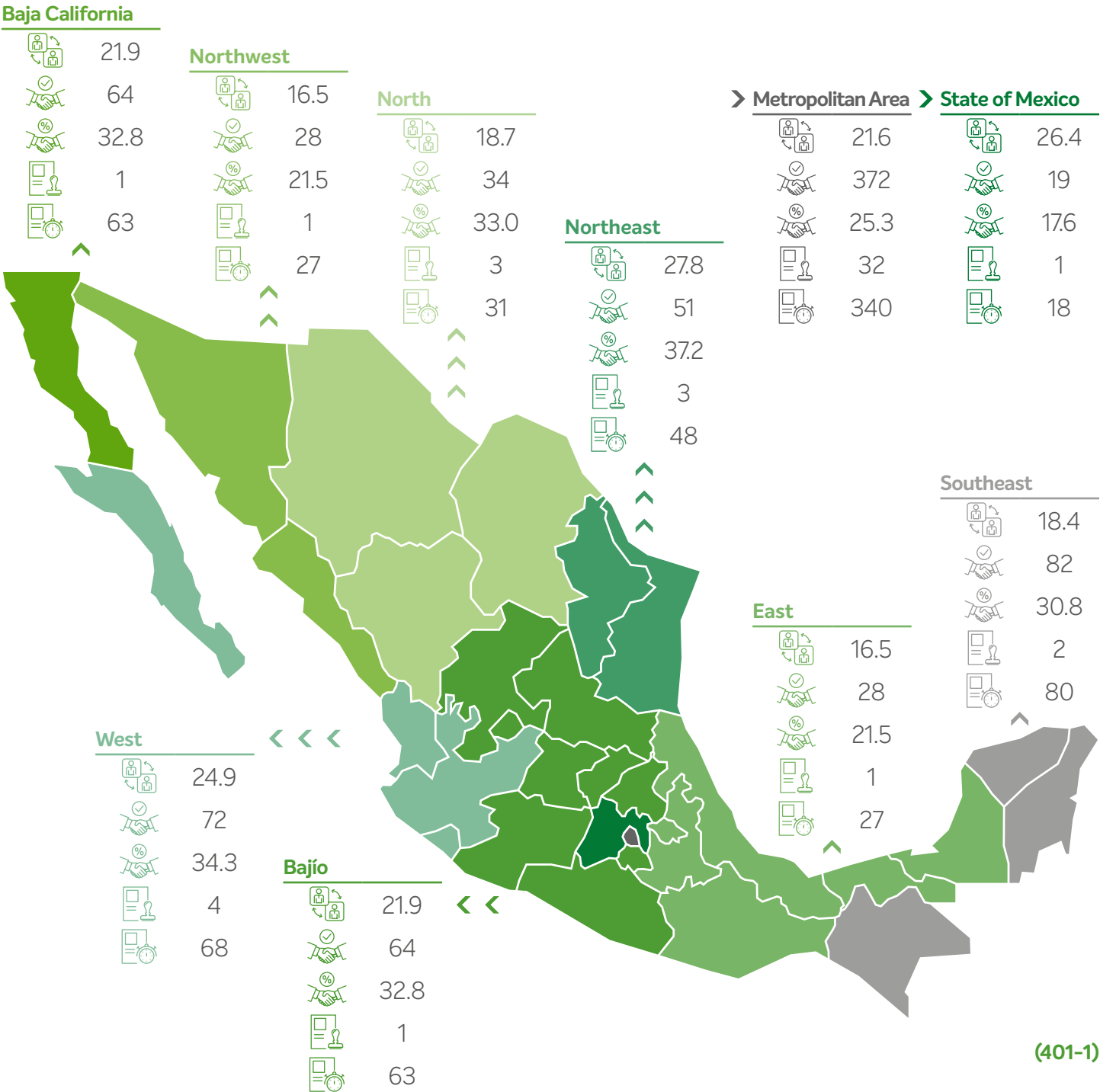
89%


of employees have permanent contracts.


11% of employees have temporary contracts; however, all employees, including those with permanent contracts, work full time. 33% of permanent contract holders are in the 31-40 year age group, which is related to the fact that most of our employees fall within that age range, while 49% of personnel with temporary contracts are under 30 years old.


	Permanent Contracts		Temporary Contracts	
	2018	2017	2018	2017
 Women	1,224	1,155	154	130
 Men	1,259	1,232	166	117
 Total	2,483	2,387	320	247


In 2018 no significant changes were made to our workforce, remuneration system, or organizational chart. The Human Resources Department manages these issues and all topics related to our personnel. This department carries out ongoing adjustments and updates as needed by the growth of business units, or in accordance with regulations applicable to banking operations.




 Turnover (%)

 Total new hires

 Percent of new hires

 Total number of permanent contracts

 Total number of temporary contracts



SDG 8: Decent work and economic growth.

We create dignified work, exemplified by our

768

new hires during 2018.



Talent Retention

(103-2 and 103-3)

At CIBanco, we want our employees to grow and develop together with the company. To achieve this, we have a comprehensive benefits program to help employees find work-career balance, care for their health, and promote their well-being.

In addition to the remuneration system and in full compliance with the law, we create employee review and training programs that promote personal and professional development, along with inclusion plans for recent graduates through trainee and award programs.

Trainee Program

1

Goal

2

Process

3

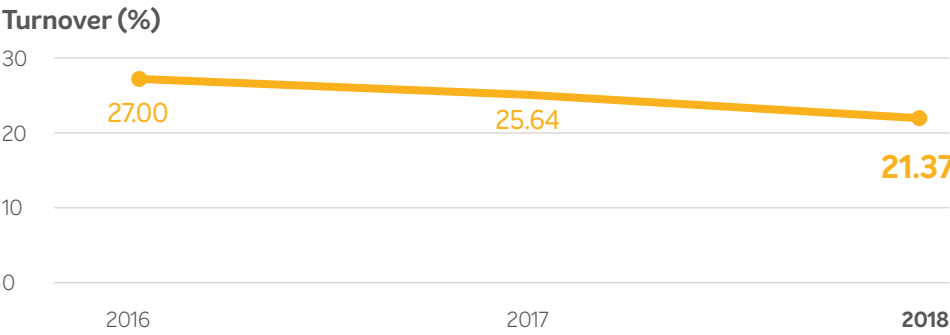
Results

To incorporate people with high professional potential into the Bank and provide them with technical training.

Personnel identified for a specific period of time and with established work goals enter a department, receive training, and have the opportunity to move to other department or positions in order to gain additional knowledge and experience. After the work rotation and following a thorough review signed off by the department director, the trainee is assigned to a specific department.

All permanently assigned trainees remain in their positions.

As a testament to our capacity for retaining talent, in 2018 there was a 4.27 point reduction in turnover rate, which ended the year at 21.37%, down from 25.64% in 2017.



In 2018 the lowest rate of turnover by gender was men at 21.05%, by age, among the 51+ age group at 7.82%, and by region, in Baja California at 15.13%.

The reduction in turnover at CIBanco, plus the increase in new hires — 645 more hires than in 2017 — is evidence of our organization’s growth. The rate of new hires in 2018 was 27.4%, while in 2017 it was 4.67%. 768 new employees were hired: 421 women and 347 men.

Turnover (%)

Women	21.70
Men	21.05

Turnover (%) by Age

Under 30 years old	39.68
31-40 years old	22.02
41-50 years old	12.95
Over 51 years old	7.82

New Hires

Women	421
Men	347

Percentage of new hires

Under 30 years old	48.18
31-40 years old	31.77
41-50 years old	16.80
Over 51 years old	3.26

54%

of the new hires in 2018 were women.

CIBanco believes in young talent

48%

of the 768 new hires in 2018 were under 30 years old.



> **Family and Work Life**
(103-2, 103-3, 401-2)

CIBanco offers plans for benefits and discounts to its employees with a wide variety of options at commercial establishments, stores, sports centers, and health centers. This is how we promote the accessibility of services and products that improve the quality of life of our employees and their families. Furthermore, CIBanco employees receive benefits that go beyond those required by law. For example:

- Year-End Bonus: Equivalent to 30 days of salary per year.
- Vacations: 12 days the first four years.
- Savings Fund: capped at 13% of salary.
- Grocery Vouchers: capped at 10% of salary.
- Meal Vouchers: MXN 500 per month.

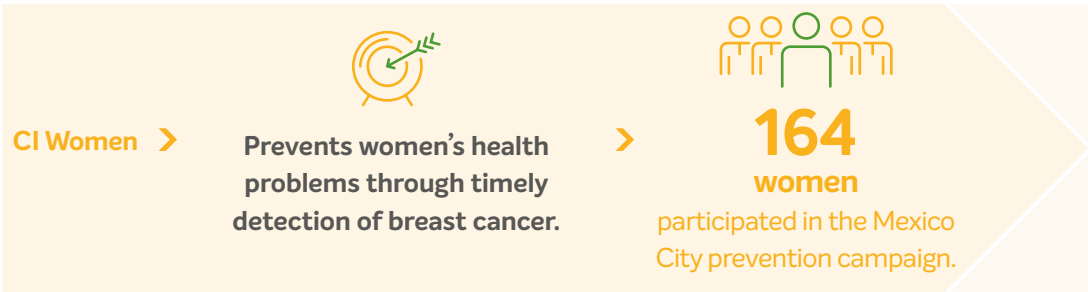
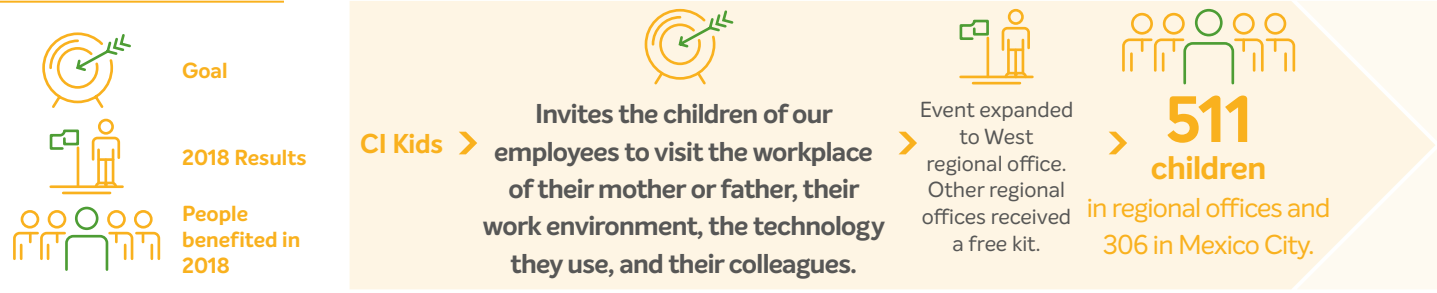
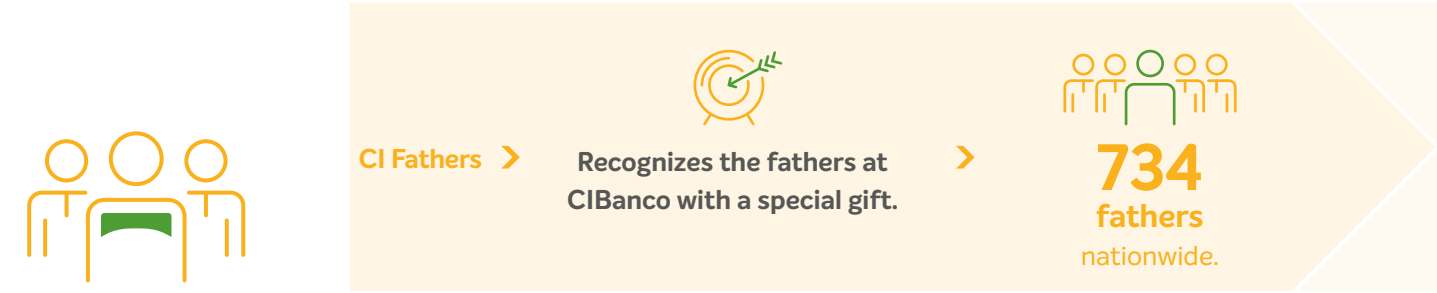
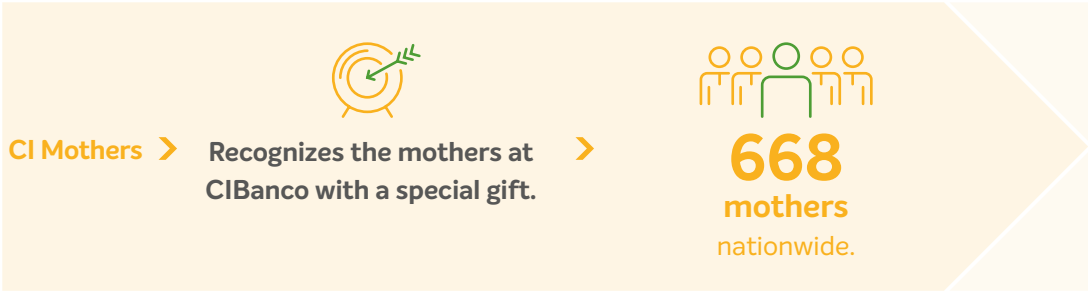
It is well established that physically and emotionally healthy people demonstrate better work performance and have greater success in their personal and family lives. At CIBanco, we recognize the need to contribute positively to this balance. Our HR Department manages the CI Quality of Life program.

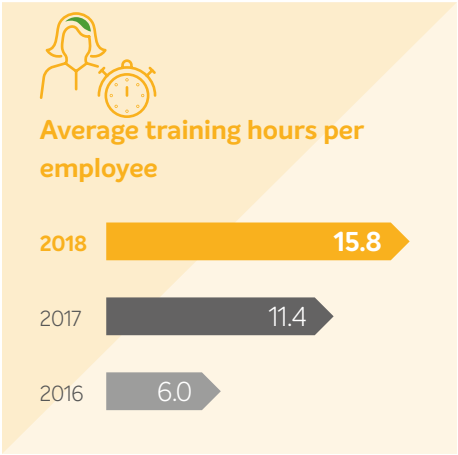
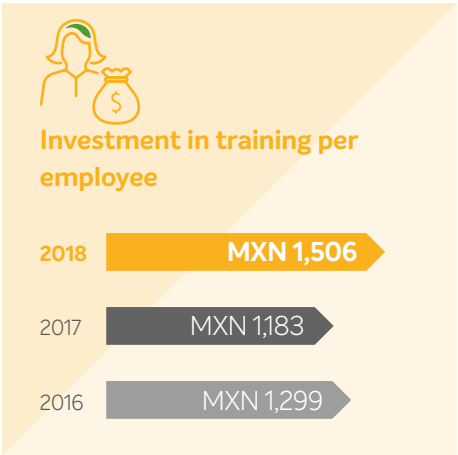
Every year, CI Quality of Life develops a calendar of activities with specific strategies and invitations to support employees in their work-life balance.



CIBanco values talent, effort, and continuity. In 2018, we celebrated the careers of **164** employees with 10, 15, 20, and 25 years of service with a recognition breakfast.

A lifetime of sustainability!





> **Training**

(103-2, 103-3, 404-1, 404-2)

CIBanco offers an Annual Training Program that helps prepare our workers in technical, regulatory, and professional topics. Every year the program is updated as required by each area. The process is designed to promote the program with early enrollment, designating instructors, and reviewing material.



After each training session, participants are tested on the topics covered, which demonstrates if the employee learned the course information. In this way processes for updating content and providing training are continuously improved.

In 2018 the program launched major advances, such as the **Professional Course in Technical Management** which involved five units and is targeted to all personnel in supervisory positions. The course objective is for managers to learn how to implement strategies for communication, feedback, follow-up, and prioritization, among others, with their work teams. The course represented a major achievement in carrying out employee development, training, and review.

Among the departments that took the course were Advertising, Currency Exchange, Commercial Banking, Fiduciary, Credit, Accounting, and Human Resources. More than 600 employees took the course in 2018, including personnel from the Bajío regional office. The plan is to implement the course in the other regional offices.

In 2018, our investment in training increased 35% over the previous year, up from MXN 3.1 million to MXN 4.2 million. As a consequence, total training hours increased by 47%, up from 11.4 average training hours in 2017 to 15.8 average training hours per employee in 2018.






Gender	Total training hours	Average training hours	Total employees trained¹
 Women	20,449	14.8	4,639
 Men	23,757	16.7	4,326
Employee Level			
Directors	1,016	12.2	138
Assistant Directors	2,396	28.2	241
Managers	13,312	33.1	1,571
Administrative and operational	27,482	12.3	7,015
Total	44,206	15.8	8,965

¹This figure factors in employees that may have taken two or more training courses during the year, and employees that were trained and left the company during the year.

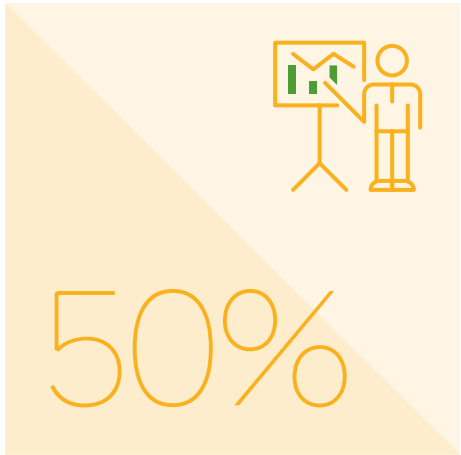
CIBanco offers comprehensive training that allows employees to perform their job with the highest technical skills, as well as to share and apply their newly acquired knowledge with colleagues in order to foster positive changes in their workplace.

At CIBanco, we provide training in three fields: technical, dealing with operational processes and methodologies; regulatory, directed to legal aspects and risk management; and professional, focused on service and general aspects of banking.

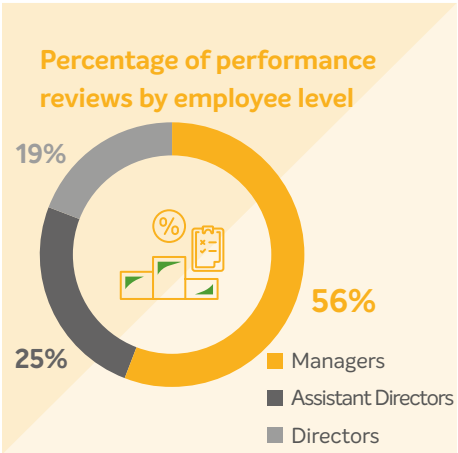
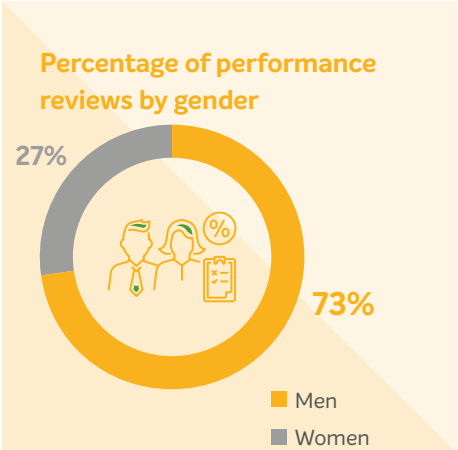
	Topics and courses offered	Teaching methodology	Men trained	Women trained	Total training hours
 Technical	Comprehensive training that raises performance in all job functions through specialized technical development.	<ul style="list-style-type: none">In-personE-learningExternal training institutes	46%	54%	22,680
 Regulatory	AML, Risks, Anti-corruption, ISO Certifications, Sales Practices, ACAMS Certification.	<ul style="list-style-type: none">In-personE-learningExternal training institutes	50%	50%	8,699
 Professional	CI Quality and Service, Onboarding, Impactful Branding, Counter Customer Service, and more.	<ul style="list-style-type: none">In-person	48%	52%	12,827



We developed an online tutorial on the regulatory topics of the One-Stop Hiring Portal and Master Client Database (PUC-BUC), which was implemented nationwide and has **1,050 active users.**



of training hours at CIBanco are technical in nature. We strive to be the best at everything we do!



➤ Performance Reviews




(103-2, 103-3, 404-3)

CIBanco employees at the managerial level and above receive performance reviews every year. The reviews are based on the objectives established by each department to fulfill their operational and business goals. These objectives are aligned with the CIBanco annual business strategy. The department director carries out the review using a quantitative scale that compares the goals set at the year’s start to the goals achieved year-end.

In 2018, 205 performance reviews were carried out, 27% of them for women and 73% for men. The number of performance reviews conducted increased by 21% over the previous year, up from 170.

7% of all CIBanco employees were formally evaluated. Our goal is to continue increasing this percentage every year.

The organization’s internal culture and values lead us towards professional development and to set high expectations for the level of professionalism of our personnel. For this reason, we provide continuous feedback for all our employees in a purposeful and proactive manner every day.

	Directors	Assistant Directors	Managers	Total performance reviews by gender
 Women	6	19	31	56
 Men	33	32	84	149
 Total performance reviews by employee level	39	51	115	205

➤ Social Investment

We strongly believe in our company’s responsibility to the social development of Mexico. We are aware that promoting a positive attitude and forward-looking outlook can have a powerful impact on each and every one of us. For this reason, we make donations to social organizations, initiatives, and various events.

CIBanco invests in the social development of Mexico in two ways. First, by supporting company initiatives, and second, supporting causes and social actions important to the Bank and that comply with our principles of transparency and relevance.

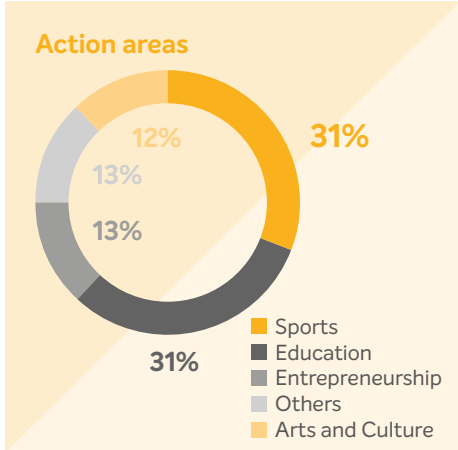


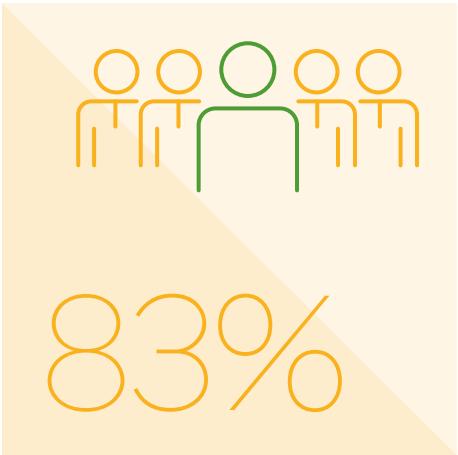
➤ In 2018 we supported **16 initiatives**, five more than the previous year. **31%** of the causes were **sports-oriented**, which we see as a way to strengthen values and family bonds, in addition to healthy living.

In 2018 CIBanco undertook the goal of structuring its volunteer and social action program, thereby establishing a management mechanism for the material topic of social investment.

The first step was to renew the indicators and metrics used to evaluate the social initiatives with our partners. The result of this assessment was to divide donations and sponsorships, which at CIBanco share a common interest: supporting sports.

The main criterion for dividing donations and sponsorships had to do with the type of partner. Support given to a social organization to promote sports is considered a social investment, while support given to for-profit companies to promote sports is considered a sponsorship. Although the partners in these situations are different, CIBanco is consistent in demonstrating that continued support for sports is our primary social cause.





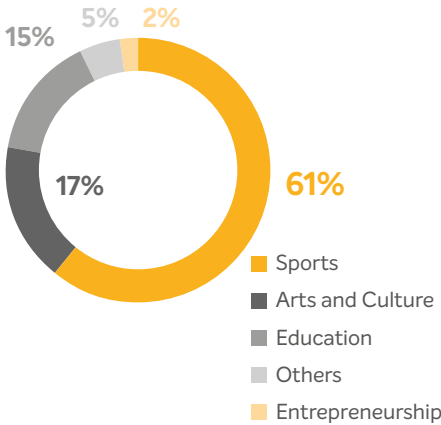
83% of the beneficiaries of social initiatives supported by CIBanco were young people between the ages of 13 and 18 years old.



Social Investment



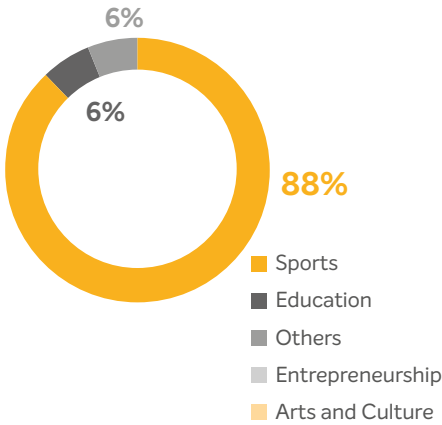
Investment by action area



Beneficiaries



Beneficiaries by action area



The number of people who benefited from these social initiatives increased by 25% and 18%, respectively, from 7,750 in 2017 to 9,697 in 2018. 88% of beneficiaries are within the sports action area, and more than half of the initiatives are implemented within Mexico City, followed by nationwide initiatives and those in the state of Nuevo León and the State of Mexico.

In addition, with the goal of connecting the interests of employees with local social and environmental needs, in 2018 small but significant volunteer actions were carried out, such as: collecting toys for underprivileged children, recycling used electronic equipment, and installing paper recycling bins in new branches and offices.



Name of Initiative or Organization



Social Objective of the Initiative or Organization



CIBanco Investment 2018



Direct beneficiaries

Bécalos*	Support for education	MXN 300,000	25
CIBanco Wire Cup	Promoting sports, values, and family bonds	MXN 475,000	80
CIBanco Perfect Pass Cup	Promoting sports, values, and family bonds	MXN 135,000	
CIBanco RC Cup	Promoting sports, values, and family bonds	MXN 225,690	150
CIBanco Rudder Cup	Promoting sports, values, and family bonds	MXN 450,000	49
IWF Breakfast	Supporting female entrepreneurs	MXN 104,040	
Woman of the Year Awards	Supporting female entrepreneurs	MXN 188,172	500
Fundación Educar	Educating underprivileged girls	MXN 407,500	20
Fundación Quiera*	Supporting at-risk and homeless children	MXN 110,000	52
Fundación Red Familia	Family support networks	MXN 85,000	
Juguetón	Promoting children's development	MXN 5,292	500
Mujeres Vitales por México	Supporting female entrepreneurs	MXN 30,000	42
Save de Children	Working for children's rights	MXN 80,000	30
Group of 16 Art Auction	Education, health, and family bonds	MXN 820,000	
CIBanco Friendship Tournament	Promoting sports, values, and family bonds	MXN 2,500,000	8,250
Art Night	Promoting education and health	MXN 200,000	
Total		MXN 6,115,694	9,697

*Trade initiatives

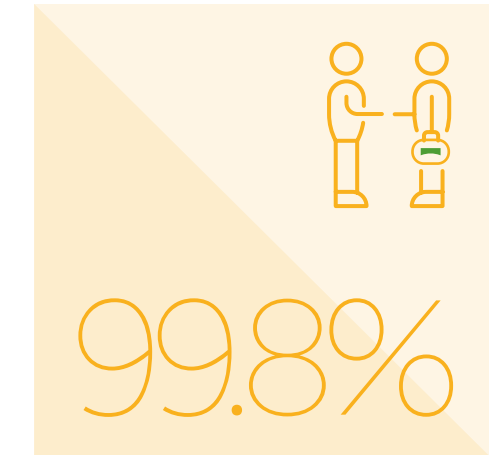




We create and pass on economic value and local economic development through our supplier value chain, understanding local as the place in which we carry out our activities: Mexico.

Purchases made with suppliers in 2018 totaled approximately MXN 1.069 billion, 98% from domestic suppliers and 2% from foreign suppliers, representing 4,091 domestic suppliers and seven foreign suppliers.

In 2018 there were no significant changes in the Bank’s supply chain, size, or geographic distribution. Shown below is a description of our supply chain in line with our cycle as it aligns with our products and services.



of our suppliers
are Mexican.



Value Chain

(102-9, 102-10)

CIBanco seeks long-term relationships with its suppliers that are productive and mutually beneficial. The well-being and development of our suppliers is a key pillar for our social sustainability, business productivity, and competitiveness.

Procurement of goods and services is done through a uniform and transparent process that ensures equal participation from suppliers and an impartial selection process based on criteria of quality, profitability, service, and sustainability.



SDG 12: Responsible Consumption and Production.

We adopt sustainable production practices by purchasing paper from sustainable sources.



Environmental Sustainability

CIBanco contributes to environmental stewardship through financial solutions and through operations committed to reducing greenhouse gas emissions. We are redefining banking and green in Mexico.



Backed by our Corporate Values:

- Sustainability
- Commitment



MATERIAL ISSUES

- Paper consumption and savings
- Energy consumption and savings
- Generation and control of emissions



Managed through:



Impact on:

SUSTAINABLE DEVELOPMENT GOALS



Goal 13.2: Integrate climate change measures.



2017 CHALLENGE

Continue installing solar panels on corporate office buildings.



2018 RESULTS

Install solar panels on corporate office buildings in León, Monterrey, and Guadalajara.

Enter into a Power Purchase Agreement (PPA).



2019 CHALLENGE

Start the PPA and receive contracted renewable energy for Bank operations.



Emissions

We avoided

49.25 tons of CO₂

emissions by using solar energy.

8%

increase in emissions.



Energy

2%

of the energy consumed was through solar power.

3%

increase in average energy consumed per employee.



Paper

12%

less paper consumption.

We implemented a policy requiring double-sided printing.



13

CLIMATE ACTION

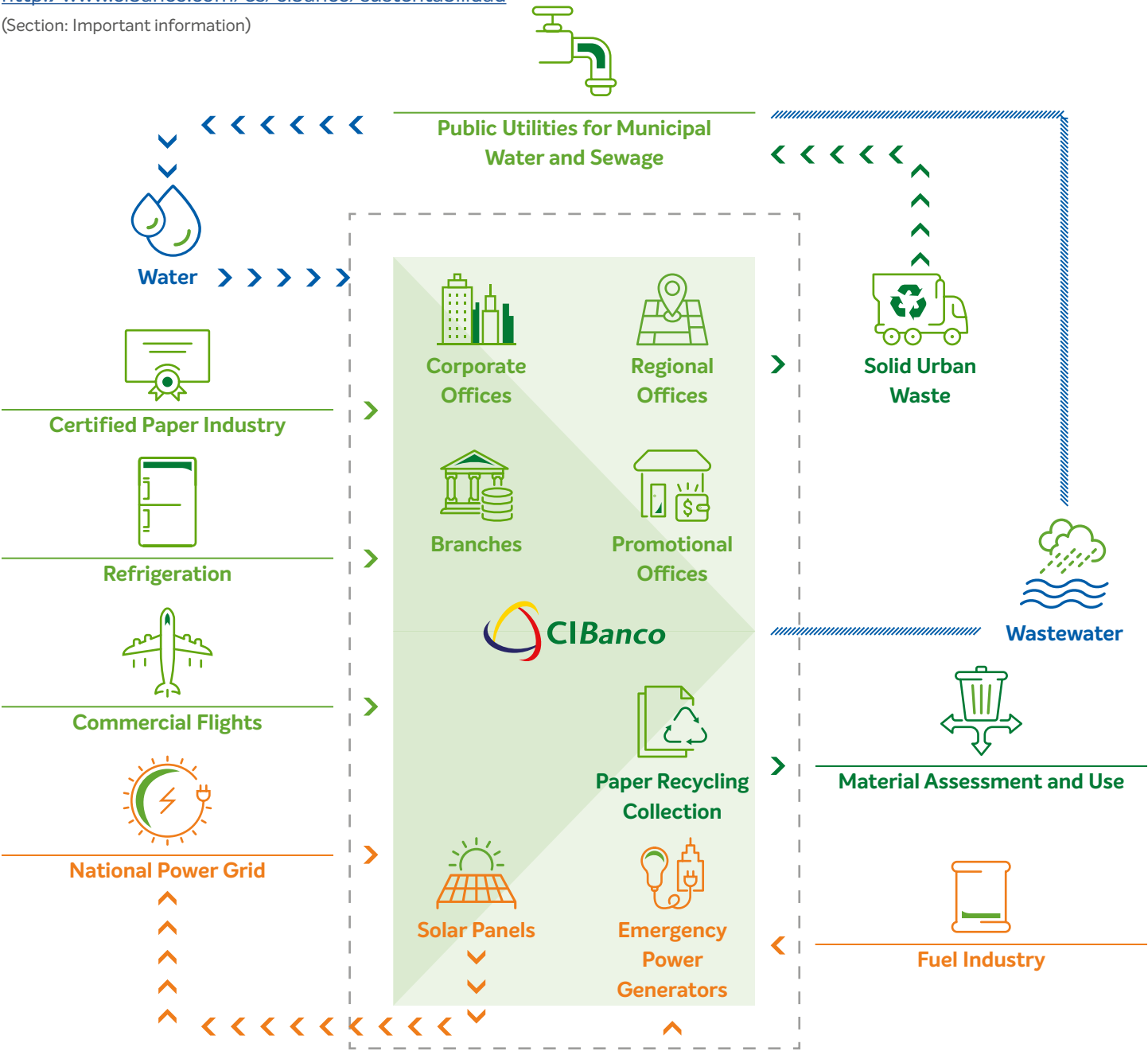
SDG 13: Climate action.

CIBanco has incorporated measures against climate change by monitoring and controlling its emissions and consumption **in order to reduce its environmental footprint.**

CIBanco believes financial services are an essential tool for companies and individuals to act with greater accountability in caring for and protecting the environment. Following this philosophy, we have monitored our environmental footprint since 2011, back when we had 154 offices. In 2018 we now have 197 offices between branches and corporate offices.

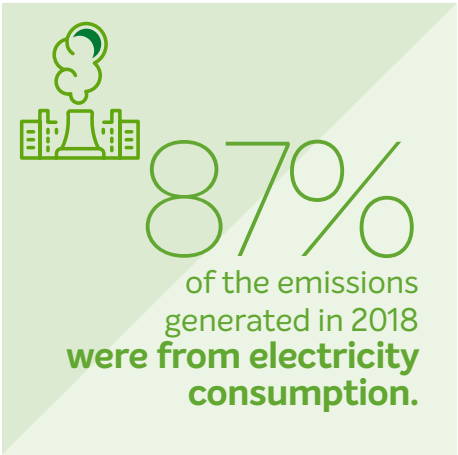
Independent experts track our environmental footprint and record our carbon emissions every year. CIBanco receives an annual report of energy consumption, refrigerant gas use, business travel, production of renewable energy, and paper recycling collection. This is one of the tools we use in designing our policy and strategy for operational sustainability. Independent reporting is also a mechanism for managing and evaluating key environmental issues, which are vital to operational sustainability.

The chart below demonstrates the flow of materials within and outside of the boundaries of the analysis of the 2018 environmental footprint report. The full report may be consulted at: <http://www.cibanco.com/es/cibanco/sustentabilidad> (Section: Important information)



Legend:

- Raw materials
- Energy
- Water
- Waste
- Wastewater
- System boundaries



Each square meter of the Bank's operations generated **0.08 tonCO₂e** in 2018.

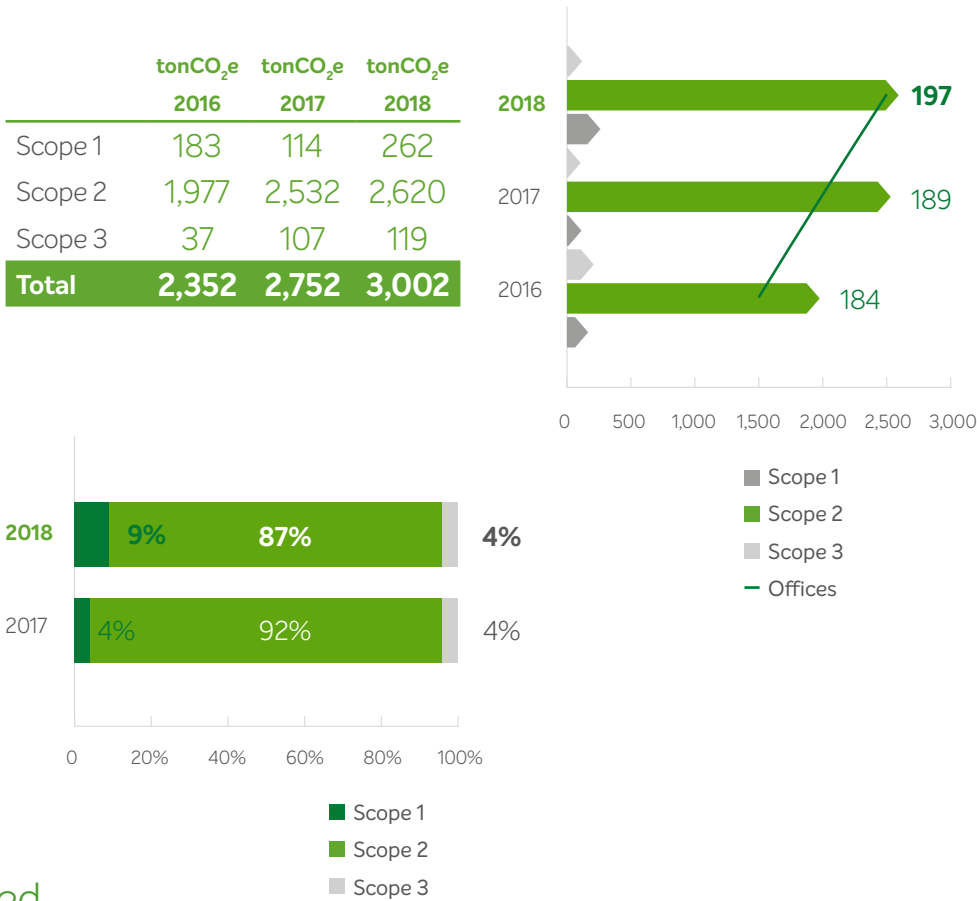


Emissions

(103-2, 103-3, 305-1, 305-2 and 305-3)

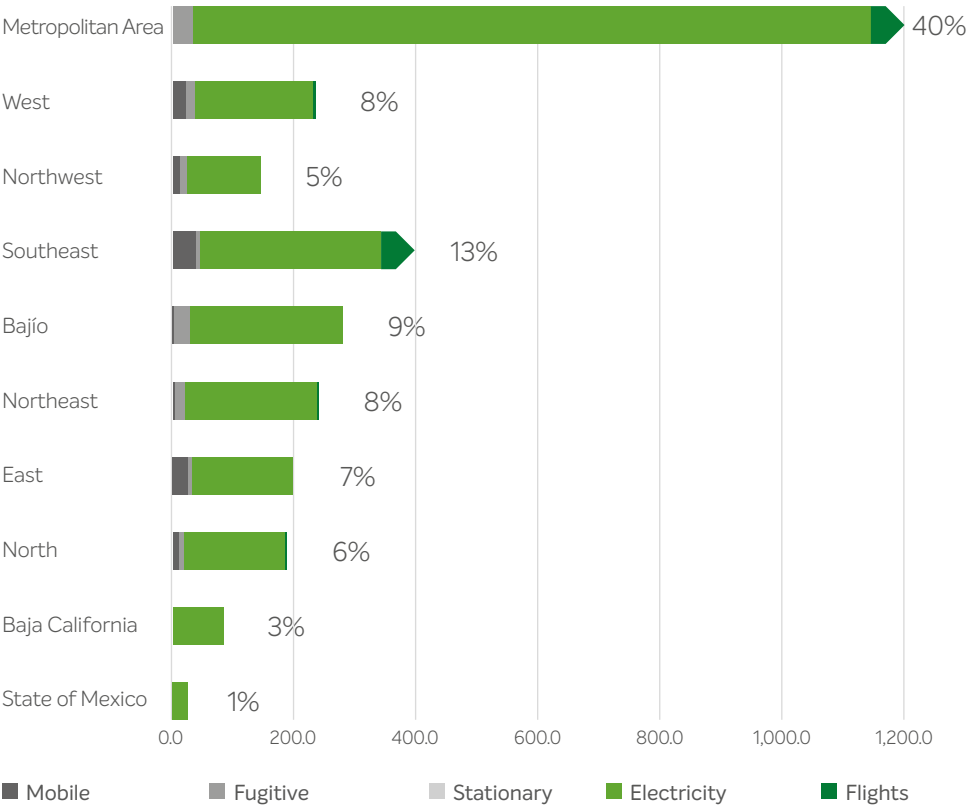
CIBanco generated 3,002 tons of carbon dioxide equivalent (tonCO₂e) in 2018, 8% up from the previous year. This increase is in line with the addition of employees, branches, and Customers.

Distribution of emissions by scope, 2016-2018*



The Mexico City Metropolitan region produced the most emissions (40%), mainly from electricity consumption, followed by the Southeast (13%), West (8%), and Northeast regions (5%). Emissions from flights, which fall under Scope 3, were most relevant in the Metropolitan and Southeast regions. Fugitive emissions were highest in the Metropolitan, Bajío, and Northeast regions. Mobile source emissions were highest in the West, Southeast, East, and Northwest regions.

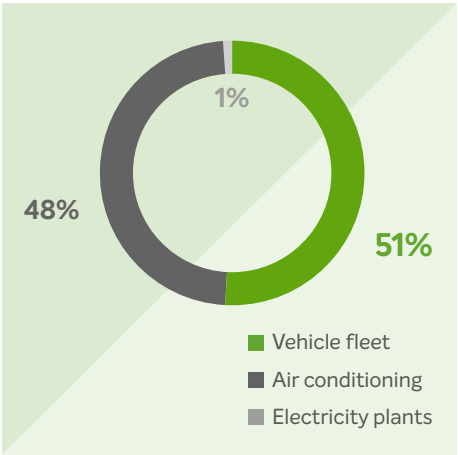
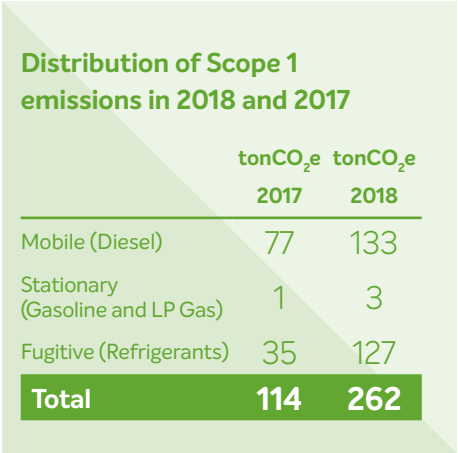
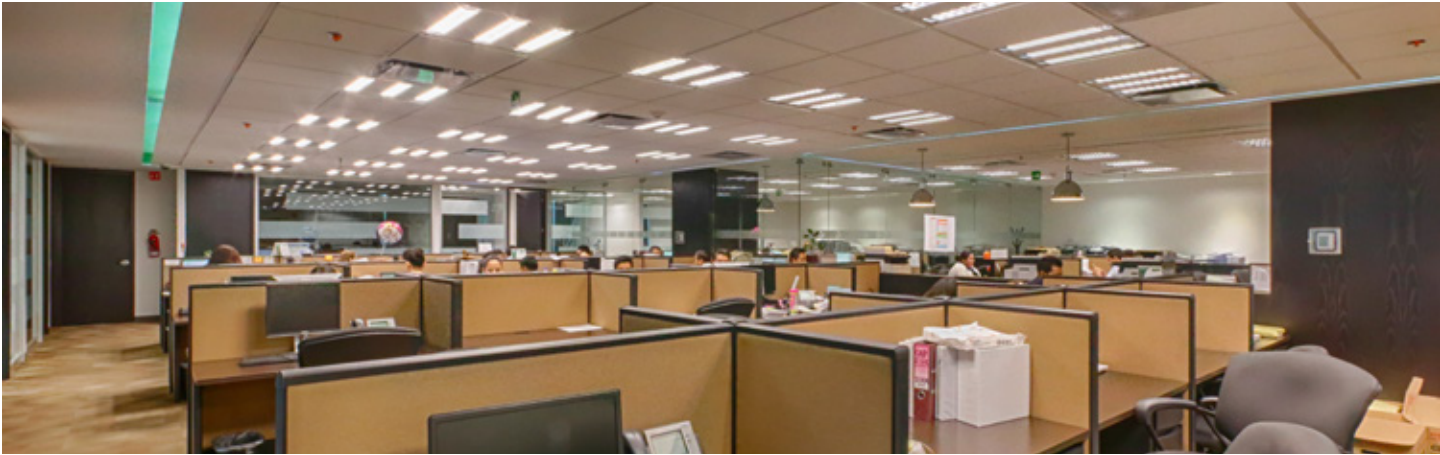
Region	tonCO ₂ e
Metropolitan Area	1,202.7
West	233.1
Northwest	145.5
Southeast	400.8
Bajío	281.4
Northeast	238.9
East	197.2
North	186.7
Baja California	84.9
State of Mexico	30.5
Total	3,002



Each CIBanco employee emitted

11.1 tonCO₂e in 2018.



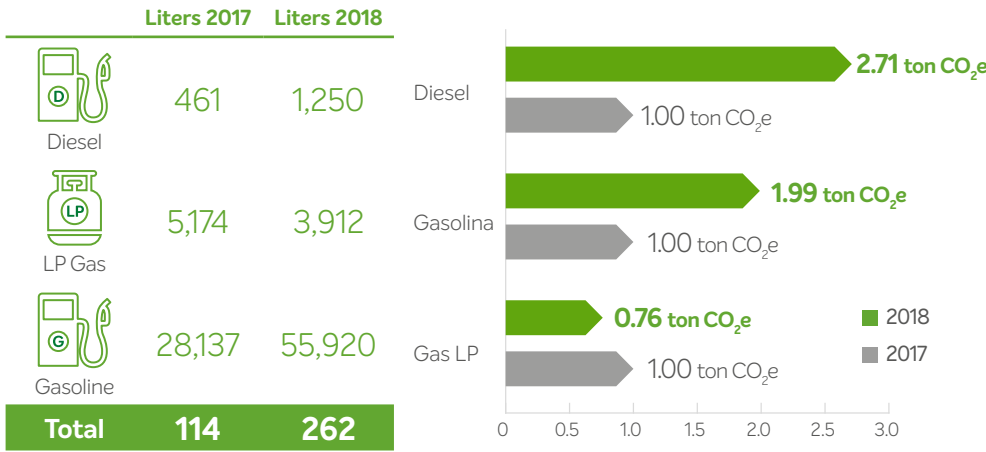


› **Direct emissions¹**
(103-2, 103-3, 305-1, 305-2 and 305-3)

Sources of direct emissions are those from fuel used by the Bank to operate electricity plants (stationary sources) and its vehicle fleet (mobile sources) and refrigerants used for air conditioning.

Direct emissions reached 262 tonCO₂e, a 130% increase over the previous year. The leading cause of the rise in direct emissions was an increase in fuel for the vehicle fleet and an increase in available data on refrigerants.

Change in consumption of diesel and gasoline increased nearly three- and two-fold, respectively. Consumption of LP gas decreased by about 30%.



¹ Scope 1 emissions, also known as direct emissions, are generated from processes and activities by stationary and/or mobile sources that are used in carrying out activities. These emissions are generated within the boundaries of the organization, and for CIBanco, involve the following activities:

Stationary Sources: These are fuel emissions from equipment installed within company offices for business activities. CIBanco has 20 emergency power plants operated using diesel fuel.

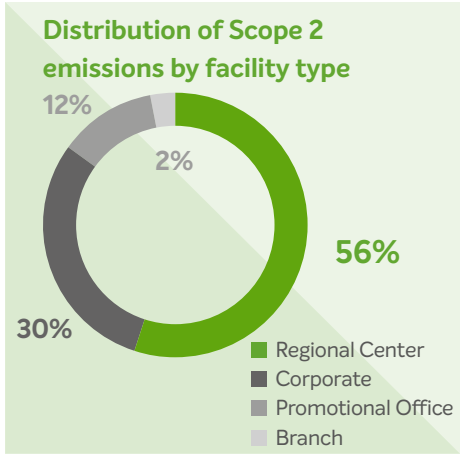
Mobile Sources: These are emissions from fuel used by the company's vehicle fleet. CIBanco has 23 armored utility vehicles that run on gasoline and LP gas.

Fugitive Emissions: Unintended hydrofluorocarbon (HFC) emissions that occur during use and maintenance of air conditioning equipment. CIBanco has 189 mini-split air conditioning units that use the refrigerants R-22 and R-410.

› **Indirect Emissions¹**

Scope 2 emissions correspond to electricity consumption, with the Federal Electricity Commission as the primary source (CFE for its initials in Spanish). The graph shows the distribution of emissions by facility type.

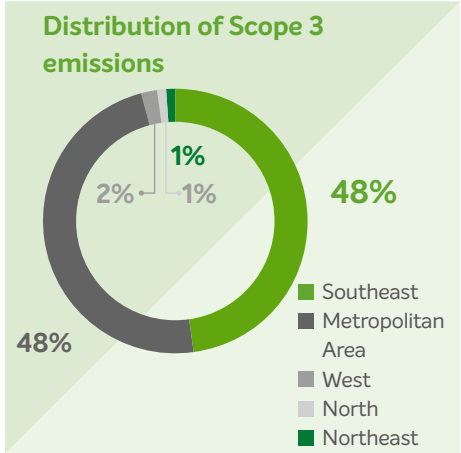
CIBanco consumed 19.9 million MJ of energy overall. Branches consumed 56% of the total energy, while the corporate office located in the Mexico City Metropolitan Area had a 30% share. Regional offices consumed 12%, while promotional offices had minimal consumption.



› **Other Indirect Emissions²**

Scope 3 emissions involve the 905 one-way commercial flights made during 2018, which added 119 tonCO₂e. The Metropolitan and Southeast regions generated the highest emissions with 475 and 381 commercial flights recorded, respectively.

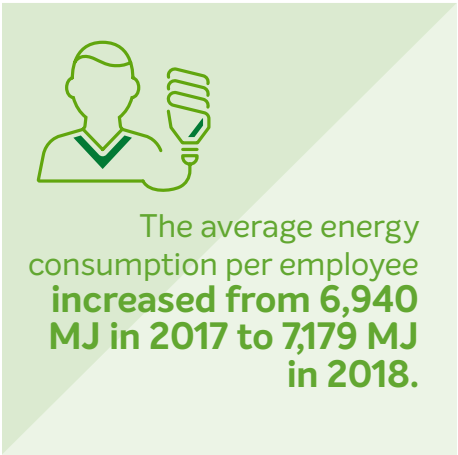
tonCO ₂ e 2017	
2017	107
2018	119



¹ Scope 2 emissions, or indirect emissions, refer to Greenhouse Gases (GHG) that were generated outside of the bank's facilities as a consequence of their electrical power consumption. Electrical power consumption is quantified by adding consumption totals from all CIBanco offices, with the exception of six offices not included due to the difficulty in obtaining consumption data and because they do not represent high consumption percentages. The excluded offices have a total surface area of 1,298 square meters, which represents 3.6% of the total surface space.

² This optional reporting category includes emissions generated from air travel throughout the year. These are emissions that are not generated nor controlled by the company.










The average energy consumption per employee increased from 6,940 MJ in 2017 to 7,179 MJ in 2018.

> Energy

(103-2, 103-3 and 302-1)

The electrical energy consumed at the bank in 2018 was 17.8 million MJ. The energy consumed as transportation fuel (gasoline and LP gas) was 1.8 million MJ. The energy consumed in power generators (diesel) was 42,762 MJ.

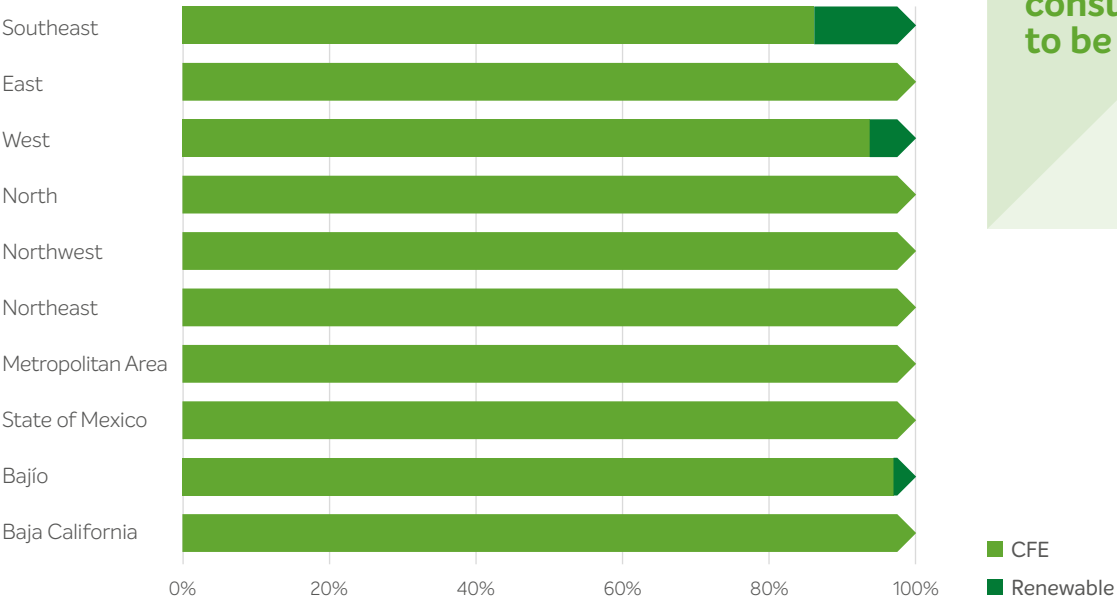
Energy Sources	2016	2017	2018	% Change 2017-2018
 Diesel	560,230	17,506	42,762	144%
 LP Gas	-	135,050	92,032	-32%
 Gasoline	1,797,415	949,534	1,756,322	85%
 Electrical power	15,537,305	15,658,841	17,897,235	14%
 Solar energy	292,007	292,007	336,432	15%
Total energy consumed (MJ)	18,186,957	17,052,938	20,124,783	18%

> Clean energy

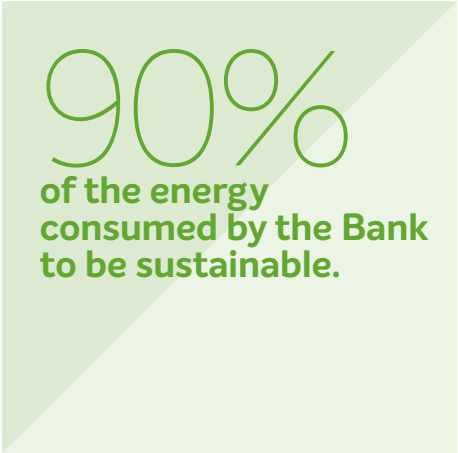
CIBanco has been generating solar power at its facilities in the Southeast region since 2015. In 2017, we installed solar equipment in the West region. Our percentage of renewable energy is currently at 2% and continues to increase. Since 2018 the capacity for renewable energy generation has increased with the following systems:

- In the Bajío region, 114 photovoltaic units were installed for 37.05 kW of power, which will meet around 2% of the electricity demand.
- In the Northwest region, a 21.45 kW system using 66 photovoltaic units has been designed to meet 30% of the demand. This was not considered in the report since it began operation in 2019.

Renewable energy production in 2018 prevented the release of 49.25 tonCO₂e, 2% of the total emissions from that year's electricity consumption.

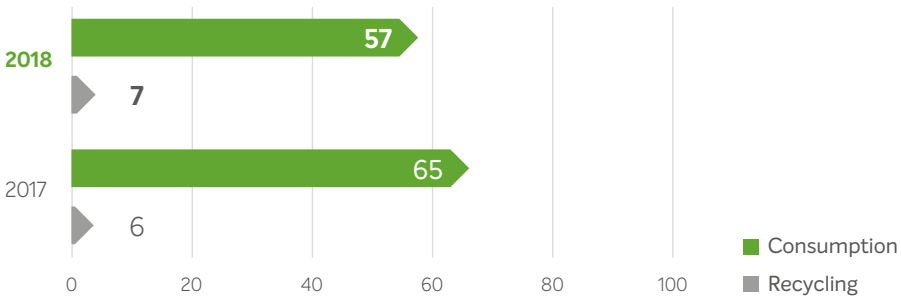


Entering into the Power Purchase Agreement for renewable energy will allow





We also began an initiative for voluntary paper recycling through green bins, currently implemented in the Metropolitan region and the cities of Guadalajara, Monterrey, and Querétaro.



Note on methodology:
Scope 1 emissions include those generated from direct energy consumption (natural gas, LP gas, and diesel) and fugitive emissions from refrigerants, as defined by the GHG Protocol. Available here: <https://ghgprotocol.org/>.
Emissions were calculated by applying the 2014 emission factors from the Institute of Ecology and Climate Change (INECC), available here: https://www.gob.mx/cms/uploads/attachment/file/110131/CGCCDBC_2014_FE_tipos_combustibles_fosiles.pdf
The 2018 calorific values of the National Commission for Efficient Energy Use (CONUEE) are available here: https://www.gob.mx/cms/uploads/attachment/file/302306/Lista_de_combustibles_2018.pdf
Global Warming Potentials were taken into account from the most recent IPCC report (2006): <https://www.ipcc-nggip.iges.or.jp/public/2006gl/spanish/index.html>

The greenhouse gases considered in the calculations are in accordance with the selected methodology and are carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), and refrigerant gases (HFC-134, HCFC-22, HFC-32, and HFC-125).

The report used tons of carbon dioxide equivalent, which converts quantities of various greenhouse gases into CO₂ through equivalence in global warming potential. The calculation was made considering the focus of results from 2017 (114 tonCO₂e) and 2016 as a baseline year (166.22 tonCO₂e). Significant changes were not reported in the methodological focus used for consolidating emissions, which is based on the financial control approach.

Scope 2 emissions are those generated by electricity consumption as defined by the GHG Protocol, available here: <https://ghgprotocol.org/>. The emission factor of 0.527 tons of CO₂/MWh for the 2018 period was applied for electricity consumption when the supplier was CFE. https://www.gob.mx/cms/uploads/attachment/file/442910/Aviso_Factor_de_Emisiones_2018.pdf

The gas included in this calculation is CO₂e. The calculation was made based on 2017 emissions (2,531.51 tonCO₂e) and taking 2016 as the baseline (1,976.69 tonCO₂e). Significant changes were not made to the estimation methods.


Scope 3 emissions include those generated by air travel. Factors were applied from the International Civil Aviation Organization (ICAO), available at: <https://www.icao.int/environmental-protection/Carbonoffset/Pages/default.aspx>

The gas included in this calculation is CO₂e. The calculation was made based on 2017 emissions (107 tonCO₂e) and taking 2016 as the baseline (12.11 tonCO₂e) to simplify the data analysis. Significant changes were not made to the estimation methods. The GHG reporting used was the financial control approach.



7 tons

of recycled paper is equivalent to preventing the destruction of 141 trees.

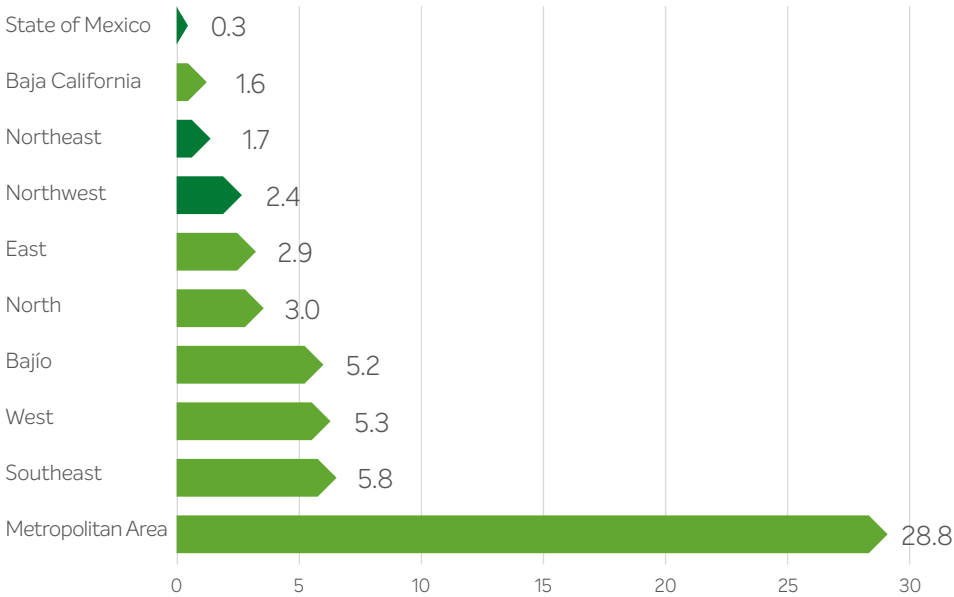


12% reduction in paper consumption nationwide.

> Paper

(103-2, 103-3 and 301-1)

In 2018 CIBanco used just over 57 tons of bond paper, 12% less than the previous year. This reduction was in part thanks to the implementation of a double-sided printing policy.



* Figures in tons of paper

Report Preparation Process

(102-46, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54)

2018 marked five years of CIBanco reporting their primary economic, social, and environmental impacts under the Global Reporting Initiative methodology.

This report has been prepared in accordance with the Core Option of the GRI Standards, and for the second consecutive year, the report was externally verified by the company Redes Sociales. These reports have been prepared annually since 2016. The previous report was published in November 2018.

There have been no significant changes in the list of material issues and coverage of the topics in this reporting period compared to the previous report.

All states within Mexico, the principal country in which CIBanco operates, are included in this report. All material actions and issues described within this report comprise the most important actions and initiatives involving sustainability and social responsibility carried out by the company during the reporting period (January to December 2018).

The content of this report was determined by a materiality assessment implemented in 2017 in alignment with the principles set forth by the new GRI standards. The content also reflects the most important ethical, social, environmental, and economic aspects for CIBanco through two perspectives: influence in the decisions of our stakeholders and relevance for the company.

An internal survey administered to employees established our stakeholders' priorities regarding the issues highlighted in the table below. Meanwhile, relevance to the company was determined by senior management within the organization, the results of which are shown in the matrix of material issues on page 15. All topics were validated by the Sustainability Department and are covered internally.

For more information about this report or regarding sustainability at CIBanco, please contact:

- jbrunel@cibanco.com
- <http://www.cibanco.com/es/cibanco/sustentabilidad>



For more information:

Our previous Sustainability Reports, Equator Principles, and Environmental Footprint may be consulted [here](#).
(Section: Important information)

GRI Content Index

(102-55)

Standard	Disclosure	Page number / Direct response	Omission
Essential Indicators			
GRI 101: FOUNDATION 2016	102-1	30	
	102-2	30	
	102-3	30	
	102-4	30	
	102-5	30	
	102-6	30 - 32	
	102-7	30 - 32	
	102-8	42	
	102-9	56 - 57	
	102-10	56 - 57	
GRI 102: GENERAL DISCLOSURES 2016	102-11	20, 26	
	102-12	27	
	102-13	27	
	102-14	10	
	102-15	10	
	102-16	4-5, 25	
	102-17	25 - 26, 34	
	102-18	18 - 19	
	102-20	20 - 24	

Standard	Disclosure	Page number / Direct response	Omission
GRI 102: GENERAL DISCLOSURES 2016	102-22	No board member is affiliated with an underrepresented group nor singly represents any interest group within the Board.	The seniority, duties, or commitments of board members outside of CIBanco is the personal and confidential information of each board member.
	102-23	The Chairman of the Board does not hold any executive position within the Bank.	
	102-30	20	
	102-40	15	
	102-41	There are no collective bargaining agreements.	
	102-42	15	
	102-43	15	
	102-44	15	
	102-45	30	
	102-46	15, 70	
	102-47	15	
	102-48	The amounts for Scopes 1 and 3 from 2016 and 2017 were restated because, in 2018, the accounting in Scope 1 included fugitive emissions from refrigerant gases; those emissions were included in 2016 and 2017 in Scope 3. This is clarified to make the comparisons equivalent.	
	102-49	70	
	102-50	70	
	102-51	70	
	102-52	70	
	102-53	70	
	102-54	70	
	102-55	72 - 75	
	102-56	76 - 77	

Standard	Disclosure	Page number / Direct response	Omission
Material Issues			
Ethical Behavior			
GRI 103: MANAGEMENT APPROACH 2016	103-1	15, 70	
	103-2	25 - 27	
	103-3	25 - 27	
Transparency in Corporate Governance			
GRI 103: MANAGEMENT APPROACH 2016	103-1	15, 70	
	103-2	18 - 20	
	103-3	18 - 20	
Economic and Financial Performance			
GRI 103: MANAGEMENT APPROACH 2016	103-1	15, 70	
	103-2	30 - 33	
	103-3	30 - 33	
GRI 201: ECONOMIC PERFORMANCE 2016	201-1	30 - 33	
Risk Management			
GRI 103: MANAGEMENT APPROACH 2016	103-1	15, 70	
	103-2	21 - 22	
	103-3	21 - 22	
Paper Consumption and Savings			
GRI 103: MANAGEMENT APPROACH 2016	103-1	15, 70	
	103-2	68 - 69	
	103-3	68 - 69	
GRI 301: MATERIALS 2016	301-1	68 - 69	
Energy Consumption and Savings			
GRI 103: MANAGEMENT APPROACH 2016	103-1	15, 70	
	103-2	66 - 67	
	103-3	66 - 67	
GRI 302: ENERGY 2016	302-1	66 - 67	

Standard	Disclosure	Page number / Direct response	Omission
Emissions Generation and Control			
GRI 103: MANAGEMENT APPROACH 2016	103-1	15, 70	
	103-2	62 - 65	
	103-3	62 - 65	
GRI 305: EMISSIONS 2016	305-1	62 - 65	
	305-2	62 - 65	
	305-3	62 - 65	
Work and Family Life			
GRI 103: MANAGEMENT APPROACH 2016	103-1	15, 70	
	103-2	48 - 49	
	103-3	48 - 49	
GRI 401: EMPLOYMENT 2016	401-2	48 - 49	
Regulatory, Technical, and Sustainable Training			
GRI 103: MANAGEMENT APPROACH 2016	103-1	15, 70	
	103-2	50 - 51	
	103-3	50 - 51	
GRI 404: TRAINING AND EDUCATION 2016	404-1	50 - 51	
Talent Development and Retention			
GRI 103: MANAGEMENT APPROACH 2016	103-1	15, 70	
	103-2	45 - 48	
	103-3	45 - 48	
GRI 401: EMPLOYMENT 2016	401-1	45 - 48	
GRI 404: TRAINING AND EDUCATION 2016	404-2	50 - 51	
Performance Review and Incentives			
GRI 103: MANAGEMENT APPROACH 2016	103-1	15, 70	
	103-2	52	
	103-3	52	
GRI 404: TRAINING AND EDUCATION 2016	404-3	52	

Assurance Letter

(102-56)



Independent Letter of Verification for the 2018 Sustainability Report

“More sustainable year in and year out”

To CIBanco S.A. Board of Directors and stakeholders:

You are informed that Redes Sociales en Línea Timberlan carried out an independent and impartial verification of the CIBanco 2018 Sustainability Report “More sustainable year in and year out”.

Scope

A limited verification of this report was developed. Based on the material issues list, the methodological compliance in accordance with the Core option of the Global Reporting Initiative (GRI) was validated. The company’s internal systems of controller and the quality of the published data were reviewed.

Our review included the adequate presentation of information. The following indicators were verified:

102-1	102-9	102-17	102-42	102-50	401-1	305-2
102-2	102-10	102-18	102-43	102-51	401-2	305-3
102-3	102-11	102-20	102-44	102-52	404-1	401-2
102-4	102-12	102-22	102-45	102-53	404-2	
102-5	102-13	102-23	102-46	102-54	404-3	
102-6	102-14	102-30	102-47	102-55	301-1	
102-7	102-15	102-40	102-48	201-1	302-1	
102-8	102-16	102-41	102-49	205-1	305-1	

Responsibilities

CIBanco is responsible for the preparation and presentation of the 2018 Sustainability Report “More sustainable year in and year out”, as well as the selection of material issues and GRI content reported.

Our commitment is to issue objective opinions about the report quality and the presentation of the information, taking as reference International Standards, such as: Ethical Principles of Independence of ISAE 3000; and *The external assurance of sustainability reporting of GRI*.

Activities for the verification

Our verification process covered the following activities:

- Interview with CIBanco management.



- Understanding of information collection processes, as well as the review of the control systems used by the organization.
- Verification of qualitative and quantitative information through visual, documentary and public evidence of the verified indicators.
- Comparison and analysis of reports from past years regarding the presented information.

Conclusions

Consider that is no factor that makes us infer that:

- The 2018 Sustainability Report has not been prepared in accordance with the Core option of the GRI Standards.
- The information control processes are not optimal.
- The 2018 Sustainability Report contains erroneous data.

Recommendations

An internal report, exclusive for the client, is delivered separately, containing the areas of opportunity detected for future reports.



Alma Paulina Garduño Arellano

Redes Sociales en Línea Timberlan S.A. de C.V

Pico Sorata 180, Jardines en la Montaña,

Tlalpan, C.P. 14210, CDMX.

T: (55) 54 46 74 84

paulina@redsociales.com

May 31st, 2019

Redes Sociales LT Independence and competence statement.

Redes Sociales employees have the competence level necessary to verify the compliance with standards used in the preparation of Sustainability Reports, so they can issue a professional opinion of non-financial information reports, complying with the principles of independence, integrity, objectivity, competence and professional diligence, confidentiality and professional behaviour. In no case our verification statement can be understood as an audit report and therefore no responsibility is assumed for the systems and processes of management and internal control from which the information is obtained. This Verification Letter is issued on May 31st two thousand and eighteen and is valid as long as there are no subsequent and substantial modifications to the CIBanco 2018 Sustainability Report “More sustainable year in and year out”.

Annex 1: Equator Principles

As the first green bank in Mexico, we join the global movement for sustainable development that recognizes the urgency to respond to environmental challenges facing the world.

Profound changes must be made within the means of production and consumption patterns to reverse, mitigate, and reduce environmental degradation. The private sector is now getting involved in green growth. Environmentally conscious companies are demanding that banks creatively develop new products that comply with the requirements of these new commercial models. CIBanco has taken up this challenge.

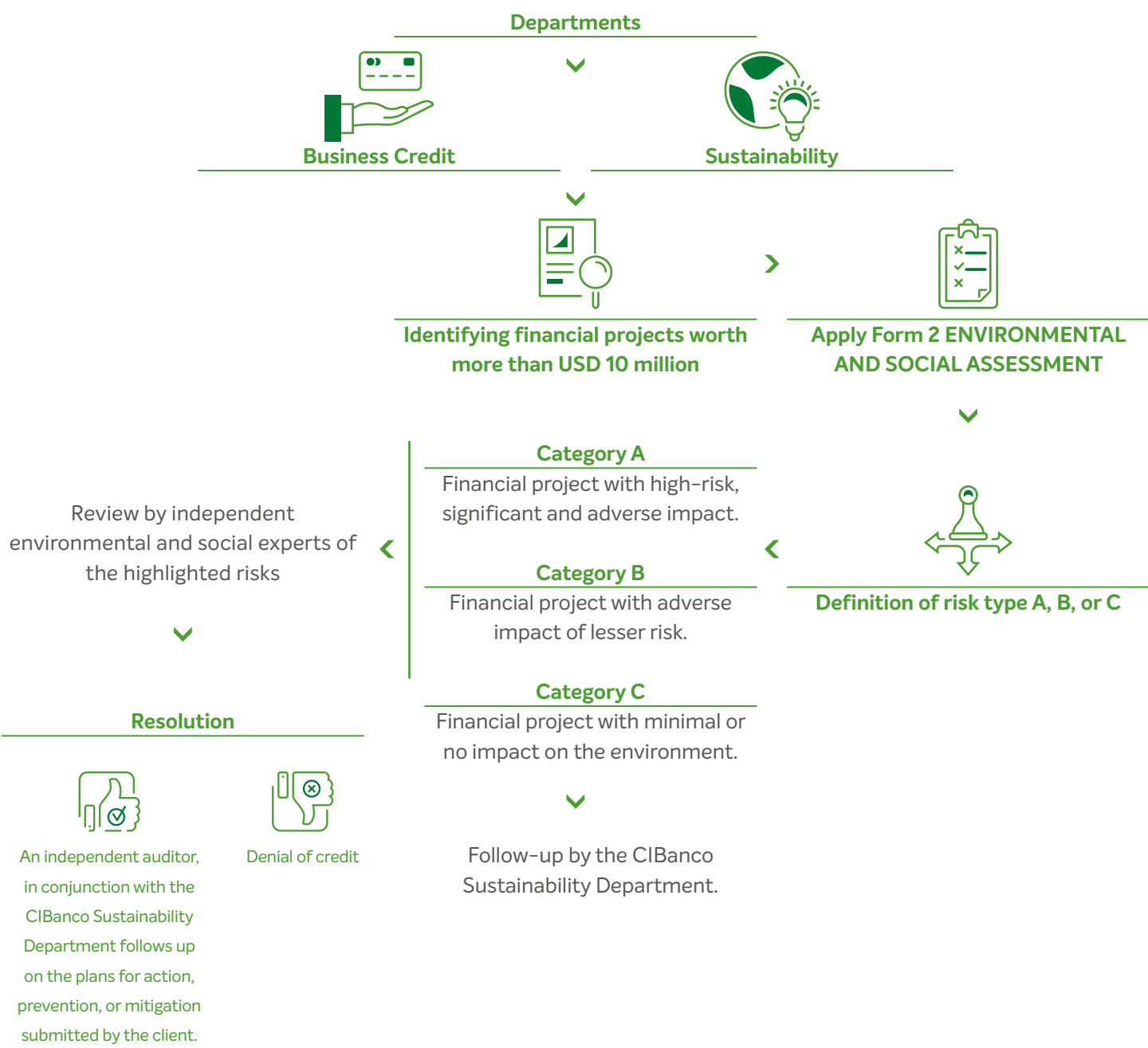
CIBanco has the mission to become a leader within the financial services sector in promoting sustainability as a business model, producing mutual benefit for companies and individuals alike. We believe that financial services are an essential tool in ensuring that companies and citizens assume greater accountability in caring for and preserving the environment. We believe that sustainability represents a profitable business focus that creates long-term value for our shareholders.

For CIBanco, the sustainability of the institution is based on stable economic performance, in addition to the continuous support of our human capital, environmental stewardship, and solid ethical principles. Our key economic pillar is based on a wide array of traditional banking products and services, constant innovation, and excellent customer service combined with greater access. All this, along with unique products in Mexico that promote environmental care and protection, is what makes CIBanco a trusted and recognized institution.

CIBanco signed the Equator Principles in 2012 to strengthen its commitment to sustainability. We have adopted the guidelines for managing social and environmental risks within our own activities and project financing. This report was prepared in accordance with the Equator Principles III-2013 for non-designated countries. The report addresses the period between January 1, 2018 and December 31, 2018. This is the third time CIBanco has prepared this report.



» Implementation of the Equator Principles



» Description of the implementation of the Equator Principles within the credit and sustainability departments

Since adopting the Equator Principles, we have continued our review of the loan operation manual and have started a process for adjusting it in the following manner.

Sustainable focus

We recognize that the financing activity we carry out can be beneficial to people and the environment. Our commercial focus for private banking is based on:

- Identifying important sectors for sustainable development and establishing positive criteria for financing the companies that work in those sectors.
- Selecting profitable initiatives in the real economy that add value to the environment.
- Ensuring that all projects we select are consistent with our investment policy.
- Supervising the purpose of our loans.

» Administrative structure

The Director of Sustainability at CIBanco is in charge of implementing the Equator Principles.



» The procedure behind Equator Principle transactions

Identification of environmental and social risks

In line with the CIBanco policy of financing environmentally friendly projects, and in accordance with our commitment to adopting the Equator Principles, we have prepared a questionnaire to identify green projects. The goal is to identify sustainable practices within companies and projects the bank can support that seeks to prevent, mitigate, or reverse environmental damage.

In this stage of the process, we also identify possible environmental and social risks and impacts associated with each project.

See the questionnaire for identifying green projects in the 2017 Report (pages 98 and 99) [here](#).

Categorizing projects

To categorize projects, we have prepared a questionnaire to assess environmental and social risks and to determine if the proposed operation or project has a high, medium, or low probability of incurring in negative environmental or social risks that could affect natural resources, classifying them as Risk A (high), Risk B (low), or Risk C (low to none).

See the questionnaire for assessing environmental and social risks in the 2017 Report (pages 100 and 101) [here](#).

Assessing environmental and social risks

Under the Equator Principles, a customer must carry out an environmental and social assessment of the project (Category A and Category B), develop an Action Plan that demonstrates how to mitigate and control project impact and risks, disclose information and consult with the communities affected by the project, and establish a grievance mechanism, as applicable.



> Environment

CIBanco finances initiatives, projects, and companies that are committed to the responsible use of natural resources and the environment and seek innovative solutions through technology, in sectors such as:

- Renewable energy
- Energy savings and efficiency
- Sustainable infrastructure
- Environmental industry and technology (such as re-cycling, transportation, air, and water)

> Exclusion Criteria

CIBanco maintains exclusion criteria that establish that the Bank will not finance companies whose products, services, or production processes are unsustainable or have a negative impact on society, or that are in conflict with the values we share with our Customers.

For this reason, CIBanco does not finance projects or business initiatives that contribute more than 10% of its activity to the following areas:

Unsustainable businesses:

- **Environmentally hazardous substances.** Organizations and activities that produce or sell substances that represent a risk to human life or the environment.
- **Pornography.** Organizations that sell pornographic products and/or are involved in activities that promote prostitution.
- **Tobacco.** Organizations and activities that produce or sell tobacco products or related products.

- **Weapons industry.** Organizations and activities that produce and sell weapons and provide related services. These include conventional weapons such as firearms and rockets, and non-conventional weapons, such as nuclear, chemical, and biological weapons and integrated weapons systems.

Unsustainable processes:

- **Intensive agricultural production.** Organizations and activities that use animals intensively for consumption and that are not respectful of the environment and fail to protect the animals. Loans are only granted to organizations with environmental certifications.
- **Corruption.** Organizations that have been found guilty in a court of law for corruption, bribery, or money laundering, as well as entities that have violated codes of conduct or treaties within the previous three years.
- **Animal testing.** Organizations and activities that experiment on animals for non-medical reasons or that sell non-medical products that have been tested on animals.

> Managing environmental and social risks.

In 2018 CIBanco did not award loans for projects greater than USD 10 million. The loan portfolio held by CIBanco does not contain environmental risks and is consistent with the Mexican environmental laws and regulations.

> Equator Principles Reporting

As described above, CIBanco adopted the Equator Principles (EP) in March 2012, taking on the responsibility involved in awarding loans to projects that could affect the environment. Through this act, we demonstrate our commitment to sustainability and economic development in Mexico. CIBanco was the first Mexican bank to do so and to perform an environmental risk assessment for projects. Thus, we are committed to reporting annually on our financing transactions where total project capital costs are USD 10 million or more.

> Project Financing

Category	A	B	C
Total			
Sector			
General Manufacture			
Infrastructure			
Oil & Gas			
Power			
Transport			
Region			
Americas			
Europe			
Asia			
By Country Designation			
Designated			
Non-designated			
Independent Review			
Yes			
No			

> Project related corporate loans

Category	A	B	C
Total			
Sector			
General Manufacture			
Infrastructure			
Oil & Gas			
Power			
Transport			
Region			
Americas			
Europe			
Asia			
By Country Designation			
Designated			
Non-designated			
Independent Review			
Yes			
No			

Project Finance Advisory Services

Number	Project Name	Country	Sector	Host Country Name	Date of transactions closed

> Annex 1: Environmental and Social Categories

Results	Category proposed	Observations and proposed measures
		The operation has a high probability of causing negative environmental and social impacts, with high adverse effects on natural resources. It is classified as Level A (High Risk).
		The operation must be forwarded to the Sustainability Committee, and the necessary studies or agreements must be implemented:
If responding YES to one or more questions marked A	A	<ul style="list-style-type: none">Environmental AssessmentEnvironmental Management PlanEnvironmental Impact AssessmentStrategic Environmental AssessmentConsultation with local stakeholdersRequirements for making information availableSupervision (periodic reports)Clauses with respect to social and environmental risks
		The operation has a high probability of causing short-term, local environmental and social impacts, for which there are efficient and available measures to mitigate the risks. It is classified as Level B (Medium Risk).
If responding YES to one or more questions marked B	B	<p>The operation must be forwarded to the Sustainability Committee, and the necessary studies or agreements must be implemented:</p> <ul style="list-style-type: none">Environmental and social analysis of the identified issuesEnvironmental Management PlanConsultation with local stakeholdersSupervision requirements (periodic reports)
		The operation represents a low probability of causing environmental and social impacts. It is classified as Category C (Low Risk).
If responding NO to all the questions	C	Approval is not required.

When there is a dispute over categorizing an operation as Level A or B, the sustainability department will make the final decision.

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2018 SUSTAINABILITY REPORT

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