



SUSTAINABILITY REPORT

2021

CHAIRMAN'S LETTER

The world is changing and so is our way of relating to it. We must evolve to respond to the expectations that our customers, employees and society have about our performance, and thus face the challenges of being a sustainable bank in the midst of the digital transformation of the sector, the new normality imposed by COVID-19, the economic reactivation of the markets and our commitment to the development of our more than 63 thousand customers, 3 thousand employees and 4 thousand suppliers.

We understand that in order to guarantee our sustainable future, today we must adapt and be empathetic to the needs of the companies and people we serve, offering them *sustainable and innovative financial products and solutions that generate value for them*. We granted 1,949 credits in 2021 that help reduce the generation of more pollution through the use of renewable energy and the purchase of low-emission cars; 4% of our portfolio is green and contributes to the fight against climate change.

We live in a community and its harmonious development is directly related to our own; therefore, we seek to have a positive impact on the *development of our employees, suppliers and the financial sector* by being a *responsible corporate citizen*. We promote the development of our employees with training, evaluations and a fair remuneration system; through our purchases, which in 2021 reached \$2,085 million, we generate employment and economic development for the country. We actively participate in seven industry associations and organizations to promote

best practices in sustainable banking, both nationally and internationally.

Another way in which we seek to empathize with our community and the social needs that are pressing to us as a society is through donations and our involvement in social causes of impact. In 2021 our social investment reached 1.7 million and generated 5,027 beneficiaries, but our greatest achievement is to maintain an operation capable of listening to its stakeholders and maintaining the continuous improvement of its processes, to achieve this we measure the level of satisfaction of our customers, which according to internal surveys is 98%. We also obtained for the 5th consecutive year the Socially Responsible Company distinction and certified our internal money laundering prevention system for x consecutive years.

We continued with an environmentally responsible operation and corporate philosophy and in 2021 we achieved for 45% of our energy consumption to come from renewable sources, we recycled x% of the paper we use and we made sure not

to grant credits to companies with unsustainable processes or products in order to maintain coherence between our principles and actions, which are always guided by our experienced Board of Directors, 33% of which is made up of independent board members.

Our Ethics and Corporate Governance are transversal axes of action and control that allow us to adapt and evolve constantly, therefore they are the center of our business model and lead the management of relevant issues for our sustainability, which are presented in this report, which is also a means to reaffirm our adherence to the principles of the Global Compact, show our contribution to the Sustainable Development Goals and thank all our customers, employees, suppliers and partners for making possible our achievements and encourage us to new challenges, together we build our sustainable present.

Lic. Jorge Rangel de Alba Brunel
Chairman of the Board of Directors

INSTITUTIONAL PROFILE

2008

**CIBanco**
Commercial Banking



Financial vehicles

2011

**CIFondos**
Investment funds

2012

**Finanmadrid**
Automotive credit

2011

**CICasa de Bolsa**
Stock exchange business

2012

**Fimecap**
Investment Banking

2012

**CITDA**
Asset Management

2014

**Estrategias de CIBanco**
Private Banking

¹ CIBANCO, S.A., Institución de Banca Múltiple. Located at Av. Paseo de las Palmas No. 215, 7th Floor, Col. Lomas de Chapultepec, C.P. 11000, Mexico City. Its main economic activities include, among others, receiving deposits, accepting loans, granting credit, trading securities, currencies and derivatives, as well as entering into trust agreements. At the end of 2021, it has two subsidiaries: CI Fondos, S. A. de C. V. (CIBanco owns 99.96% of the capital stock) and Finanmadrid México, S. A. de C. V. SOFOM (CIBanco owns 99.99% of the capital stock).

GRI 102-2

We are a financial institution of tradition and vanguard, with more than 37 years of experience we offer sustainable financial solutions, through integral and versatile financial vehicles that allow us to give more value to our clients and to society.

We focus our processes and principles of action on the quality of the attention we provide to people and companies that trust us with their assets and financial decisions. We have at their disposal a wide network of branches, collaborators, ATMs, a variety of digital transactional means and foreign exchange correspondents throughout the country.

We always seek to be close to our customers, employees, suppliers and allies in order to grow together and generate mutual benefits that allow us to live in community. Our main commitment to all our stakeholders in terms of sustainability is transparency, which is why we voluntarily present our seventh consecutive sustainability report.



VISION

We understand financial services as an important tool for companies and citizens to act more responsibly in the care and conservation of the environment. We believe that sustainability is a profitable business approach that creates long-term value for our shareholders.

MISSION

To be leaders in Mexico in the financial services sector that privileges sustainability as the core of our business, for the mutual benefit of companies and people.

VALUES

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

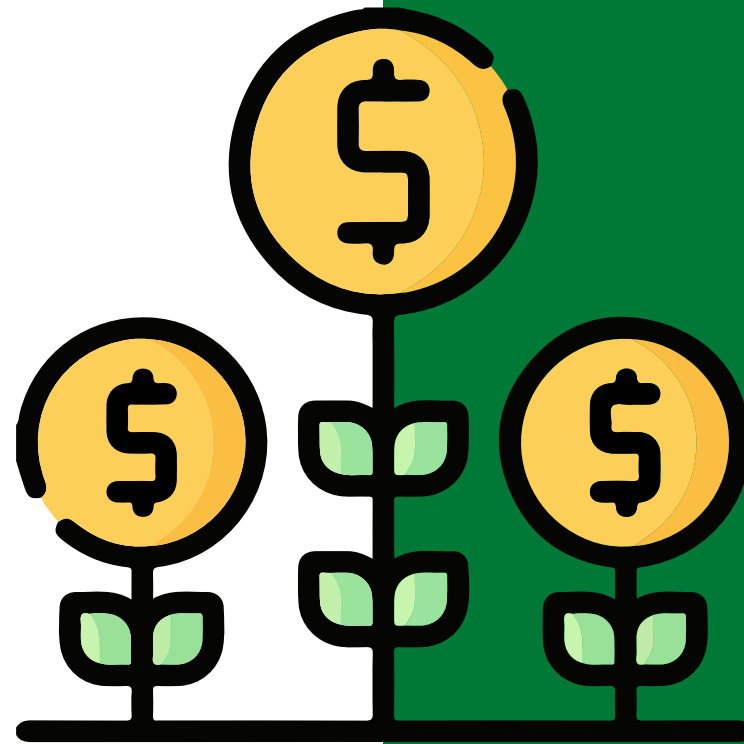
2021 IN FIGURES

33% of the Board of Directors is independent.

5 support committees for the Board:

Audit, Communication and Control, Integral Risk Management, Credit and Remuneration.

10,524 hours of training on ethical and regulatory issues of the operation.



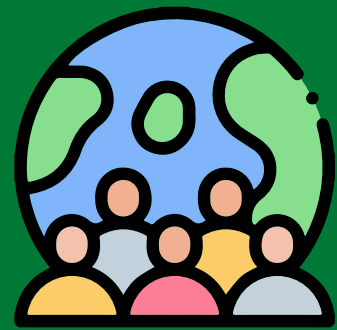
In 2021, we granted **1,966** credits, equivalent to \$496 million of our total portfolio (CIAuto Verde and CIPanel Solar).

\$194 million in tax contributions.

63,364 customers 78% individuals
22% companies

- **220** customer service points (210 branches and 10 promotional offices).
- **198** ATMs (81% owned and 18% by agreement).

2021 IN FIGURES



3,229
employees

\$5.1 million in training.

\$2,085 million in payments
to suppliers.
99% of our suppliers are national.

\$1.7 million towards social
investment.
5,106 people benefited.



48%
of our energy
consumption came
from renewable sources.

Our GHG emissions
were reduced by
19%

1.8 tons
de papel se reciclaron



We seek to be an agent of responsible change in our environment; therefore, the structure and management of our Corporate Governance and instructional ethics must guide our performance and the social, environmental and economic effects of our operation in the country. Our responsibility is based on the values and principles that constitute us and that position sustainability as the core of our business and organizational structure.

66%

of our employees evaluated their knowledge and accepted the Code of Ethics in 2021.

99%

is our customers' satisfaction rate.

8 años

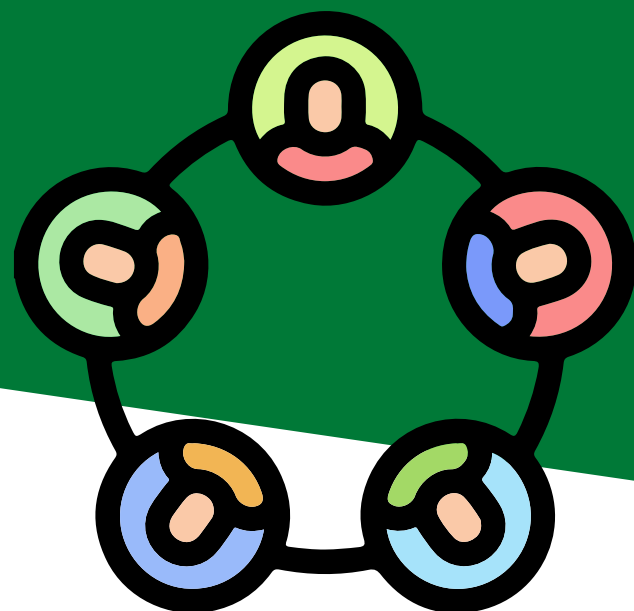
consecutive years reporting our social and environmental performance on a voluntary basis.

CORPORATE GOVERNANCE AND ETHICS



GRI 103-2 y 103-3, 102-18,
102-19, 102-20 and 102-22

CORPORATE GOVERNANCE



Our governance is comprised of a **Board of Directors, composed of 15 directors**, all of whom have significant professional experience. The Board is supported by five Committees, which in turn are made up of Directors and a group of executives invited from all the departments of our bank, in order to gather strategic personnel for **decision making and execution of the actions** that are determined to be relevant for the profitability, compliance and sustainability of our operation.

GRI 102-18, 102-19, 102-20 y 102-22, 103-2, 103-3 and 405-1



GOAL 16.5

Reduce significantly corruption and bribery in all its forms.

BOARD OF DIRECTORS

The Board of Directors is our highest governing body, in charge of guiding and overseeing the operation in order to maximize the value of our institution, continually ensuring respect for the legal, economic and social regulations in force, as well as the convenience of shareholders and other stakeholders. The Board is responsible for defining the institution's strategic vision, as well as executing, monitoring and evaluating it through its committees. It is also responsible for:

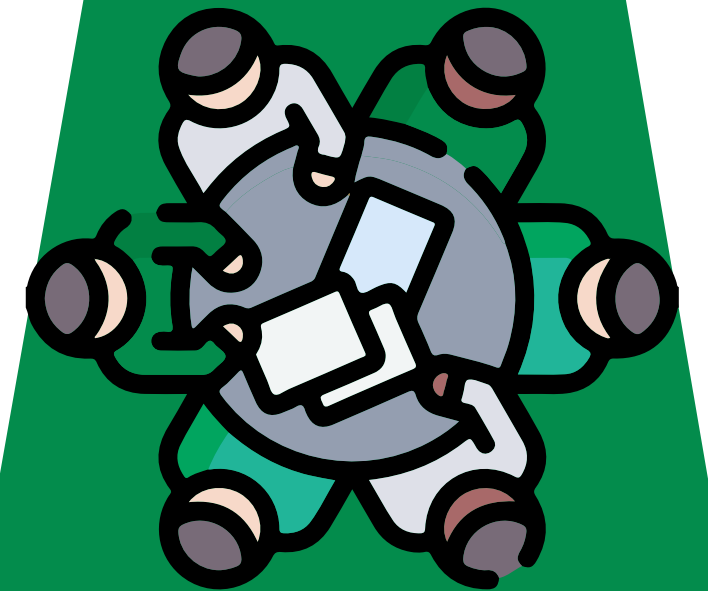
- Approving the objectives of the Internal Control System and the guidelines for its implementation.
- Approving the Code of Ethics and Conduct of our institution, as well as its dissemination and application, in coordination with the General Management.
- Constituting the Regulatory Committees, appointing the main members of

each one and supervising their management in terms of the regulations in force, as well as removing their members if deemed necessary.

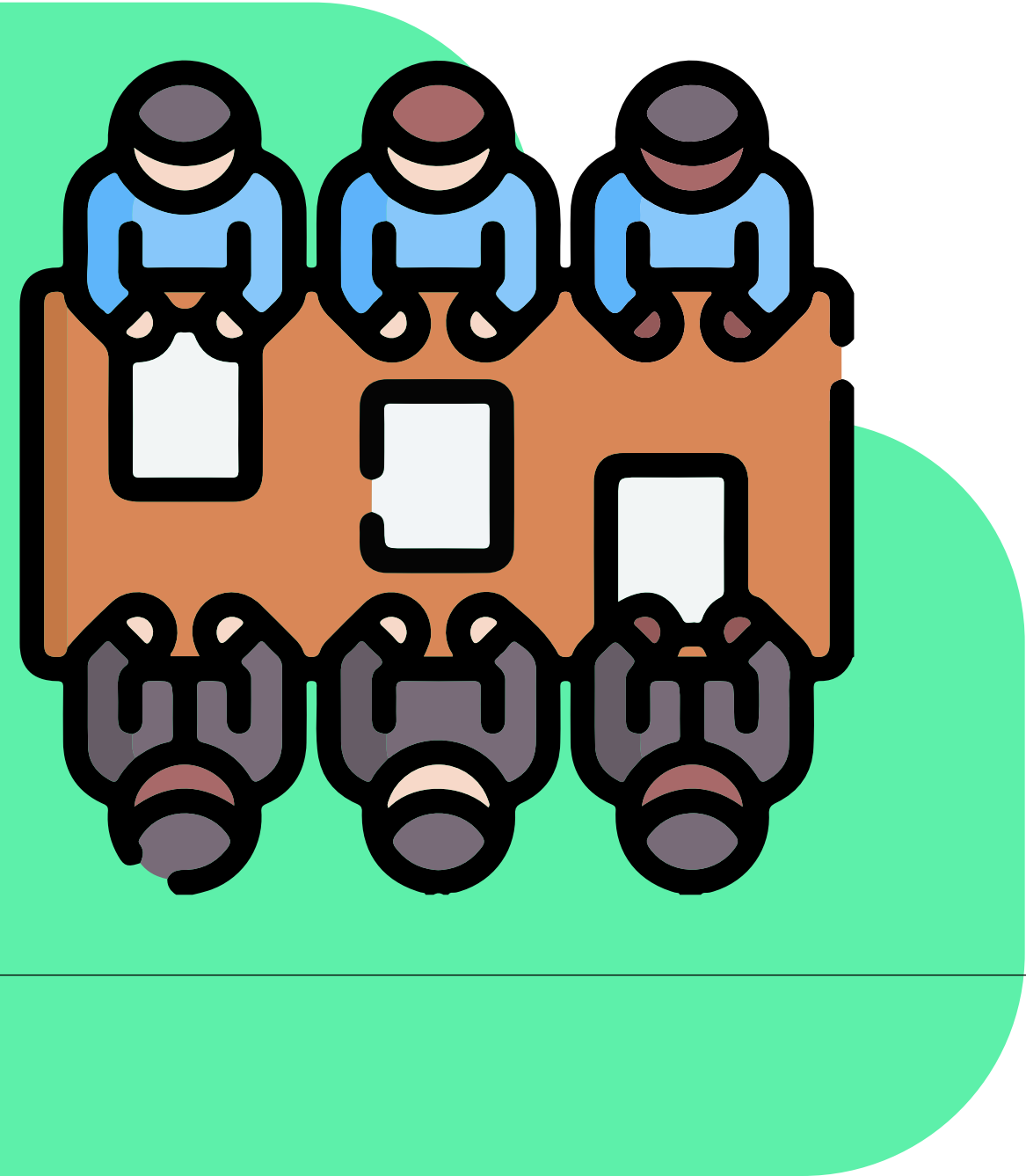
- Developing control policies and procedures that guarantee security, integrity, confidentiality and continuity in the execution of operations and provision of services to the public, through automated data processing systems and telecommunications networks.
- Establishing control policies and mechanisms that ensure, regulate and promote the adequate use and exploitation of the human, technological and material resources necessary for the operation.
- Implementing policies and control mechanisms that guarantee availability, confidentiality and continuity in the contracting of services with suppliers and correspondents.

- Reviewing and approving the Financial Statements prior to their publication and present them to the General Shareholders' Meeting.

The Board of Directors meets bimonthly and extraordinarily, when called by the Chairman of the Board or by the Board Members representing at least 25% of the total or by the Examiner. All meetings and resolutions are recorded in duly notarized minutes signed by the Chairman, Secretary and Examiner, through which the implementation of recommendations and actions are monitored and controlled by the respective support committees. In 2021, the Board met five times.



GRI 103-2 y 103-3, 102-18, 102-19, 102-20, 102-22, 102-23 and 405-1 FN-IB-330a.1



The Board has five committees that facilitate the implementation, evaluation and control of economic, social, financial and environmental decisions relevant to the business; it is also responsible for visualizing and developing strategies for adapting the business to regulatory, economic and social changes that could affect its operation or profitability. During 2021, the Board and its committees maintained the following structure:

The average age
of our directors
is 59 years old.

See a brief profile of our
Directors [here](#)



CHAIRMAN

Jorge Rangel de Alba Brunel

PROPIETARY MEMBERS

- Salvador Arroyo Rodríguez
- José Manuel Cadena Ortiz de Montellano
- Norman Hagemeister Rey
- Roberto Pérez Estrada
- Luis Miguel Osio Barroso
- Juan Carlos Pérez Aceves
- Jorge González Ramírez
- Ernesto Marín Rangel de Alba
- Luis Alberto Pérez González

ALTERNATES

- Mario Alberto Maciel Castro*
- José Ignacio Reyes Retana Rangel de Alba*

* They may replace any of the proprietary members without distinction.

INDEPENDENT PROPIETARY MEMBERS

- Michell Nader Schekaiban
- Fernando Javier Morales Gutiérrez
- Christian Mario Schjetnan Garduño
- Pedro Enrique Alonso Angulo
- Luis de las Mercedes Álvarez y Candocia

ALTERNATE

- Eduardo Villanueva Ortiz *

* He may replace any of the independent proprietary members without distinction.

EXAMINER

- Alejandro de Alba Mora

SECRETARY

- Roberto Pérez Estrada

SUPLENTE

- Ricardo Delfín Quinzaños

**GRI 103-2 y 103-3, 102-18,
102-19, 102-20 and 102-22**

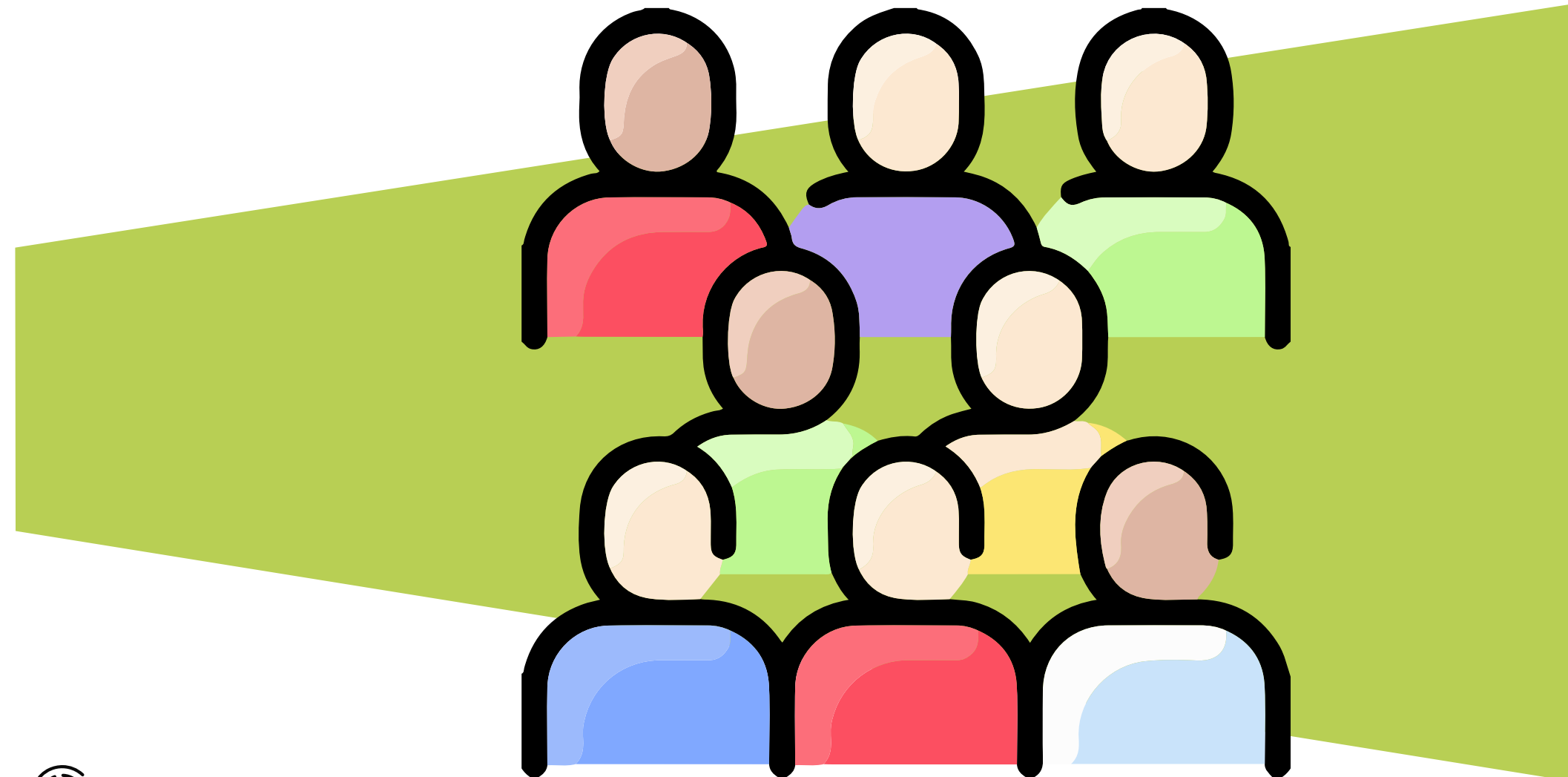
Committees

Through the five committees, the Board delegates and manages the key issues for the operation; the management and integration are regulated by the competent authorities in the financial sector. Both the Board and its committees are integrated by people with extensive experience in

the financial sector to guide and carry out operations in the most appropriate way; the experience of the management team makes efficient decision making in order to meet the expected objectives, fulfilling our risk profile and that of our customers.

“The bank has presented an adequate reaction to exogenous shocks, reflecting its capacity and quality in its management, so HR Ratings considered a superior label for the Quality of Senior Management item.”

Consult CIBanco's rating by [HR Ratings here](#).



1. Audit Committee

ROLES:

- Support the Board of Directors in defining and updating the objectives of the Internal Control System (ICS) and the guidelines for its implementation, as well as in its verification and evaluation.
- To review and oversee that the relevant manuals for the operation adhere to the ICS.
- To follow up on the activities of Internal and External Audit, as well as Internal Comptrollership, keeping the Board of Directors informed of the agreed provisions.
- Supervise that the financial and accounting information is prepared in accordance with the guidelines and provisions to which financial institutions are subject, as well as with the accounting principles applicable to them.

COMPOSITION:

03 members

02 members are independent directors (67%)

10 guests to analyze, disseminate, execute and evaluate actions.

INDEPENDENT PROPRIETARY MEMBERS

Fernando Javier Morales Gutiérrez
CHAIRMAN

Christian Mario Schjetnan Garduño
MEMBER

CONSEJEROS PROPIETARIOS

Norman Hagemeister Rey
MEMBER

Ricardo Delfín Quinzanos
SECRETARY

Salvador Arroyo Rodríguez
GUEST

Luis Miguel Osio Barroso
GUEST

Chief Executive Officer
GUEST

Internal Audit Director
GUEST

Deputy General Administration and Finances Manager
GUEST

Corporate Director of Compliance and Risks
GUEST

Corporate Director of Internal Control
GUEST

Director of Administration and Finance
GUEST

Executive Legal Director

Alejandro de Alba Mora
GUEST (ALTERNATE EXAMINER)

See our audited Financial Statements [here](#).



2. Integral Risk Management Committee

ROLES:

- Approves, publishes and distributes the Policies and Procedures Manual for Integral Risk Management.
- Proposes for the Board's approval: objectives, guidelines, policies, global limits, capital adequacy assessment and related to the management of the different types of risks.
- Reviews the methodologies and procedures for identifying, measuring, monitoring, limiting, controlling, reporting and disclosing the different types of risks to which we are exposed, as well as their eventual modifications.

GRI 102-19, 102-20 and 102-22

COMPOSITION:

09 members
The Chairman is the only independent member (12%)

02 directors
are executive directors (26%)

05 directors
are proprietary (62%)

13 guests
to analyze, disseminate, execute and evaluate actions.

INDEPENDENT PROPRIETARY MEMBERS

Pedro Enrique Alonso Angulo
CHAIRMAN

PROPRIETARY MEMBERS

Norman Hagemeister Rey
MEMBER

Luis Miguel Osio Barroso
ALTERNATE MEMBER

Salvador Arroyo Rodríguez
MEMBER

Juan Carlos Pérez Aceves
ALTERNATE MEMBER

Luis Alberto Pérez González
ALTERNATE MEMBER

Chief Executive Officer
MEMBER

Corporate Director of Compliance and Risks
MEMBER

Integral Risk Management Director
ALTERNATE MEMBER

Economic Analysis Dir.
GUEST

Economic Analysis Dir.
GUEST

Deputy General Dir. of Administration and Finances
GUEST

Credit Director
GUEST

Internal Audit Director
GUEST

Treasury Director
GUEST

Chief Operating Officer
GUEST

Director of Systems and Telecommunications
GUEST

Executive Legal Director
GUEST

Director of Changes and Coverage
GUEST

Director of Money Markets
GUEST

Director of Derivativeness
GUEST

Executive Director of Human Capital and Quality
GUEST

Corporate Director of Internal Control
GUEST

View the 2021 Risk Management Report [here](#).



3. Credit Committee

ROLES:

- Ensure that credit evaluation and granting programs and procedures comply with current regulations and allow for adequate levels of risk and profitability.
- Maintain the level of credit risk within reasonable parameters for proper functioning.

COMPOSITION:

09 members and a secretary

03 members are proprietary members (34%)

03 members are executive directors (33%)

03 members are independent (33%)

07 guests to analyze, disseminate, execute and evaluate actions.

GRI 102-19, 102-20 and 102-22

PROPRIETARY MEMBERS

Norman Hagemeister Rey

CHAIRMAN

Salvador Arroyo Rodríguez

MEMBER

Luis Miguel Osio Barroso

MEMBER

INDEPENDENT PROPRIETARY MEMBERS

Juan Carlos Pérez Aceves

MEMBER

INDEPENDENT MEMBERS

Christian Mario Schjetnan Garduño

MEMBER

Federico Carstens Carstens

MEMBER

Chief Executive Officer, Alternate

MEMBER

New Business and Products Director

MEMBER

Luis Miguel Osio Barroso

MEMBER

Credit Director

MEMBER

Legal Executive Director

SECRETARY

Corporate Director of Compliance and Risk

GUEST

Executive Director, Change Promotion I

GUEST

Executive Director, Change Promotion II

GUEST

Director of Corporate Banking

GUEST

Director of Project Finance

GUEST

Director of Corporate Banking I

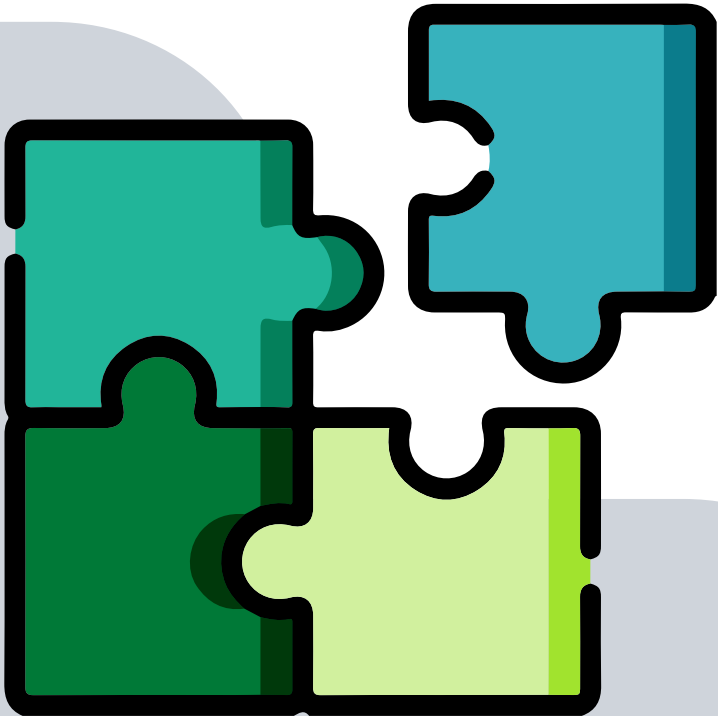
GUEST

4. Communication and Control Committee

GRI 102-19, 102-20 and 102-22



GOAL 16.5
To significantly reduce corruption and bribery in all their forms.



ROLES:

Oversee and ensure proper compliance with the General Provisions of Art. 115 of the Law of Credit Institutions (*Ley de Instituciones de Crédito*), as well as the policies and processes for the Prevention of Money Laundering and Terrorist Financing.

COMPOSITION:

14 members and a secretary

03 members are proprietary members (21%)

11 members are executive directors (78%)

02 guests to analyze, disseminate, execute and evaluate actions.

PROPRIETARY MEMBERS

Norman Hagemeister Rey

CHAIRMAN

Luis Miguel Osio Barroso

MEMBER

Salvador Arroyo Rodríguez

MEMBER

Jorge González Ramírez

ALTERNATE

Corporate Director of Compliance and Risk

MIEMBRO

Integral Risk Management Dir.

ALTERNATE

Chief Executive Officer

MEMBER

Corporate Director of Internal Control

MEMBER

Deputy Director of the Control Desk

ALTERNATE

Chief Operating Officer

MEMBER

Deputy Director National Operations

ALTERNATE

Executive Legal Director

MEMBER

Deputy Legal Director

ALTERNATE

Promotion Director

MEMBER

Executive Director Promotion of Change I

MEMBER

Compliance Officer

SECRETARIY

Deputy Director of PLD (Money Laundering Prevention) Compliance

MEMBER

Director New Business and Products

MEMBER

Executive Director Promotion of Change II

MEMBER

Executive Director of Commercial Banking

MEMBER

Metropolitan Regional Deputy Director

ALTERNATE

Director of Internal Audit

GUEST

Deputy Director of Audit

GUEST

5. Compensations Committee

ROLES:

- Define the operations and staff that will be subject to the SISREM (Compensation System), considering the operations that generate some type of discretionary risk.
- Exercise independent judgment and evaluate quarterly the aspects related to the SISREM.

COMPOSICIÓN:

06 members and a secretary
The Chairman is the only independent member (12%)

01 member
is a proprietary member (17%)

01 member
is an independent member (17%)

04 members
are executive directors (66%)

GRI 102-19, 102-20 and 102-22

INDEPENDENT PROPRIETARY MEMBERS

Christian Mario Schjetnan Garduño
CHAIRMAN

PROPRIETARY MEMBERS

Salvador Arroyo Rodríguez
MEMBER

Chief Executive Officer

MEMBER

Executive Dir. Human Capital and Quality

SECRETARY

Corporate Director of Compliance and Risk

MEMBER

Deputy General Manager, Administration and Finance

MEMBER

Director of Internal Audit
NON-VOTING MEMBER

More information about our Compensation System is available [here](#).



SUSTAINABILITY GOVERNANCE

Sustainability is our way of doing business, a dynamic business, capable of adapting to the needs of its stakeholders. In response to the changing reality of the business, the people and companies we serve, in 2021, we updated our materiality and with it our sustainability strategy, in order to direct actions and programs to the issues that generate greater value and trust to stakeholders and the business.

GRI 103-2 and 103-3



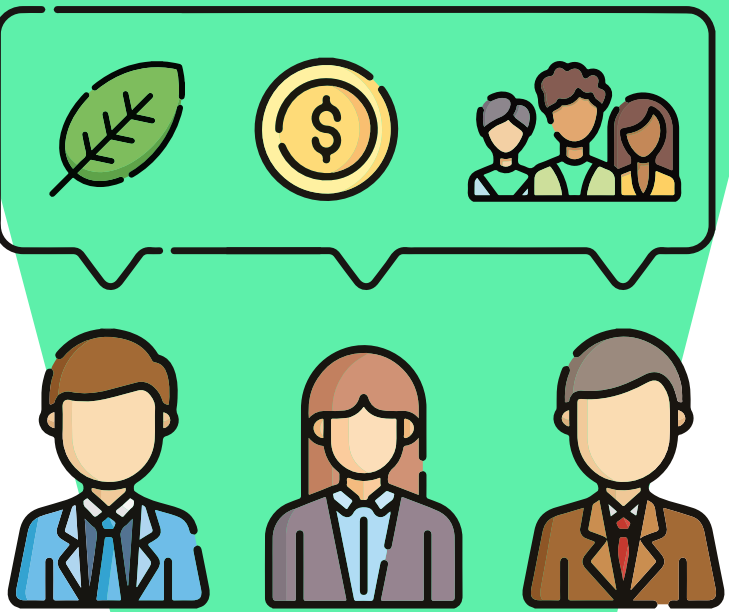
GOAL 12.6

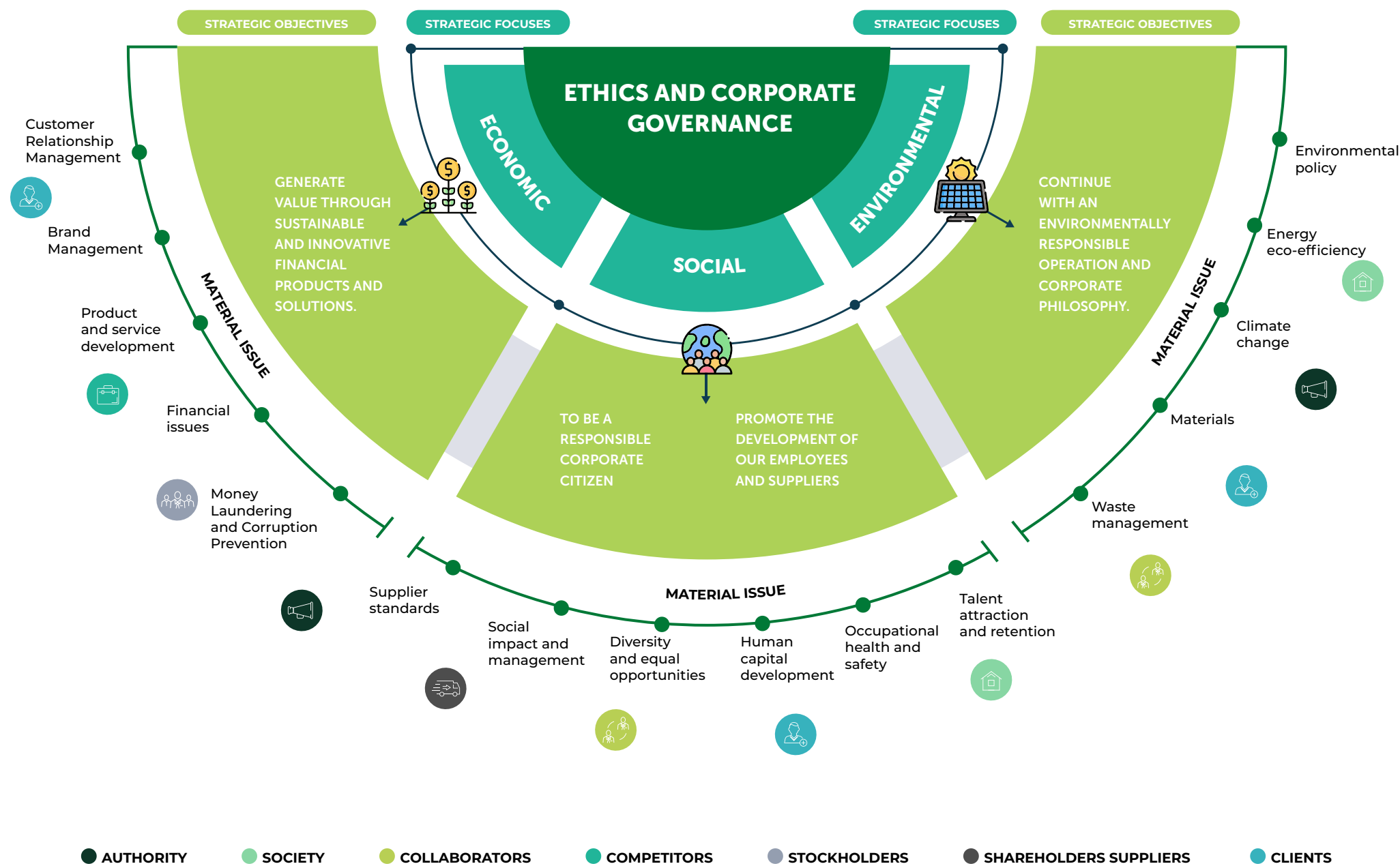
Encourage companies, especially large companies and transnational corporations, to adopt sustainable practiceXAs and incorporate sustainability information into their reporting cycle.

Our sustainable way of doing business is expressed in our business model, which is led by the Sustainability area, but is executed from all positions and areas of the business. The Sustainability area reports directly to the Executive Chair and is supported by an external committee. Our sustainability performance is monitored and evaluated with indicators aligned to our materiality, and reported in an annual report, which uses the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB) standards and is also verified by an independent external party. For seven consecutive years we have used the GRI to report our performance, and for the first time we are using the SASB in order to reinforce the traceability and transparency of the information contained in this report, which represents our main achievements and opportunities during 2021.

Our business model bases the construction of its present on the three key areas of sustainability (Economic, Social and Environmental), being our governance and corporate ethics the main transversal axes of performance and control. For each area of sustainability, strategic objectives are defined that allow the management of material issues for the operation and relevant to stakeholders, which are also classified according to the impact that these issues have on them.

Our business model is the graphic representation of how and for whom we build a more resilient, conscious, safe and positive present, in order to help our families, communities and our country develop their full potential





EXTERNAL SUSTAINABILITY COMMITTEE

It is an independent advisory body to the bank's operation that strengthens the internal management system for the sustainability of the business and contributes to the timely fulfillment of institutional goals. This committee collaborates with and reports to the Sustainability Department, which in turn reports to the Executive Presidency. The committee's objective is to promote continuous improvement in the development of green financial services.

ROLES OF THE COMMITTEE:

- To contribute to the improvement of the quality of services offered to users.
- Define the necessary strategies to solve identified opportunities.
- Establish the necessary actions to promote the financing strategy and green products.

- Promote the evaluation and impact of the bank's sustainable actions.
- Promote the use of mechanisms to establish a comprehensive diagnosis and make decisions aimed at improving the organization and operation of services and products.
- Conduct vulnerability analysis in the bank's green operation.

COMMITTEE MEMBERS

Julio Emilio Madrazo García

CHAIRMAN OF THE COMMITTEE

María Isabel Studer Noguez

Gustavo Alanís Ortega

Françoise Lavertu

Rodrigo Villar Esquivel

GRI 102-40

The Committee met twice in 2021 and the main topics of work were: analysis of the global and Mexican context in the face of COP 2030, the impact of regulatory changes in the electricity industry, reports on internal sustainability activities from the areas of Human Resources and Communication, status of green products and progress of PPA, among other topics.



CORPORATE ETHICS

Our ethical principles are framed in our Code of Ethics and Conduct, exposed and presented to the entire organization through a training program. This document is accepted by employees and managers to maintain the compliance and ethics of the operation in accordance with external regulations and internal corporate culture.



CODE OF ETHICS AND CONDUCT

This is our main framework for action and seeks to provide certainty to our stakeholders about the institutional and individual actions of our employees. The Code is supported and becomes part of our daily work through various promotion, monitoring, training and certification processes that promote that all corporate values and principles are the main guiding principle for the actions of each employee. The guiding principles set forth in our Code are:

- Compliance with applicable regulations
- Fair competition
- Sales practices
- Zero tolerance for fraud
- Intolerance of corrupt practices
- Confidentiality of information

- Privileged information
- Clean desks
- Conflicts of interest
- Preservation of the company's reputation and name.
- Prevention of money laundering
- Standards of conduct in the workplace
- Discipline and sanctions policy

GRI 103-2, 103-3, 102-16 and 102-17

GRI 103-2, 103-3, 102-16,
102-17, 102-42, 102-43



66% of our employees
took their knowledge test on the Code
of Ethics and Conduct

Through internal and external mechanisms for counseling and/or reporting in favor of ethical conduct, we emphasize the correct application and experience of our Code. Internally we have the Anonymous Mailbox, managed by the Internal Control area and the Human Resources area, which can be accessed through its portal (INTRANET). Its purpose is to provide our employees with an anonymous means of counseling and reporting operations that, in their opinion, could be considered unusual or worrisome.

This Code also sets out the principles of interaction and relationship with the different stakeholders and, through an induction course, our new staff is trained regarding the aforementioned Code and the different internal processes, to ensure that the values as well as the legal and ethical standards of our organization are disseminated and maintained in each process.

In addition to this introductory process, there is an annual regulatory evaluation process, which begins with the sending of the updated Code to employees, and a few days later a questionnaire that must be passed to certify knowledge of the Code. In 2021, 66% of our employees took the Code of Ethics and Conduct knowledge test.

Our Code of Ethics and Conduct is a general framework for action that must adapt to the changing nature of our environment; therefore, we seek to strengthen its content year after year to keep it current, integrating issues related to the general situation of the market and the country. In 2020 our Code had an update to support the right of clients and users with Covid-19, or symptomatology, to be attended in branches, in 2021 the updates correspond to the inclusion or update of some concepts or items related to: fraud, preservation of reputation, conduct in the workplace, disciplinary policy and sanctions, regulatory framework and conflict of interest, among other topics. These updates are ultimately approved by the Board of Directors and communicated to employees through institutional means.

In addition to the means of reporting (anonymous mailbox), the constant updates to our Code and the annual certification of knowledge, we have another tool that allows us to permeate a culture of internal ethics: the Discipline and Sanctions Policy, which defines the guidelines that allow us to reinforce discipline when a lack of adherence to the Code and to the regulations and standards applicable to our operation is identified. Through these guidelines, it will be possible to:

- i. Identify behaviors that show ethical violations to the applicable provisions.
- ii. Determine the appropriate sanction for the misconduct.
- iii. Create a file for the members of the Risk Committee.



Today’s economic, social and environmental challenges force us to rethink our business vision for the future, but above all to act in a disruptive way to transform our present.



4%

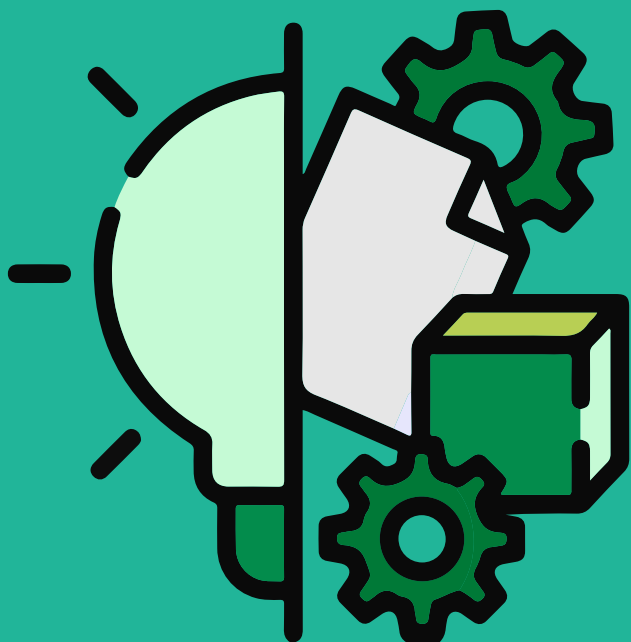
of our product portfolio helps reduce emissions.

CICash Viáticos, our new product, it is able to adapt and meet the needs of companies and their employees for the control of travel expenses in five different currencies.

5%

of increase in our Economic Value Generated.

ECONOMIC STRATEGY



CLIENT RELATIONSHIP MANAGEMENT

GRI 102-6, 102-17
FN-CB-510a.2

Our customers are at the center of our daily activities, and all our processes, products and services are aimed at establishing lasting relationships with them, based on the reciprocal contribution of value and mutual trust. Our 220 branches with more than 3,000 employees ready to provide personalized attention, in addition to multiple means of telephone and digital attention, allow us to be in direct contact and thus provide close attention to our 63,364 customers. Such attention is our main differentiator.

The principles that determine the conduct and the procedures with our clients are supported in our Code of Ethics and Conduct; however, depending on the specifications of each business (trust, commercial banking, etc.), there are additional guidelines, but at the same time, they all share the basic principle of offering fair and honest treatment in each transaction, providing the products and services they are responsible for with the highest quality and timeliness within their reach, adhering at all times to the regulatory provisions and internal regulations, and of course to the laws applicable to banking and stock market operations, for example the Code of Professional Ethics of the Mexican Stock Market Community.

Considering that some of the elements on which the trust of our clients is based is the appropriate safeguarding of their information and personal data, we have adopted internal procedures and controls to guarantee the security and confidentiality of access to their computer systems and phys-

ical files. For more information, please see the Cybersecurity section.

Another important element is listening, so it is key to have systems for handling complaints, claims and suggestions, and that these are addressed or resolved in a timely manner; this element is not only a legal requirement, but also a support for the customer, and internally allows us to identify opportunities that encourage continuous improvement of our processes, services and products. For this purpose, we have the Specialized Unit for Consultations and Complaints (*Unidad Especializada de Consultas y Reclamaciones* or UNE).

The UNE is responsible for defining and executing the processes of reception, registration, follow-up and response, in due time and form, of customer clarifications and complaints related to exchange operation, as well as those received through official letters from the authorities, such as the National Commission for the Protection and

Defense of Financial Services Users (*Comisión Nacional para la Protección y Defensa de los Usuarios de Servicios Financieros* or Condusef) or any other competent authority. We have various means of attention, among which are:

- Specialized Unit telephone line: **55 1103 1220** and **01 800 25 24 226**, information posted in branches and web page.
- Fax **55 51 40 68 68 ext. 1102**
- Face-to-face attention with **UNE state representatives** and nationwide through **our network of branches**.
- **Condusef's SIGE** electronic management system.
- **Official letter** received from a competent authority
- E-mail **atencionclientes@cibanco.com**





**GRI 103-2, 103-3, 102-6, 102-17
FN-CB-510a.2**

The latter is shared with the Quality area, which specifically handles reports that are not related to foreign exchange activity, and if any are submitted through this channel, the area forwards them to the UNE after approaching the client and validating the request. In 2021, 51 customer requests were handled through the UNE, 71 through the Condusef portal and 3,297 requests through customer service mail, 72% of these requests were for services and only 14% were complaints.

The Quality area, in addition to resolving these requests, also conducts a survey to measure the level of customer satisfaction. In 2021 the percentage of satisfaction reached 99% and the topics evaluated were: professionalism, response time, friendly treatment, knowledge of the product and ease of the process. This survey is an important indicator of the trust we seek to generate among our customers. The most recurrent topics of the requests handled by the Quality area were the following:

CIAUTOMOTRIZ

With a representation of **31%** of the total number of cases that entered Quality and an increase of **7%** of cases received with respect to 2020.

CONSULTATIONS AND REPORTS

With a representation of **24%** of the total number of cases that entered Quality and an increase of **10%** of cases received with respect to 2020.

FINANMADRID

With a representation of **13%** of the total number of cases that entered Quality and a reduction of **13%** of cases received with respect to 2020.

CICASH MULTICURRENCY

With a representation of **13%** of the total number of cases that entered Quality and a reduction of **3%** of cases received with respect to 2020.

DEVELOPMENT OF FINANCIAL PRODUCTS AND SERVICES

GRI 102-6, 103-2, 103-3

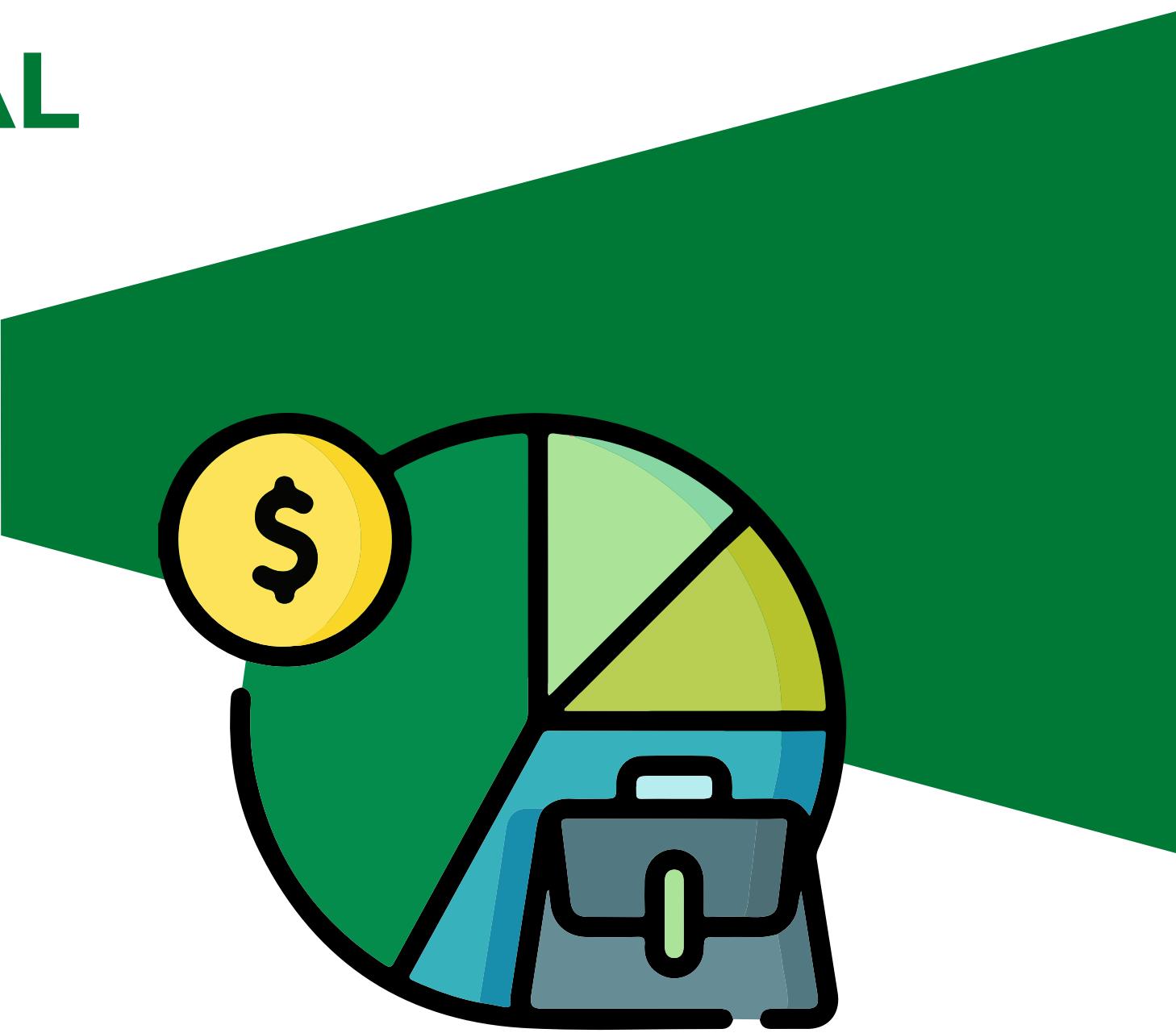
We are a flexible financial intermediary, capable of adapting to commercial and sectorial situations; our trajectory began 38 years ago in the foreign exchange sector, and in 2008 we grew to the banking and trust sector. We have experience in the control of specific market niches, capacity to gradually develop complementary businesses that can satisfy the needs of the market and in the segments in which we participate, hand in hand with our financial vehicles or allies.

In addition, we have a clear customer orientation and the commitment to make financial services an important tool for them to act more responsibly in the care and conservation of their assets, but also of the environment with which they interact. This is fundamental and has resulted in obtaining a client profile with much lower risk and greater commitment to meet their financial and environmental obligations, just as we do.

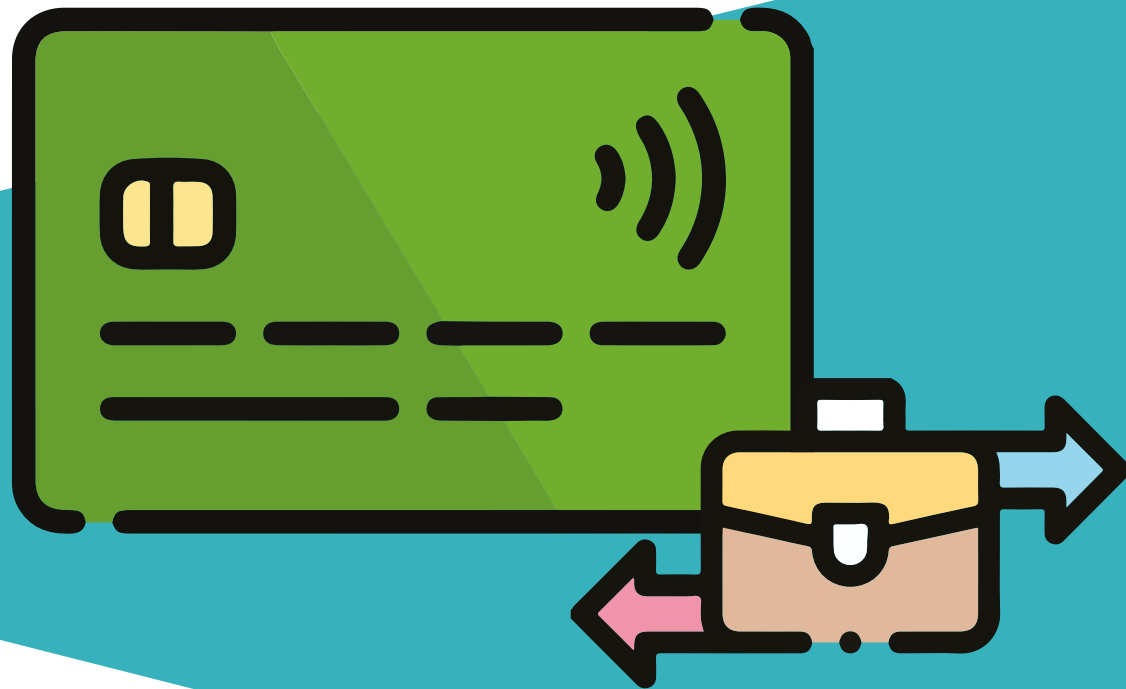
Another crucial feature of our business strategy and economic performance is the diversification of our product portfolio leveraged by alliances and synergies with a multidisciplinary group of financial vehicles, which broadens the scope of our products, services and corporate philosophy.

We have the trust of 63,364 customers , of which 78% are individuals and 22% are companies. At the national level, CIBanco is present with 220 physical service points (210 branches and 10 promotional offices) in cities and important tourist centers. In addition, we have 198 ATMs, of which 81% are our own and 18% are established in alliance with third parties. We also have 49,429 POS terminals and 31 foreign exchange correspondents, 87% of which are located in the southwest of the country, mainly in stores and hotels.

² Corresponds to customers with operations registered during 2021.



GRI 102-6, 103-2, 103-3



The profile of our customers in terms of their location, whether individuals or corporations, has not changed recently, as they continue to be concentrated in the main cities in terms of demographics. The demand for wholesale foreign exchange services, corporate financing and the configuration of sophisticated trusts is mainly concentrated in the country's main commercial and tourist cities. While commercial banking is focused on people in the A-B segments, government agreements seek to finance the D segment.

The financial products or services offered by CIBanco, whether new or already established, comply with the legal provisions on advertising, promotion, sales and labeling issued by Condusef or other regulatory agencies, thanks to the oversight and review of these provisions by the Communication and Control Committee.

In 2021 we created a new product: *CICash Virtual Viático Card*, aimed at companies that wish to manage and control the resources allocated to travel expenses of their partners or employees for trips abroad, with the benefits of the CICash Multicurrency Classic card, which allows purchasing and paying in 5 different currencies (US dollar, euro, pound sterling, Japanese yen and Canadian dollar). It works as a virtual "prepaid" card account, with balance loading and unloading that does not require minimum balances. Among the benefits of this product are:

- **Control in dispersion:** the entity defines how much and when to deposit, without depending on bank schedules.
- **Security for the partner or employee:** prevents the partner or employee from carrying cash, giving them more security in the operations they carry out.
- **Electronic management:** comprehensive management of travel expenses and expense control with individual statement of movements in electronic format.
- **Real-time reporting:** 24-hour online system with real-time activity reporting.
- **Mobile application:** with which the member or employee knows his or her movements and balance in real time.
- **Control for blocking** and unblocking by the member or employee from the mobile app or customer portal.
- **VISA:** the CICash Multicurrency Classic card has international acceptance in thousands of VISA establishments (cafeterias, restaurants, transportation, cabs, hotels, etc.).

Accessibility

An important part of the development of financial products and services is the digital infrastructure that allows customers and users of the financial system in general to access the offer. The digital transformation of banking is a strategic aspect in the financial sector and a differential that gives competitiveness, especially in these times of contingencies that force us to limit physical contact, but also to expand the scope of our electronic media to never lose contact.



45%

of the bank's transactions were carried out digitally in 2021

Total transactions in 2021: 10,855,999

	Media	Scope 2021	Total transactions 2020	Var. % 2021/ 2020
Digital media	CINet	51,794 active clients	1,236,981	0.1%
	CIMóvil	12,871 active clients	3,638,627	32%
Traditional media	Automatic Teller Machine	162 ATMs owned	1,037,796	4%
		35 ATMs under agreement :	3,829,786	-15%
		-Red Blu: 32		
		-Cardtronics: 3		
		-Draw and Pay: 1		
	Bank branch	220 branches	1,112,809	3%

The total of our transactions increased by 2%, i.e., we went from 10,591,924 transactions in 2020 to 10,855,999 in 2021, and the use of digital media -CINet and CIMóvil- increased, compared to the traditional ones, which are ATMs and bank branches. Since 2020, our Point-of-Sale Terminals (POS) began operating, which this year generated close to seven million transactions

with 49,429 active terminals; in addition, in the foreign exchange business, foreign exchange correspondents are an excellent alternative to bring our service closer to customers and users, so in 2021, 31 of these exchange points operated, whose amount traded amounted to USD\$16 million dollars.

³ In October 2021, some agreements with ATMs were terminated; however, as of that date, 390 ATMs were available to customers under agreements: RED BLU 382 and CASHOLA: 8



GREEN PRODUCTS

Every day, thousands of people and companies trust CIBanco to protect and grow their wealth in the face of the changing trends and challenges of the XXI century, through sustainable financial products and services that allow them to align the profitability of their finances with a positive impact on the environment.

Products such as *CIPanel Solar* and *CIAuto Verde* have an impact on the reduction of emissions and promote the responsible consumption of resources. Using biodegradable cards and offering sustainable accounts that provide benefits to both customers and our environment, allows us to privilege and promote sustainability as the core of our business.

By the close of 2021, CIBanco's total credit portfolio reached \$13.512 billion, of which 4% was a green portfolio, that is, \$496 million were green credits (*CIAuto Verde* and *CIPanel Solar*) that generate direct and indirect benefits to the environment.



3.7% / \$468 millions
Green portfolio



11 SUSTAINABLE CITIES AND COMMUNITIES

GOAL 11.6

By 2030, reduce the per capita negative environmental impact of cities, including by paying special attention to air quality and municipal and other waste management. -- GOAL 7.2 Increase the renewable energy proportion.



CIAuto Verde

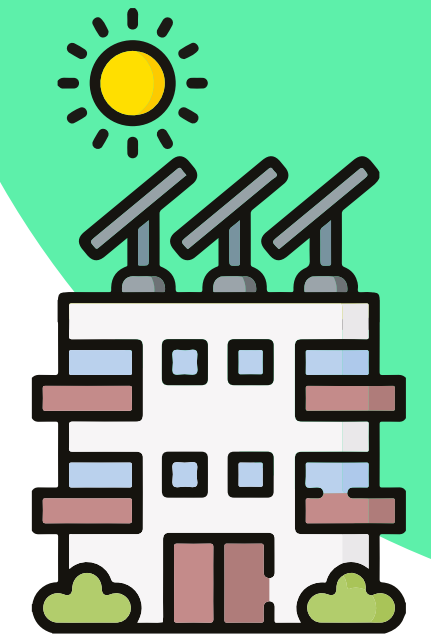
It is a credit that privileges with preferential rates the use of low-emission automobiles. A car is considered low emission when it does not exceed 180 grams of CO₂/km. CIBanco grants these credits to people who opt for a car whose average emissions are 153 gr of CO₂/km or less.

In 2021, 1,592 *CIAuto Verde* credits were granted to individuals, making up a total of 11,472 credits at the close of 2021. The CIAuto Verde credit portfolio closed 2021 with a value of \$420,679,110, which represented 3% of the bank's total portfolio.

CIPanel Solar

This credit makes it easier for households and companies to use solar panels for self-supply of energy and to obtain economic benefits in the medium and long term. The average guarantee of the installations is 20 to 25 years and, with the savings in electric energy, whoever acquires the solar panels will have a return on the investment in approximately 5 years.

In 2021, 357 *CIPanel Solar* credits were granted to individuals, for a total of 2,449 credits at the end of 2021. Meanwhile, 17 credits were granted to legal entities, for a total of 34 since 2019, the year in which this credit modality was enabled.



7 AFFORDABLE AND CLEAN ENERGY

GOAL 7.2

Increase the renewable energy proportion.

Our clients' cards are made with BioPVC, a type of 100% oxo-biodegradable PVC, which after completing its operating cycle allows the card to degrade in a friendlier way; and our Sustainable Account offers investment benefits for those who give up printing their account statements and agree to receive them only digitally.



We joined forces with the German Development Bank GIZ and PWC to develop a sectoral study on the outlook for the solar energy market in Mexico and, from our experience, to contribute to the identification of challenges and opportunities for the development of specialized credit products for solar thermal energy projects. This study is public and beneficial for the entire sector.

BRAND MANAGEMENT

The perception of our brand, services, products and institution in general is the most valuable intangible for the operation. Its management, promotion and control are the responsibility of everyone within our organization. Reputational risk is an indicator within the integral risk management and brand management, which is directly linked to this risk, and has a direct responsible in the organizational structure: the Communication Department.

The Communication Department has managed initiatives to strengthen marketing and communication initiatives with stakeholders, in order to strengthen institutional positioning and get closer to the sustainable present we seek. The most representative actions of the year for brand management were focused on the opening and renewal of means of communication with the client; traditional initiatives such as sponsorships and the use of mass media for advertising were suspended until a new strategy was defined; among the most representative actions, the following stand out:

GRI 103-2, 103-3

VCards

98,100 business cards were no longer printed, avoiding:

The felling of
01 tree
and the use of
5,800 liters of water

Sustainability Report

100% digital edition

Saving
120 kg of paper
34,000 lt of water

Card Carrier

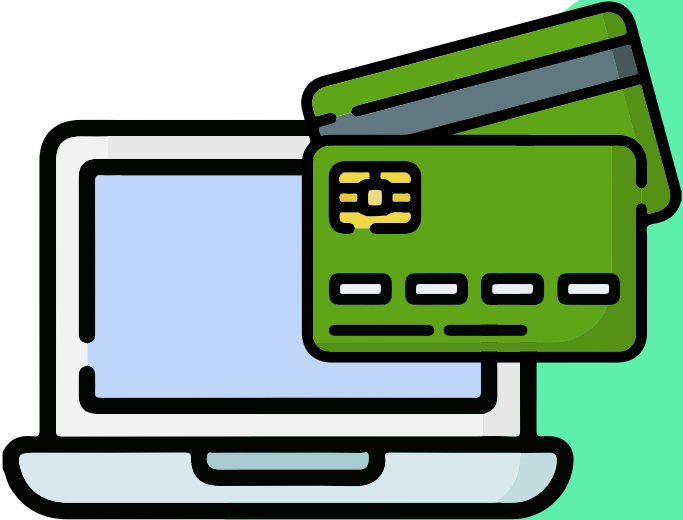
Image redesign that responds to new communication trends. Avoiding the printing of manuals by incorporating the use of QR codes and key messages.

Saving
850 kg of paper

237,000 lt of water

Geolocalization Google Maps

We work together with specialized agencies to update, register and deregister branches.



Technological innovation

312,000 flyers and **3,500** posters were no longer printed during 2021 and replaced them with new materials and communication tools that will allow us to promote products and services at the various customer service points.

SCREENS

Development of audiovisual material for the promotion of the bank's products and services.

TOTEMS AND STANDS

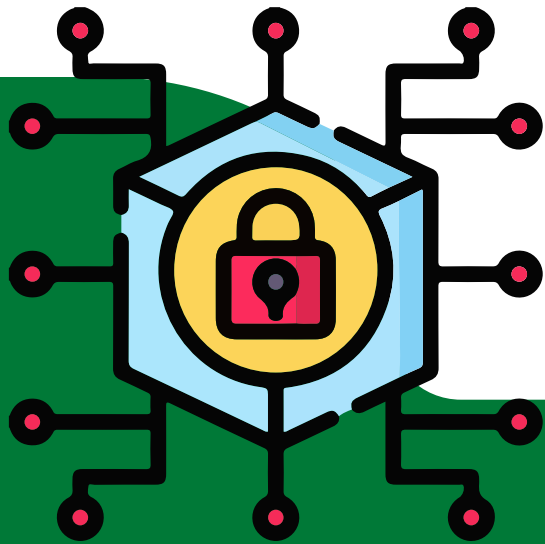
New designs were created, generating savings in production costs due to their timelessness and benefiting the environmental impact with the use of sustainable materials.

QR CUBES

750 wooden cubes engraved with QRs, distributed in all 209 branches.

QR POSTERS

Cleaner image, avoids cognitive load and image saturation. A visual balance is found between the dynamic of the screens (innovation) and the static of the poster (traditional). Timelessness of regulations.



Coordination of sustainable Christmas decorations

For this Christmas, we created unique and sustainable pieces by reusing paper from more than **300** Sustainability Reports from previous years, as well as material from the green mailboxes.

We contribute to **reducing the ecological footprint** associated with decorative objects of limited use.

More than
237,000
hours of work.



Opening of two new communication media, one for internal and one for external audiences:

CINews

7 editions

Digital format that avoids the printing of 4 printed editions per year, thus saving:

0.56

tons of paper

9.3

trees

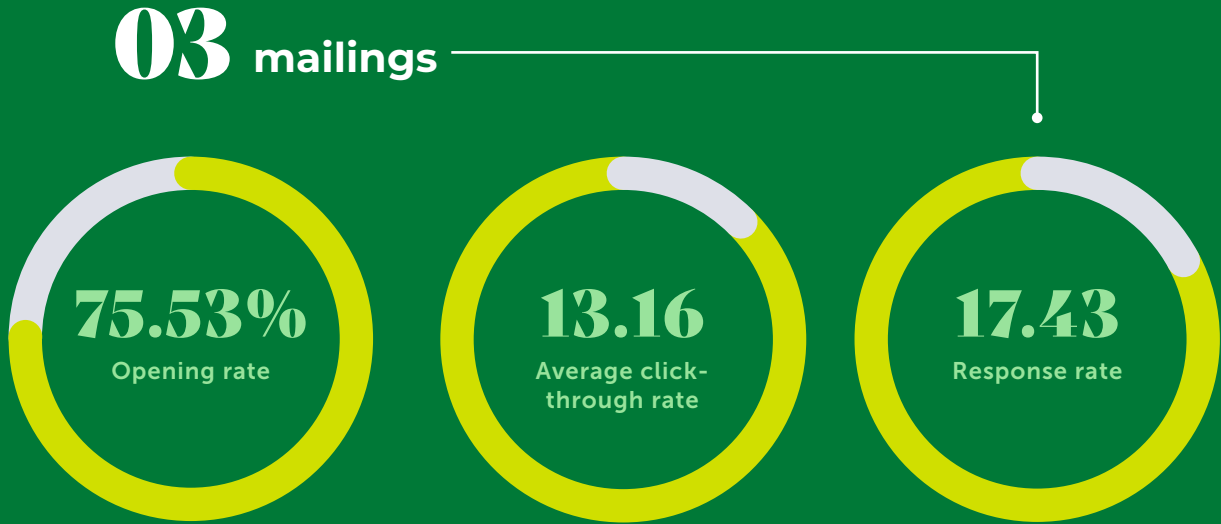
35

working hours



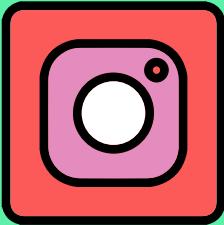
CINoticias

New internal communication channel to send relevant information and/or information of interest to the Bank and its companies.



Social media management prioritizes qualitative content over quantitative content to identify and establish relevant metrics for our target audience and thus generate and anchor messages of interest. An exam-

ple is the presentation of economic indicators, exchange rates and financial information, which even help us to educate our followers about the country's economic trends and current affairs.



1,221 FANS
TOTAL FAN GROWTH
Total Fan Change
44%

1,072
interactions

77
posts

4,516
profile visits

4,108,908
impressions

Distribution of interactions

Like
1.0K/97.39%

Comments
101/5.75%

Number of interactions



1,221 FANS
TOTAL FAN GROWTH
New followers
30.2%

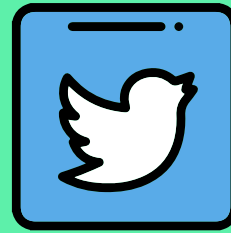
Number of interactions



2,381
interactions

234
posts

4,044
fan page visits



1,845
interactions

593
posts

116,383
impressions

9,519
FANS

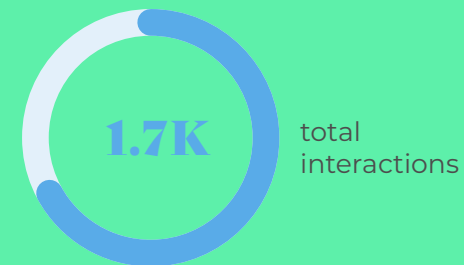
TOTAL FAN
GROWTH
Total Fan Change
↑ 3.6%

**Interaction
Distribution**

 Rewteets
423/22.91%

 Responses
111/6.01%

 Likes
1.3K/71.07%



Number of interactions

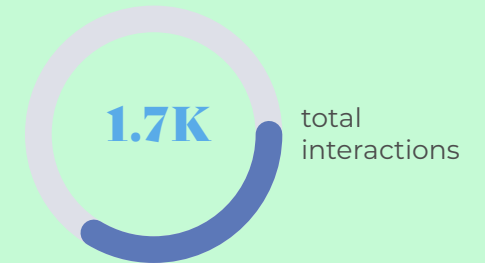


**Distribution of
interactions**

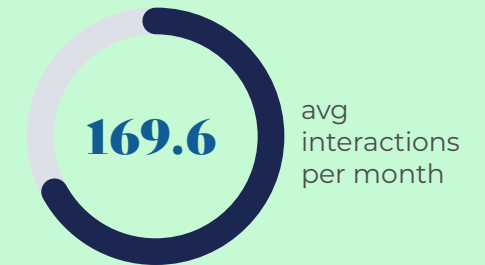
 Reactions
423/22.91%

 Comments
111/6.01%

 Shares
1.3K/71.07%



Number of interactions



2,032
interactions

27,866
fanpage visits

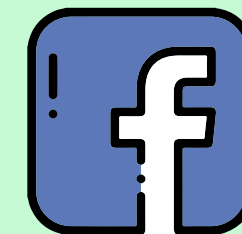
197
publications

11.08M
impressions

40,651
FANS

TOTAL FAN
GROWTH
Total Fan Change

↑ 2%



FINANCIAL PERFORMANCE

After a challenging year for the economy in all countries, the companies and individuals in our business model are beginning to show their ability to adapt to the changing economic environment, and their figures are regaining positive growth trends.

Economic Value Generated (EVG) equals our revenues and explains how we generate value for our stakeholders. Our revenues are: commissions (11% of EVG), brokerage (46% of EVG) and interest income (34% of EVG). These revenues increased 5% in 2021 compared to 2020.

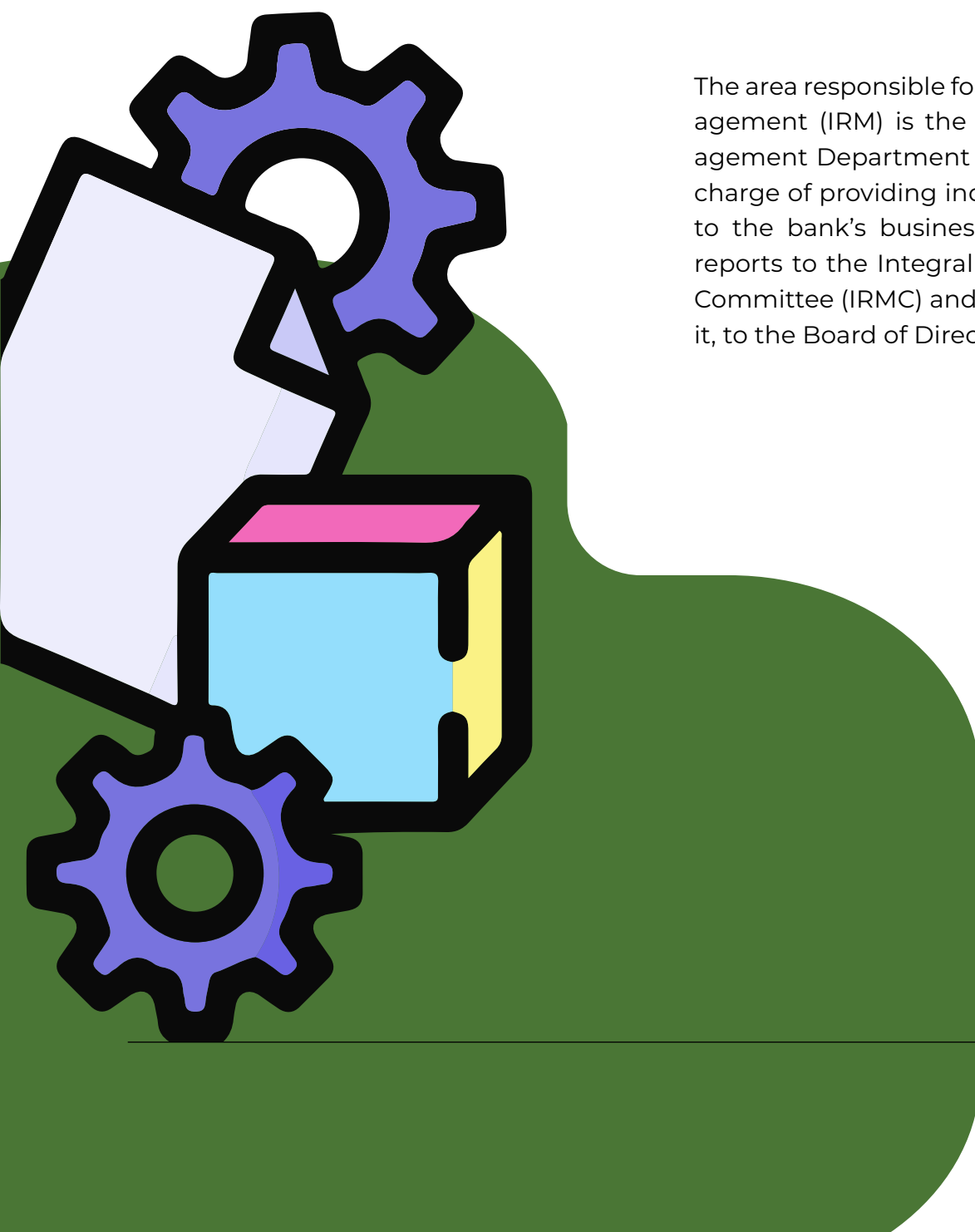
Economic Value Distributed (EVD) is the way in which we distribute the economic benefits of our activity to all our stakeholders and community, this value is represented in: a) administrative and operational costs, i.e. salaries, employee benefits, and payments to suppliers (67% of EVD), b) tax payments to the government (3% of EVD)

and c) operating expenses that benefit our customers and business partners, i.e. interest expenses and commissions (30% of EVD). In 2021, this distribution of economic benefits increased by 6% compared to the previous year.

The Economic Value Retained (ERV) was reduced by 10%, which means that compared to the previous year the company distributed more resources, without losing the profitability of its operation, since its stockholders' equity and profit increased by 7% and 3%, respectively.

Items (Millions of pesos)	2021
Interest income	\$2,557
Commissions and fees charged	\$782
Net trading income	\$3,439
Other operating income	\$635
Economic Value Generated (EVG)	\$7,413
Interest expense	\$1,257
Commissions and fees paid	\$853
Administrative and promotional expenses	\$4,585
Income tax payable	\$194
Economic Value Distributed (EVD) Distributed Economic Value (VED)	\$6,889
Economic Value Retained (ERV)	\$524

RISK MANAGEMENT



The area responsible for Integral Risk Management (IRM) is the Integral Risk Management Department (IRMD), which is in charge of providing independent support to the bank's business areas. The IRMD reports to the Integral Risk Management Committee (IRMC) and indirectly, through it, to the Board of Directors.

The IRM process in CIBanco is carried out through the set of objectives, guidelines and procedures that are carried out to identify, measure, monitor, limit, control, report and disclose the different types of risks to which our bank is exposed:

- Market
- Liquidity
- Credit
- Operational, technological and legal
- Reputational

The definition of these is based on the risk profile that is established for clients, investment projects, credits or any other financial product or service, which allows us to objectively capture the risk we are willing to take in accordance with our business strategy, in order to:

- I. Achieve the business objectives agreed within the strategic plan.
- II. Improve knowledge of the risks to which we are exposed in the development of the business activity.
- III. Prepare the operation to address the risks it incurs and to prevent it from the negative consequences of unfavorable and adverse conditions.
- IV. Improve our capacity to respond to extreme or crisis events and optimize capital allocation.

The Risk Profile is grounded through the Risk Profile Map, which constitutes a guide of quantitative and qualitative elements that allow us to concretely establish the Risk Profile at a global level and by business segment. This map is accompanied by other guiding fundamentals

for organizing Integral Risk Management, which are:

- Clear definition of objectives, policies and procedures for the management of the different types of risks, whether quantifiable or not.
- Aligned functions by type of risk
- Transparency in the delimitation of functions, including independence between the DAIR and the business areas.
- Clarity in job profiles at all levels.

GRI 102-11, 103-2, 103-3 and 102-30

GRI 102-11, 103-2, 103-3 and 102-30

The IRMD is independent from the business units to avoid conflicts of interest and ensure an adequate separation of responsibilities, but interacts with a wide variety of bodies to promote and guarantee the experience of an institutional culture of integral risk management, among them the following:

Internal auditor: Appointed by the Board of Directors to review and monitor, independently from the IRMD, the proper functioning and compliance with risk standards and policies throughout our institution.

Comptroller: Responsible for identifying and evaluating that the controls promote compliance with internal and external regulations in the performance of its operations, which allow that the arrangement, documentation, registration and daily settlement of operations are carried out in accordance with our policies and procedures

in compliance with the applicable legal provisions.

General Management: The Chief Executive Officer is responsible for promoting the IRM culture and the correct functioning and interaction of the different risk generating areas in conjunction with the IRMD.

Business units: By their nature, these are the risk generating units. They have the obligation to follow internal policies and procedures and to abide by the recommendations of the IRMD regarding exposure to the different risks.

External auditor: Hired from time to time by the Board of Directors, if deemed necessary, to review and monitor the proper functioning and compliance with risk rules and policies.



In 2021, regarding Operational Risk Management, the CNBV was requested to use the business indicator for the Operational Risk Capital requirement in advance, which demonstrates that the bank has a solid model for managing this type of risk. With regard to credit risk, the design of the -IFSR9- methodology was carried out in order to be in compliance by 2022. Additionally, the organizational structure was reinforced with the addition of an analyst in the Market, Operational and Liquidity Risk Managements, respectively.

See the Equator Principles
2021 report [here](#)



FN-CB-410a.1y FN-CB-410a.2
GRI 102-11, 103-2, 103-3 and 102-30

SOCIAL AND ENVIRONMENTAL RISK MANAGEMENT

The most resilient companies are those that consider prevention as a daily activity, spliced to every action or decision for risk management. We are certain that the consideration of environmental, climate and social elements as part of the strategy to prevent and manage adverse impacts on the business, on our clients and society in general are key in the current global scenario to ensure the balanced, safe and prosperous development of economies.

⁴The result of dividing income from banking intermediation for the period (3,439 million) by the Economic Value Generated in the same period (7,413 million).

The basic principles to which we align ourselves in the bank for the management and prevention of social, environmental and climate risks are allied to the Equator Principles, at the international level, and at the national level to the ABM Sustainability Protocol, to these standards we adhered in 2012 and 2017 respectively.

Credits in excess of US\$10 million must go through a specific internal and external review process to identify the risk potential and impact of the financing. We classify risks in category A (high risk), B (medium risk) and C (low risk), according to the magnitude of the impacts and their possibility of mitigation. At the end of 2021 there were no credits for this established amount, therefore no social, environmental and climate impact analysis of credits or investment projects were performed. To learn more about this process, please see our Exhibit with the Equator Principles 2021 report.

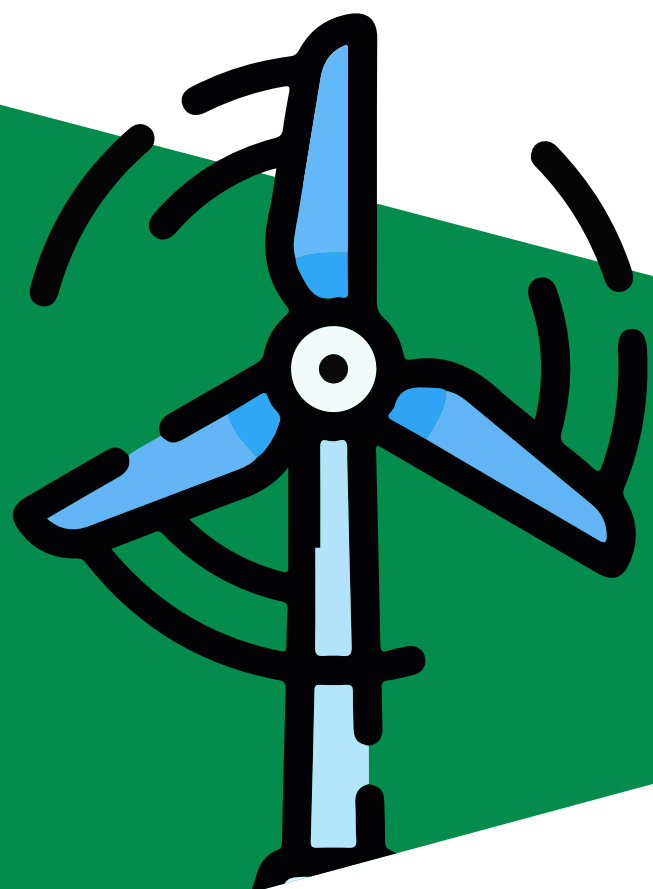
However, from the IRMD and in the Credit Committee, credit risk is evaluated, which aims to calculate the exposure by limits, common risk, geographical areas, economic sectors, among others. At the end of 2021, the credit portfolio maintains an exposure mainly in Mexico City, State of Mexico and Jalisco, states that represent 64% of the total of our clients. These states, in relation to other entities in the country, between 2020 and 2021 presented a low number of disasters, emergency and weather contingency declarations. In

terms of exposure to drought, Jalisco is labeled as having severe drought in several areas. It is worth mentioning that most of the bank's income (46%) corresponds to foreign exchange activity, to which no relevant social, environmental or climate risk is associated.



FN-CB-410a.1y FN-CB-410a.2
GRI 102-11, 103-2, 103-3 and 102-30

In addition, our main filter or mechanism to prevent our credits from generating externalities or negative impacts, in environmental and social terms, is to avoid financing unsustainable processes and businesses, as described in our Exclusion Principles::



NON-SUSTAINABLE BUSINESSES

- **Substances which are hazardous to the environment.** Organizations and activities that produce or sell substances that pose 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 tobacco-related articles.
- **Weapons industry.** Organizations and activities that produce and sell arms and provide arms-related services. Including conventional weapons, such as firearms and rockets, and non-conventional weapons, such as nuclear, chemical, biological weapons and integrated weapons systems

NON-SUSTAINABLE PROCESSES

- **Intensive agricultural production.** Organizations and activities that use animals intensively for consumption, are environmentally unfriendly and do not protect animals. Credits will be granted only to organizations with ecological certification.
- **Corruption.** Organizations that have been convicted in court for corruption, bribery and money laundering, as well as those entities that have violated codes of conduct or treaties in the last three years.
- **Animal testing.** Organizations and activities that use animal testing for non-medical purposes, or that sell non-medical products that have been tested on animals.

See our eight Equator
Principle Reports [here](#)



RESPONSIBLE INVESTMENT-TRUSTS

The trust business operates in a niche market with complex structural requirements in financial and legal matters, which come from entities related to the Financial System, AAA Companies and State Governments. The preferred client profile is that of legal entities, given the nature of the services provided. Likewise, close collaboration is maintained with development banks, considering the nature of the service and the demand for guarantee, administration and source of payment trusts as part of the support provided by various development financial institutions.

The majority of clients are in the tertiary sector economic activities such as: financial activities specialized in the securities market, transportation services, tourism and hospitality, media, health services, education-related services, technological services, generation, transmission and distribution of electric power and construction, among others.

Likewise, and given the correlation of the companies served and their location, mostly in the CDMX, 90% of the trust businesses are located in this same city, it could be inferred that the socioeconomic segments served by this Business Unit are: A, B, and C+.



TRUSTS AT THE END OF 2021:

- +CIGUB. CI GUBERNAMENTAL, S.A DE C.V, F.I.I.D.
- +CIUSD. CI INSTITUCIONAL, S.A DE C.V., F.I.I.D.
- +CIPLUS. CI RENDIMIENTO, S.A DE C.V., F.I.I.D.
- +CIBOLS. CI CRECIMIENTO, S.A DE C.V., F.I.R.V.
- +CIEQUS. CI FONDO, S.A DE C.V., F.I.R.V.
- +CIGULP. CI GUBLP, S.A DE C.V., F.I.I.D.
- +CIGUMP. CI GUBMP, S.A DE C.V., F.I.I.D

MONEY LAUNDERING PREVENTION SYSTEM

Our system is currently certified under the ISO 9001 standard, which endorses the relevance and integrity of our processes to prevent money laundering and the financing of illicit practices through our operations. Our system is based on our quality policy:

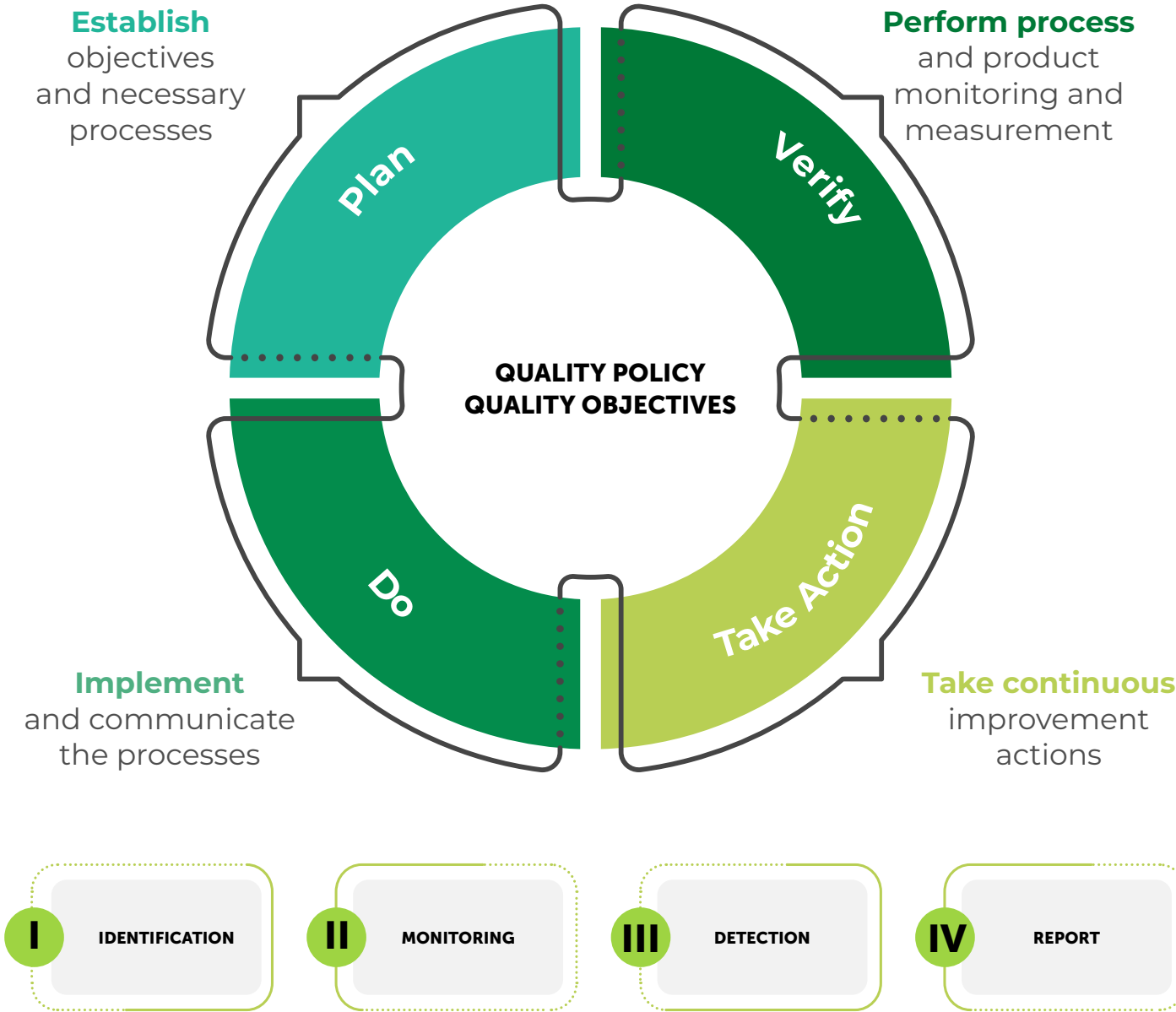
“Our commitment is to offer security and customer satisfaction, adhering our operations to national and international provisions and improving our work processes.”

GRI 103-2, 103-3 and FN-CB-510a.1



GOAL 16.5

To significantly reduce corruption and bribery in all their forms.



The Money Laundering Prevention System is based on three key processes, which in turn have a total scope for our entire organization:



The Regulatory Compliance Department, which reports to the Comptroller's Office, is responsible for the implementation and compliance of programs related to the prevention of money laundering and terrorism financing. It also has the support of the Compliance Officer and more than 45 people

in this area and in other departments or regions, in order to comply with all the requirements established to keep the operation free of this latent risk, join efforts with the authorities and the entire guild to eradicate these wrongful practices.

The process for the identification, follow-up and reporting of transactions with PLD risk applies to all transactions performed by customers, which are monitored by our systems (OMNI - Transactions, VIT - Transfers, Bridger - People, Anonymous Mailbox) to detect and investigate possible unusu-

With the support of the ABM, every year, our employees undergo a PLD (Money Laundering Prevention) certification process. In 2021 we reached record figures with 3,080 certified employees, which meant close to 7,620 HOURS OF PLD TRAINING.

al transactions in the customer or in their transactional behavior. If it is appropriate according to legal principles and standards, the case will be scaled for a broader analysis, the purpose of which is to prepare the case document and report it as an unusual operation 24 hours or submit it to the Communication and Control Committee who, as a collegiate body, will determine whether there are sufficient and substantiated elements to report it to the authorities, as well as the type of priority.

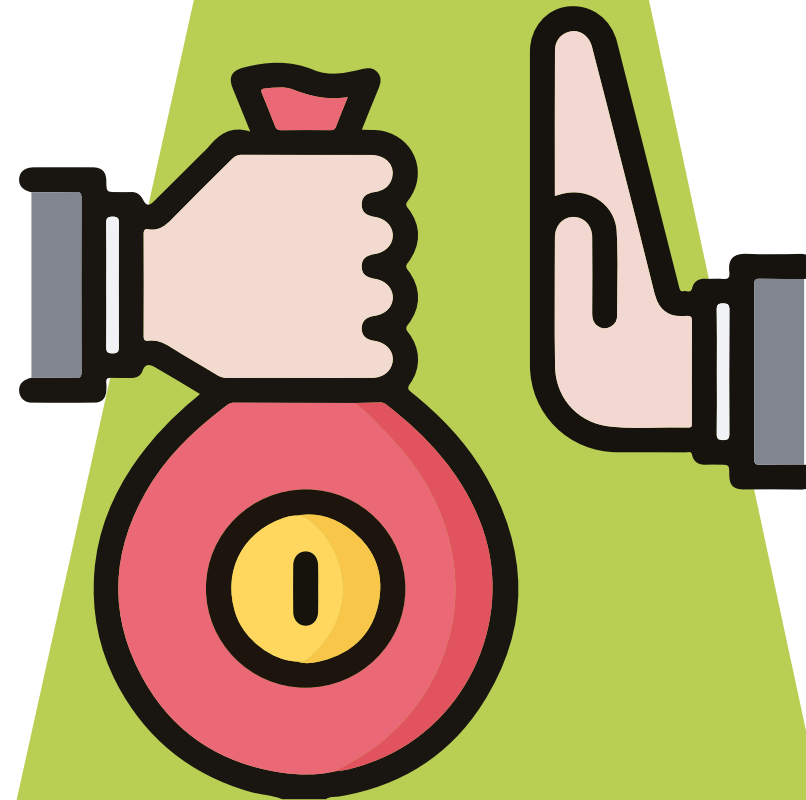
These investigations and documentation shall consider the information provided by

the client at the beginning of the commercial relationship, the historical records of the operations performed by the client, the observed transactional behavior, the average balances, searches in restricted lists, location of addresses, searches of open media on negative news or any other parameter that may provide elements for analysis. In 2021 the quality system that supports the entire PLD process was recertified, without any non-conformity by the auditor, nor were there any fines, complaints against our institution or monetary losses for this aspect.

CORRUPTION PREVENTION

GRI 103-2, 103-3 and 205-3

Our Code of Ethics and Conduct expressly mentions the total intolerance of corrupt practices and clearly prohibits all employees from using institutional resources for any purpose that violates current laws, offering any type of bribe or payment to representatives of regulatory institutions or suppliers in exchange for favors, or executing instructions that put the bank at risk of non-compliance.



Within the Compliance Department, risks related to corruption are managed and evaluated: by means of a questionnaire, staff must declare and disclose their family, marital or personal ties, in order to identify politically exposed staff.

Identified staff sign a statement assuring that their relationship will not interfere with their roles and responsibilities within CIBanco. An additional questionnaire is also com-

pleted to identify the type of relationship or link they have with politicians and public officers.

In addition to this, politically exposed employees have at their disposal a means of communication, reporting and counseling, in charge of the Compliance Officer, where any type of risk related to corruption with governmental entities is attended and prevented. Each of these processes is supported by the policies and manuals of the Money Laundering Prevention System. In 2021, no external or internal complaints were received regarding alleged acts of corruption.

CYBERSECURITY

We safeguard information and the IT assets from emerging threats to ensure business continuity, minimize damage to the operation, our customers and other stakeholders. Shielding information security is to maximize the return on investment and business opportunities, through an Information Security Policy of CIBanco, which defines our operating principles and is applicable to all business areas, operational and/or branches, relationships between business partners and service providers, in this specific case only when sharing or using IT resources, also applies to transactions with customers, external companies and organizations whose information services are provided or received.

All technological infrastructure connected to the CIBanco network is protected under a security cover in which various modules with specific functions are activated, depending on the layer in which they are located. Some of them are:

Antivirus and Antimalware (Trend)

Intrusion Prevention System (IPS)

Content Filtering

Privileged Account Access Management (CyberArk)

Office 365 Security

SOC, responsible for monitoring the security technologies implemented in Production.

GRI 103-2 y 103-3
FN-CB-230a.2 and FN-CF-230a.3



We have a CyberArk module to manage access to privileged accounts, and the Multi-Factor Authentication (MFA) of Office 365 Security. Information security has direct managers in the organizational structure and according to their level of interaction they also have responsibilities in order to comply with all the procedures established to ensure the security of information. Those responsible and their roles in the control process are:

- The business areas shall be responsible for classifying and labeling their information in accordance with internal guidelines and manuals.
- The Cybersecurity Operations and Infrastructure Sub-Directorate (SUBOIC for its acronym in Spanish) shall be responsible for configuring the business rules in the corresponding platforms, as well as monitoring and reporting events to the Information Security Governance Sub-Directorate (SUBGSI for its acronym in Spanish).
- SUBGSI shall be responsible for analyzing and validating, with the business areas, the events reported by SUBOIC, in order to detect security events or determine them as false positives, due to their correct operation.
- Systems Audit shall be responsible for, in accordance with its work program, carrying out the global review of the procedure in question.



GRI 103-2, 103-3 and 418-1
FN-CB-230a.2, FN-CF-220a.1 and FN-CF-230a.3

In addition to the financial and operational information inherent to our activities, we also handle sensitive information of individuals and companies that are clients or users of our financial services. To manage this sensitive information, we have established guidelines and procedures that guarantee the right of individuals to safeguard their information, i.e.: access their information, rectify, cancel and oppose (ARCO -Rights). The guidelines are supported in our Privacy Notice and in the ARCO Rights Process document, which are publicly available on our website. Furthermore, we have a Data Loss Prevention platform to detect possible security events regarding the misuse of information through the different institutional communication channels.

See our [Privacy Notice](#) and [ARCO Rights Process](#) [here](#)





We live and grow as a community; therefore, our actions seek to transcend economic aspects and generate benefits for our employees, suppliers and communities that work with us for a better Mexico for all.



6.5%

increase in the number of employees

16%

increase in expenditures on purchases made from mostly Mexican suppliers.

Active in **six national and international associations**, for the promotion of sustainability in the financial sector.

SOCIAL STRATEGY

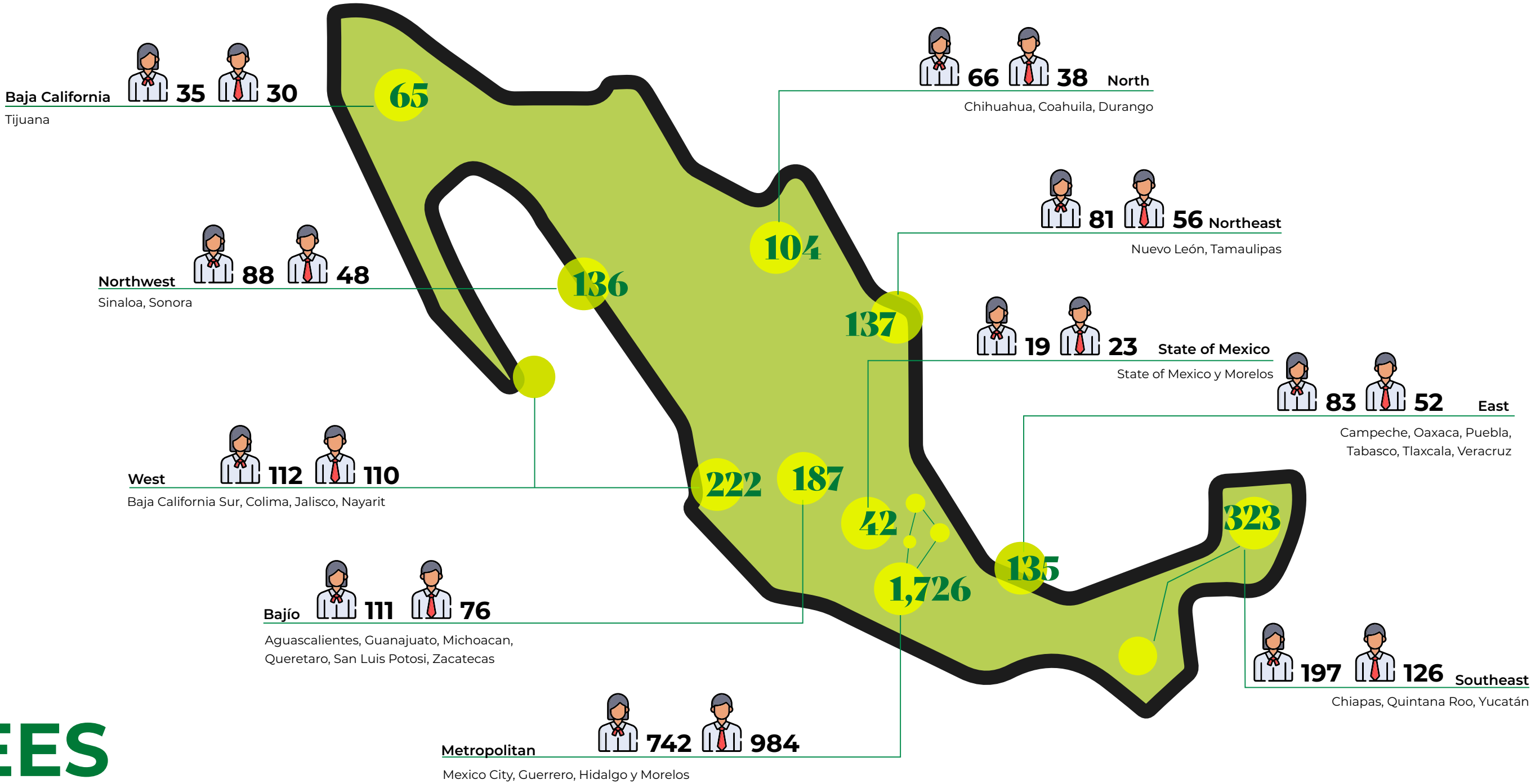


GRI 102-4, 102-7, 102-8



At the end of 2021, our team of employees/ collaborators was made up of 3,229 people, a community of 1,612 men and 1617 women dispersed throughout Mexico in 220 branches and promotional centers; the region with the highest concentration of personnel is the metropolitan area with 52% of the team. Nearly 99% of our personnel is Mexican talent, 94% of the contracts are permanent positions and 6% are temporary contracts. This year we hired 576 people and our average turnover rate was 21%.

EMPLOYEES



TALENT ATTRACTION AND RETENTION

GRI 103-2, 103-3 and 401 - 1

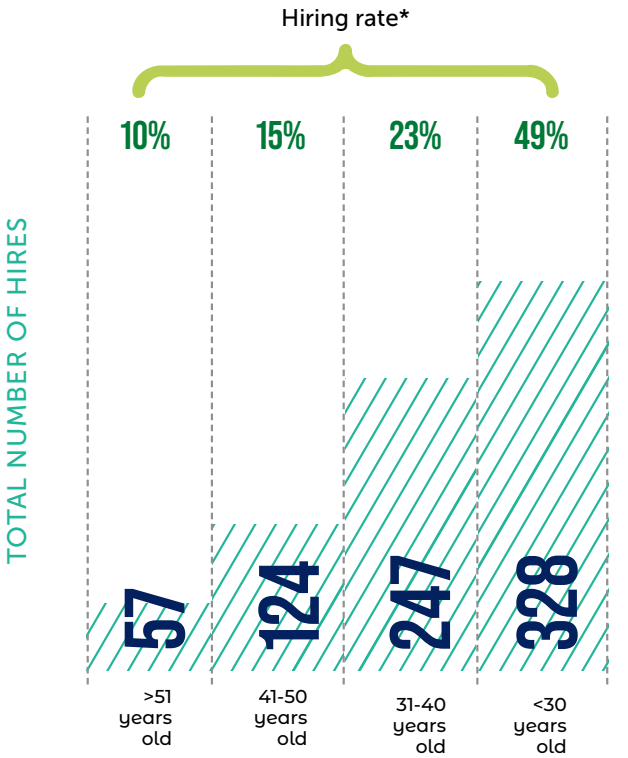
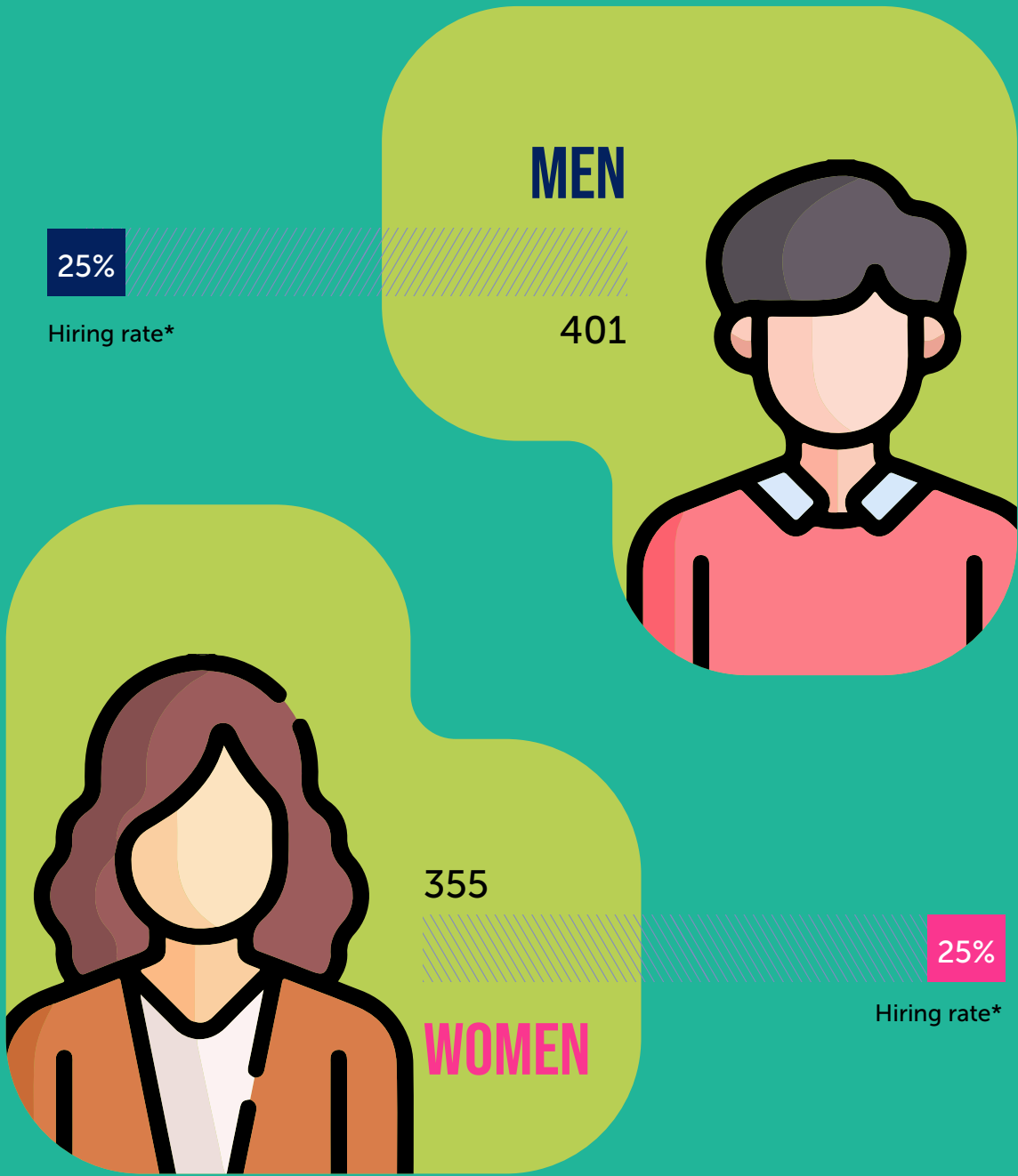
We seek to attract the best talent and offer them the necessary tools and environment for their development, the beginning of this process of mutual growth is respect for diversity. We hire our people regardless of gender, age, marital status, religion or different abilities, as long as they are able to demonstrate that they have the legal capacity, knowledge and technical and professional skills necessary to perform the functions of the vacant position.

The reasons why we preserve (or retain) our talent are: a competitive compensation system, training and professional de-

velopment programs, as well as various initiatives to apply relevant benefits such as flexible schedules, recognition and compensation. The processes of recruitment, selection, development and retention of talent are the responsibility of our Human Capital area, which has a direct line to the Board, through the Compensation Committee.

The main indicator of our ability to attract and retain talent is our capacity to continue hiring personnel and maintain healthy turnover levels within our organization. In 2021, our overall turnover reached 20%, almost six percentage points higher than the previous year; the turnover rate does not vary between men and women but is higher in the age range of people under 30 years old. During this year, 756 people were hired: 53% were women, and our workforce grew by 5%: from 3,017 employees in 2020 to 3,169 in 2021.

NEW HIRES 2021



*Formula to determine the hiring rate: Total number of hires / Average headcount, according to category (gender and age).

Turnover 2021	
	Turnover rate
Women	21.41%
Men	20.74%
<30	35.63%
31-40 years old	24.43%
41-50 years old	11.25%
> 51	10.98%

⁵ Turnover formula: Total departures from January 1 to December 31, 2021 / Average headcount at the end of 2021 * 100.

COMPENSATION AND BENEFITS

We have a competitive system of salary compensation and retribution, which is managed and evaluated by our Compensation Committee. For all positions there is an ordinary and extraordinary remuneration, the ordinary remuneration is composed of compensation to all those who provide their services, it seeks to ensure the retention and development of human capital.

We invested
\$5.1 million
in staff
training.



Extraordinary compensation refers to specific compensation schemes for each employee profile, which takes into account an evaluation of individual and/or collective results. Fair compensation recognizes and

enhances the individual talent of each employee, allowing them to integrate into our organizational culture and business model. Our labor benefits exceed those established by law; some examples are listed below:

ANNUAL COMPENSATION

30
days of salary
per year

SAVINGS FUND

13%
of salary with
legal cap

FOOD VOUCHERS

500
per month

VACATION

12
days for the first
4 years

GROCERY VOUCHERS

10%
of salary with
legal cap

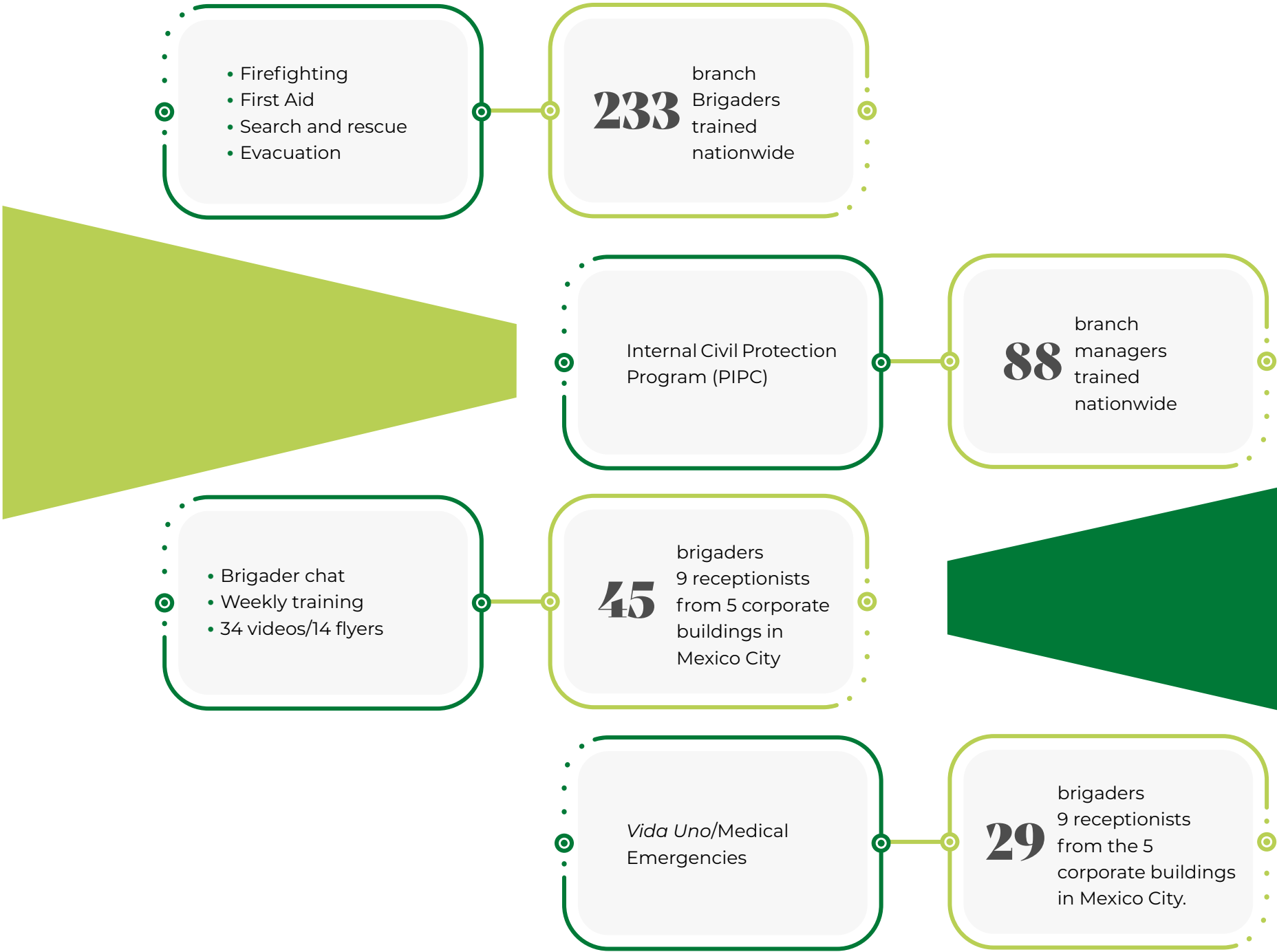


Be part of our team
and let's build our
present together.

OCCUPATIONAL HEALTH AND SAFETY

Caring for our employees' health is caring for the health of our entire company, because we live in community. The adaptability of our business is linked to the resilience of our employees and the tools we provide them internally to overcome the challenges

they may face in the performance of their work. For this reason, we ensure that our facilities have safe and suitable spaces for the optimal development of their work, and we also provide them with tools and information for the care of their health.





In terms of safety, as a service provider, we must comply with civil protection standards that safeguard our employees and customers in the event of any eventuality such as earthquakes, fires, and so on.

Our facilities have the equipment, processes and trained personnel to respond in an organized manner in the presence of risks that could generate an emergency or disaster; we have 135 Internal Civil Protection Programs among our branches and corporate buildings, of which 52 are approved by the corresponding authority.

In 2021, we kept active all the biosafety initiatives established by the labor authorities and local governments due to the pandemic: signs, separations and timely information on the care and protection against Covid-19 were installed in both corporate and branch offices. Protocols for dealing with positive and suspected cases of Covid-19 were kept active, as well as protocols for the management and handling of the health crisis, always maintaining a fluid and constant communication with our internal community.

In this same sense, we also maintained active internal communication campaigns to mitigate the contagion inside and outside the work area, in addition to this, and to provide better care for positive cases, in 2020, a 24/7 direct communication line was created with the affected personnel, the line remained active in 2021 with the aim of following up on cases of hospitalization and home care, in order to have control of the impact of the pandemic within our institution.

Our home office work model was expanded in 2021 and combined with an alternating scheme to prepare for the return to face-to-face work. We counted the number of people vaccinated and only those who had at least one dose were allowed to return to work; this is how we have managed to control the effects of the pandemic on our operation and our employees, as well as to avoid massive chains of contagion in our community.

DEVELOPMENT OF HUMAN CAPITAL

GRI 103-2, 103-3 and 404-1

The training processes within our institution are aligned towards the same objective: to provide the criteria that allow us, in a systematic and organized manner, to ensure the development and permanence of our employees, through their qualification and technical specialization, as well as to guarantee the development of the skills required for the optimal performance of their functions and, simultaneously, to promote their growth within our institution.

For the supervision, evaluation, follow-up and authorization of all processes related to our training strategy, we have a Training

Committee, which is made up of the Chief Executive Officer, the executive directors and the Human Capital director. Through Annual Training Plans, developed on a customized basis for each business area, training needs are identified and managed. In 2020 the plans changed their training method to adapt to the new normal and reach all our employees virtually, in 2021 all our training was given virtually and reached nationwide.

In 2021, 54,082 hours of training were given in three areas: 1) Technical: aimed at processes and methodologies for operation, which represented 45% of the total training hours. 2) Regulatory: focused on legal aspects and risk management, which represented 28% of the total training hours. 3) Formative: focused on service and general aspects of our bank, which represented 26% of the total training hours.

SCOPE OF TRAINING

TECHNICAL



Virtual

2,402
Total number of employees trained

24,541
Total hours of training

REGULATORY



Virtual

3,604
Total number of employees trained

15,255
Total hours of training

FORMATIVE



Virtual

2,550
Total number of employees trained

14,285
Total hours of training

TOTAL 54,082 TOTAL HOURS OF TRAINING



AVERAGE HOURS OF TRAINING BY LABOR CATEGORY

12.4 directors



11.0 Assistant directors

49.8 managers

11.7 administrative and operations

16.7 OVERALL AVERAGE ANNUAL TRAINING HOURS

AVERAGE HOURS OF TRAINING BY GENDER

16.4  **17.1** 



Performance Evaluation

We monitor the performance of our employees in order to guide their actions and results toward meeting the objectives set by each area, in alignment with the global business strategy, in terms of sales, results and fulfillment of operational goals. The annual performance evaluation is carried out by the area managers and uses a quantitative scale to compare the objectives set at the beginning of the year with the results obtained at the end of the year. The results of the evaluation are reported to the Human Capital area in order to guide employees to give their best.

In total, 2,091 employees (50% men and 50% women) participated in the performance evaluation processes in 2021, a significantly higher figure than that reported in previous years because the evaluation of the sales force, which had not been reported before, was included; most of such personnel is in the Administrative category, and it accounted for 71% of the evaluations.

EMPLOYEES WITH A PERFORMANCE EVALUATION AT THE END OF 2021



GRI 103-2, 103-3 and 405-1

DIVERSITY AND EQUAL OPPORTUNITIES

We respect and value the richness provided by the mix of ideas, proposals, points of view and experience of our collaborators; therefore, we offer a work environment with equal opportunities, regardless of race, ethnic identity, age, sex, religion, different abilities, marital status, citizenship, national origin, sexual orientation or other characteristics; this principle is our main commitment in terms of Human Rights in our sphere of influence, which is not only applicable inside the bank, but also outside, facing each and every one of the people and companies with whom we interact to build a sustainable present for Mexico.

Respect for diversity in our operation is supported through the institution's Code of Ethics and through the tools that this management framework has within the bank, i.e., its means of reporting, promotion, training and certification of knowledge.

35% of executive and management positions are occupied by women.

Directors

79

Assistant Directors

61

Managers

263

Administrative and operational

1,209

Directors

14

Assistant Directors

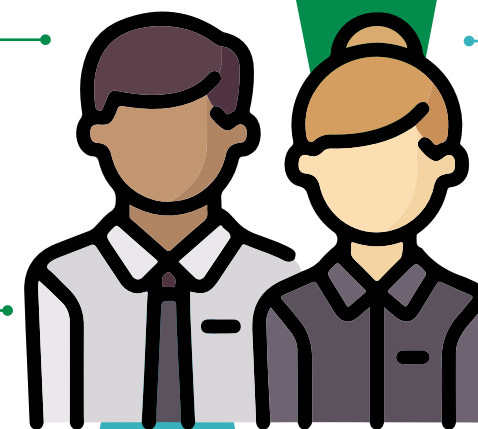
37

Managers

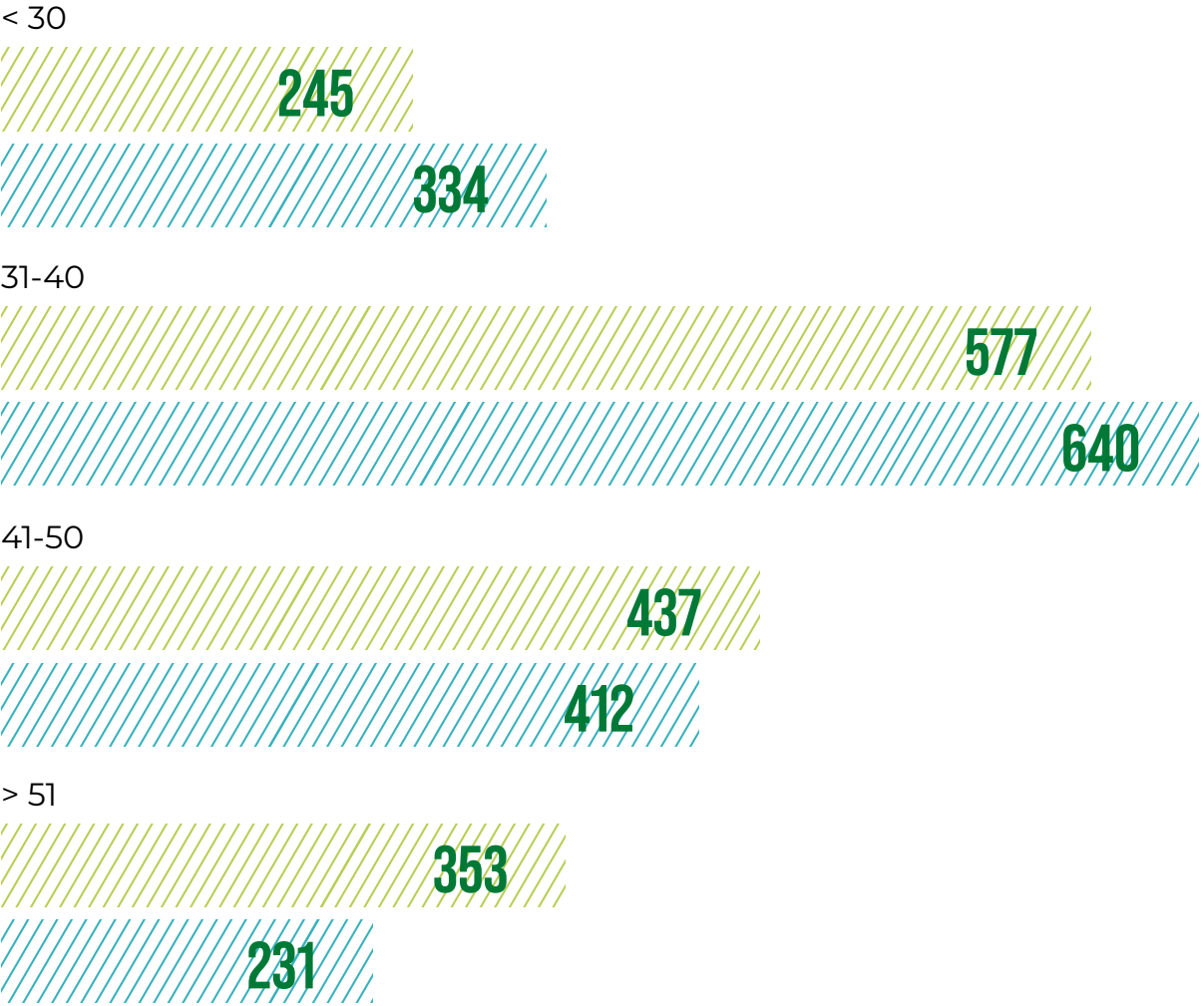
164

Administrative and operational

1,402



GRI 103-2, 103-3 and 405-1
FN-IB-330a.1



38% of the employees are
between 31 and 40 years of age.

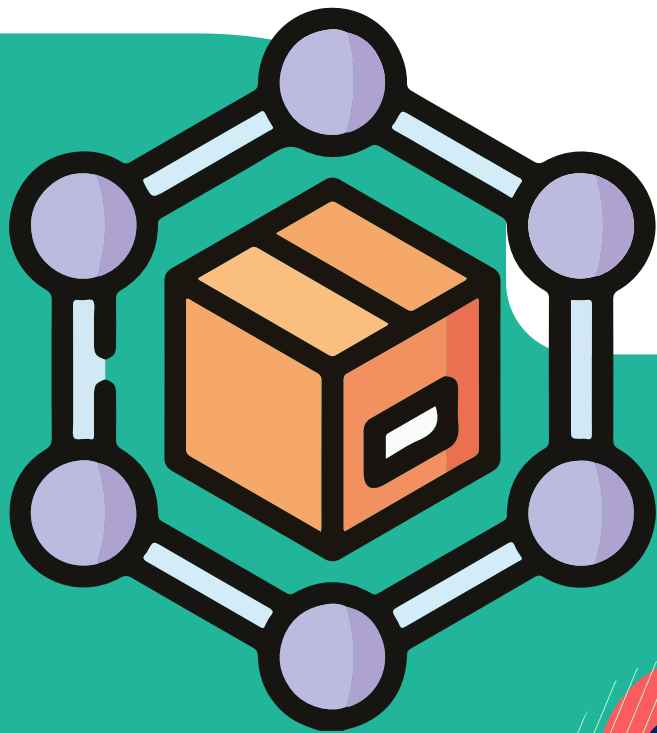
	Directors	Assistant Directors	Managers	Administrative and operational
< 30	0	0	9	570
31-40	17	24	107	1069
41-50	32	34	165	618
> 51	44	40	146	354

81% of our employees hold administrative and
operational positions, in direct contact with our
clients.

GRI 102-9 y 102-10,
103-2, 103-3 and 204-1

SUPPLIERS

Through the purchase of supplies and our supply chain, in addition to satisfying our operational needs, we seek to generate long-term, productive and mutually beneficial relationships that generate shared value for our business and the suppliers that make up our supply chain. The composition and distribution of our supply chain did not change significantly in 2021.



98%

of procurement spending
generates economic development
and employment in Mexico

Supplier selection and contracting processes seek to ensure that suppliers demonstrate their social and environmental commitment according to their sphere of influence.

The products and services we offer are conceived, managed and distributed with the objective of generating the least impact on the environment; a clear example is the biodegradable plastic of our cards, the recycling of paper and the use of renewable energy for our operation.

Our suppliers are generators of employment and economic development; therefore, we seek that our principles transcend the commercial relationship and are lived through it. We generate value to our supply chain by framing our bidding, selection,

contracting and approval processes in the quality and sustainability of the relationship, therefore some of our suppliers have certifications aligned to sustainability, according to their field of action.

In 2021, spending on purchases increased by 16% compared to the previous year, from \$1,803 million in 2020 to \$2,085 million in 2021. And our supply chain consisted of 4,336 suppliers: 99% domestic and 1% foreign. Spending on purchases was distributed in similar proportions: 98% were domestic purchases and 2% foreign.

**4,336 suppliers:
99% domestic
1% foreign.**

RESPONSIBLE CORPORATE CITIZENSHIP

Our investments, financial products and services have impacts that transcend our financial statements and, when well-managed, allow us to contribute to the well-being of our employees and their families, our business and social allies, and our communities in order to promote Mexico's full potential. An important part of these impacts is reflected in the social sphere.

This is why our Social Strategy has two fundamental objectives: the first is aimed at promoting the development of our employees and suppliers, and the second is focused on our Corporate Citizenship as a tool for linking the business with its economic and social environment.

We facilitate the transition and economic reactivation towards more sustainable

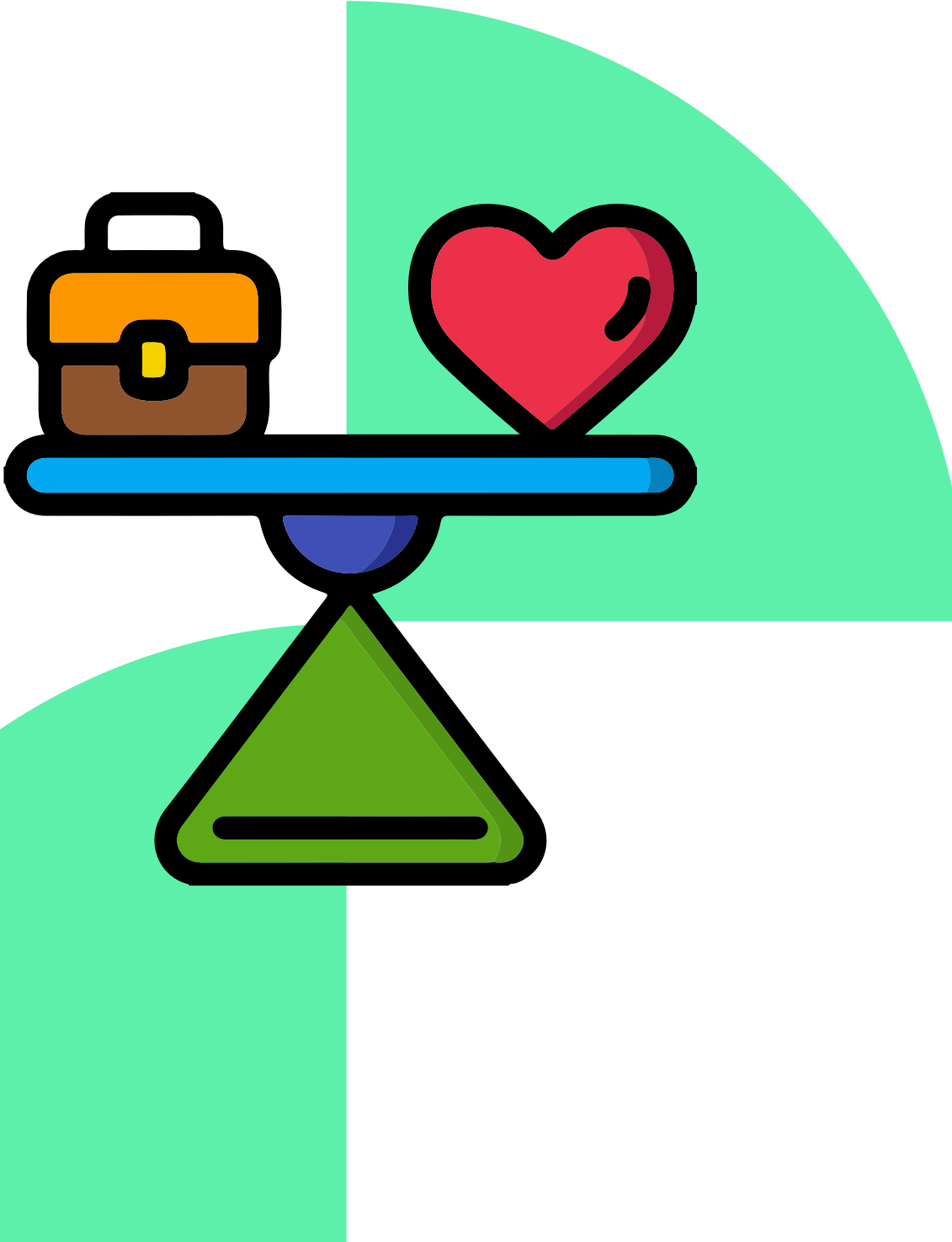
models by promoting and adhering to the best sustainability practices in the financial sector. In 2021, we reinforced our adherence to the most representative principles of financial and business sustainability in the sector at a national and international level:

NATIONAL LEVEL

- We are signatories of the Sustainability Protocol of the Mexican Banking Association since 2016, and we are active members of the Association.
- We have been recognized for the fifth consecutive year as a Socially Responsible Company by Cemefi; we are also part of the Mexican Association of Stock Market Institutions and the French Mexican Chamber of Commerce.

INTERNATIONAL LEVEL

- We are adhered to the Equator Principles, based on these standards our investment projects are evaluated to avoid adverse impacts in the social, environmental and climate areas, we are signatories since 2012.
- We reaffirm our commitment to the principles of the Global Compact and the Sustainable Development Goals of the United Nations through this report, which also integrates the international methodologies of the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB), we are signatories of the Compact since 2016.
- We support the United Nations Environment Programme Finance Initiative - UNEP FI (UNEP FI). We have been a signatory since 2019.



MANAGEMENT AND SOCIAL IMPACTS

We exercise a Corporate Citizenship aligned to our management to the best practices of the sector to promote its growth, and we also work on our social impact to contribute to the institutional positioning and social progress of our community to overcome the social challenges we all face as a society. Fostering sustainable environments facilitates the operation of our companies and promotes long-term, inclusive relationships with communities

GRI 103-2, 103.3 and 413-1

and other entities within the areas of influence of our business.

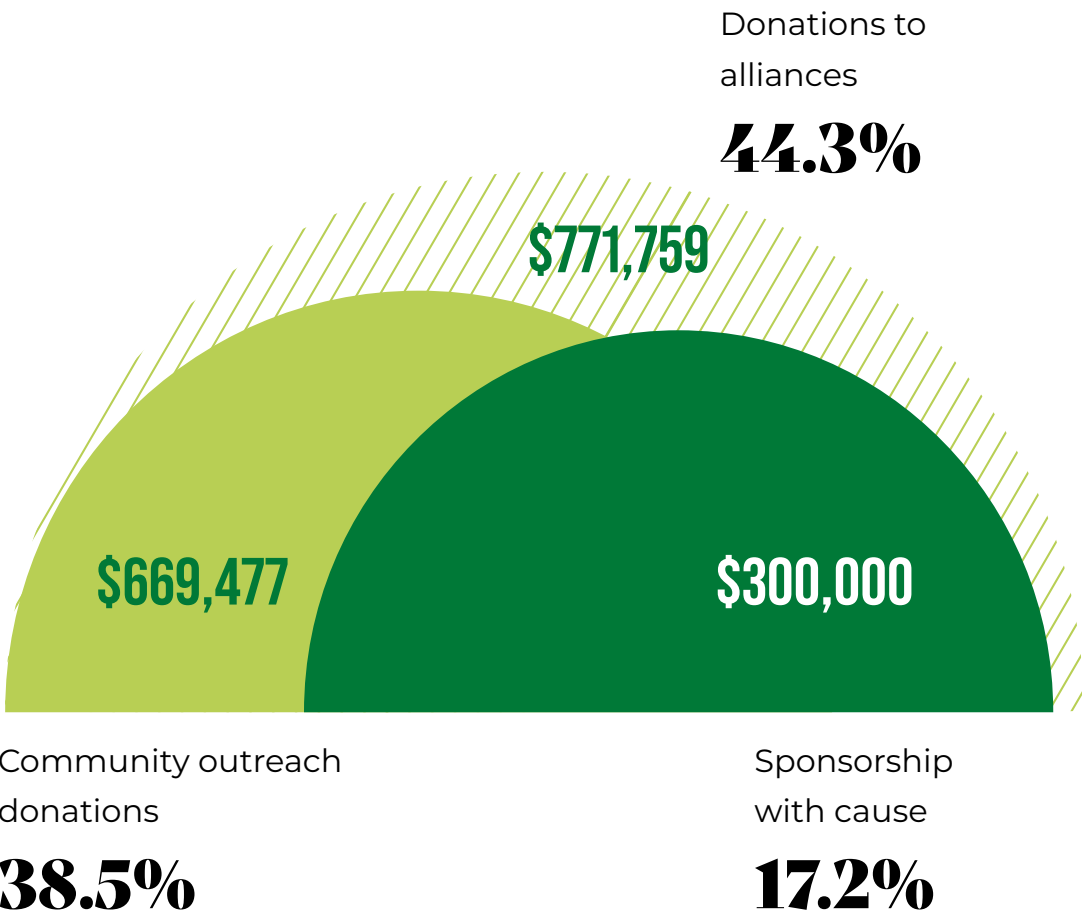
Since our inception, we have supported philanthropic initiatives and social programs under two key guidelines: education and sports, because we consider them to be tools that generate long-term social welfare. Based on the new materiality, it was identified that the issues of social impact of the operation and the management of a social responsibility strategy are relevant topics for our stakeholders and for the financial sector, so in this report we explain how, through our social allies and the execution of a social investment, these issues are managed.

Through social partners, we invest resources to support social initiatives in alignment

with our corporate philosophy and values. We identify the impact of these contributions through a questionnaire, which is completed by those institutions that are supported with donations or social sponsorships each year; thanks to this follow-up we can consolidate transparent relationships, support and control the social impact that as a company we generate in our community.

In 2021 our social investment reached \$1.7 million, which in relation to the previous year represented a 71% reduction, due to a restructuring process of the investment strategy and social sponsorships. However, we maintained a significant number of beneficiaries, i.e. people directly impacted by the contribution or donation, which in 2021 reached 5,106.

Our social investment and its beneficiaries are an indicator of the impact that social initiatives have on our host communities. However, in terms of the impact of our investment projects, it is worth clarifying that these impacts are assessed and managed in alignment with the Equator Principles; in 2021 no project required an impact assessment. Our social investment in 2021 was executed under three strategies:



COMMUNITY OUTREACH DONATIONS

This area includes all donations that respond to the particular demands and needs of the communities near our operation. They are granted to local non-profit social organizations, which social objectives are diverse but aligned with our institutional interest in contributing to social development. These donations are not usually recurrent and are not followed up in the long term due to their philanthropic nature. In 2021, under this line, \$669,477 were donated to six different organizations.



SPONSORSHIP WITH CAUSE

This second area of our social investment focuses on sports as a detonator of wellbeing and social development; this approach is also shared with advertising sponsorships, the difference being that the latter is granted to non-profit organizations, which through the promotion of sports promote social causes. Sporting events were largely canceled due to the pandemic, but we maintained our support to give continuity and backing to these social initiatives; an example of this was the Anáhuac Cups, which will be resumed until 2022; however, we granted a donation of \$300,000 to support the maintenance of the organization and its social cause.

DONATIONS TO ALLIANCES

In this last area, we concentrate our support on social allies, which are non-profit civil associations that we support individually or as a guild because their social objectives are aligned with our principles and social interests. Unlike community en-

gagement donations, donations to allies have a follow-up process to measure the impact of the social investment and these donations are recurrent. Our total donations in this line during 2021 were \$771,759, which in turn impacted 5,106 people. The breakdown of this investment is shown in the following chart.

GRI 103-2, 103.3 and 413-1

Social organization	Donation (Mexican pesos)	Beneficiaries	Scope of action
Bécalos	270,784	23	Education
Quiera, Fundación de la Asociación de Bancos de México	50,000	81	Social Inclusion
Grupo de los Dieciséis	200,000	2,000	Art
Fundación Alma	53,095	3,000	Health and education
Fundación Mexicana para la Educación la Tecnología y la Ciencia (FUNED)	197,880	2	Education
Total	771,759	5,106	



Our environmental commitment is anchored in our business strategy and daily operations. We choose to focus on sustainability in the consumption of key inputs to our operations, such as energy and paper, and we make our environmental achievements and challenges transparent through this report.

STRATEGIC FOCUSES



ENVIRONMENTAL

3%
less energy consumption in 2021, from 18.3 million MJ in 2020 to 17.8 million MJ in 2021.

STRATEGIC OBJECTIVES

Continue with an environmentally responsible operation and corporate philosophy

1,007
1,007 tCO₂e avoided due to the use of renewable energies in our operations.

MATERIAL ISSUE

- Environmental policy
- Energy eco-efficiency
- Climate change
- Materials
- Waste management

19%
less CO₂e emissions in 2021 compared to the previous year.

ENVIRONMENTAL STRATEGY



We assume ourselves as citizens of the world and contribute to the common good with an efficient and environmentally responsible operation. We use renewable energies and recycled materials to reduce our emissions and those of our customers and collaborators. Since 2011, we have prepared and published our environmental footprint report to identify the impact of our operations and define strategies that allow us to reduce the negative externalities of our operations.

From the last materiality study conducted in the environmental area, we identified new issues that we grouped under the strategic objective of **continuing with an environmentally responsible operation and corporate philosophy**, the management approach for each of these new issues is as follows:

GRI 103-1, 103-2 and 103-3

ENVIRONMENTAL POLICY

We do not currently have an environmental policy as such; our environmental policy is based on our corporate philosophy, which seeks to favor sustainability as the core of our business. Care for the environment is transversal to our entire operation, both within the operation and in the relationship, we have with customers and other stakeholders. Our products and services, and main consumptions seek to redefine green in banking.

MATERIALS

Our environmental footprint study shows the main inputs and/or materials required for the operation, including energy and paper as key materials, therefore, we describe their management in detail below. Materials such as water, being a service company and due to the characteristics of the facilities, i.e., most of them are not owned, but rented and are part of squares or buildings, so we do not have the exact control of consumption or centralized billing as with electricity.

WASTE MANAGEMENT

We have 220 branches with a surface area of close to 37 thousand m2 , close to 3 thousand employees constantly interact with customers and users of our products and services, which daily generates non-hazardous waste, most of which can be recycled, thanks to its correct separation and disposal in the cleaning systems of each city or municipality where we operate. We expect in the short term to make a more specific classification of the waste we generate and, according to the total number of employees, determine a general average of waste generated, in order to identify our position on the subject and define improvement actions.

GRI 103-1, 103-2 and 103-3



GRI 103-2, 103-3 and 302-1



Goal 7.2

By 2030, significantly increase the share of renewable energy in the total energy mix

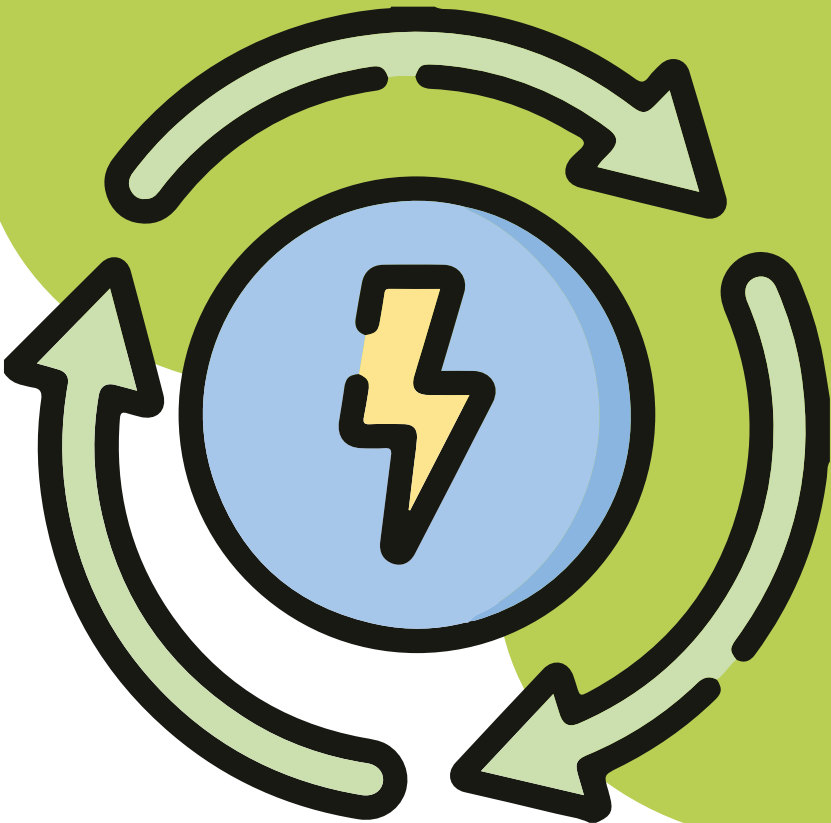
ENERGY ECO-EFFICIENCY

Electricity is our main input as a service company, and it is material for our sustainability to be able to guarantee its efficient and responsible use. The total energy consumed in 2021 was 27.2 million MJ and we have different sources of supply, the first being CFE electric energy which represents 34.1% of the total MJ consumed in the reporting year, while renewable energy (wind) represented 28.7% of total consumption, and self-produced solar energy which accounted for 2.8% of total consumption. In addition to electricity consumption, we use some fuels to generate energy through our auxiliary plants and to move the organization’s utility vehicles; the following are the fuel consumptions by fuel: gasoline for vehicle fleet and per diems with 34.1%, diesel with 0.2% and LP gas with 0.1%.

We consumed a total of 17.8 million MJ of electrical energy, of which 48% came from renewable sources and 52% from CFE. Emissions avoided by the use of renewable energy are equivalent to around 917 tCO²e, while emissions avoided by the self-production of solar energy total 90 tCO²e.

Energy consumption 2021

Source	Consumption in MJ
CFE	9,272,729
Renewable Energy	7,811,370
Self-produced solar energy	760,054
Diesel	56,307
LP Gas	30,043
Gasoline for vehicle fleet	1,770,189
Gasoline in per diems paid	7,512,339
Total	27,213,032

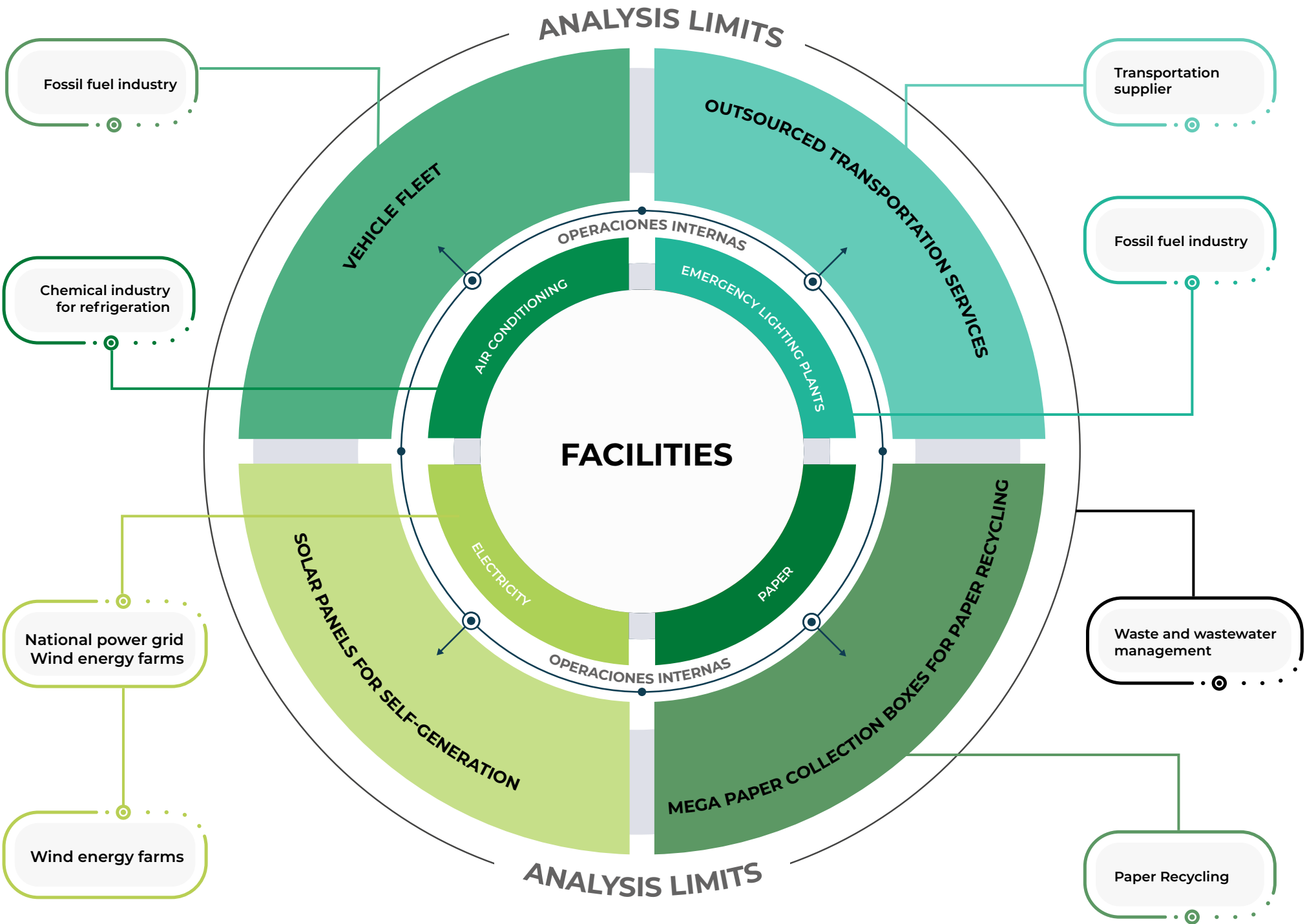


CLIMATE CHANGE

Climate change is a problem that affects our stability and future as a society, therefore we contribute to its mitigation from different areas, such as, for example, with financial products that help reduce emissions (CIPanel Solar), with exclusion criteria, evaluation of social and environmental risks of the credits we offer (Equator Principles); and finally with the management of our environmental footprint.

Annually, we calculate our environmental footprint (equivalent emissions) to identify the impact of our operation and report in a transparent and voluntary way the most relevant material and energy flows for the operation, the report considers the consumption of the following inputs within the limits of the operation, described in the following illustration:

Greenhouse Gas (GHG) emissions equivalent to tons of carbon dioxide (tCO₂e) in 2021 were for 2,097 tCO₂e, representing a 19% reduction in emissions compared to 2020, where a total of 2,583 tCO₂e was generated. The scopes covered are: Scope 1 (21%) refers to stationary, mobile and fugitive sources; Scope 2 (52%) refers to emissions from electricity consumption; Scope 3 (27%) which includes commercial flights and gasoline per diems used for the bank's operations.



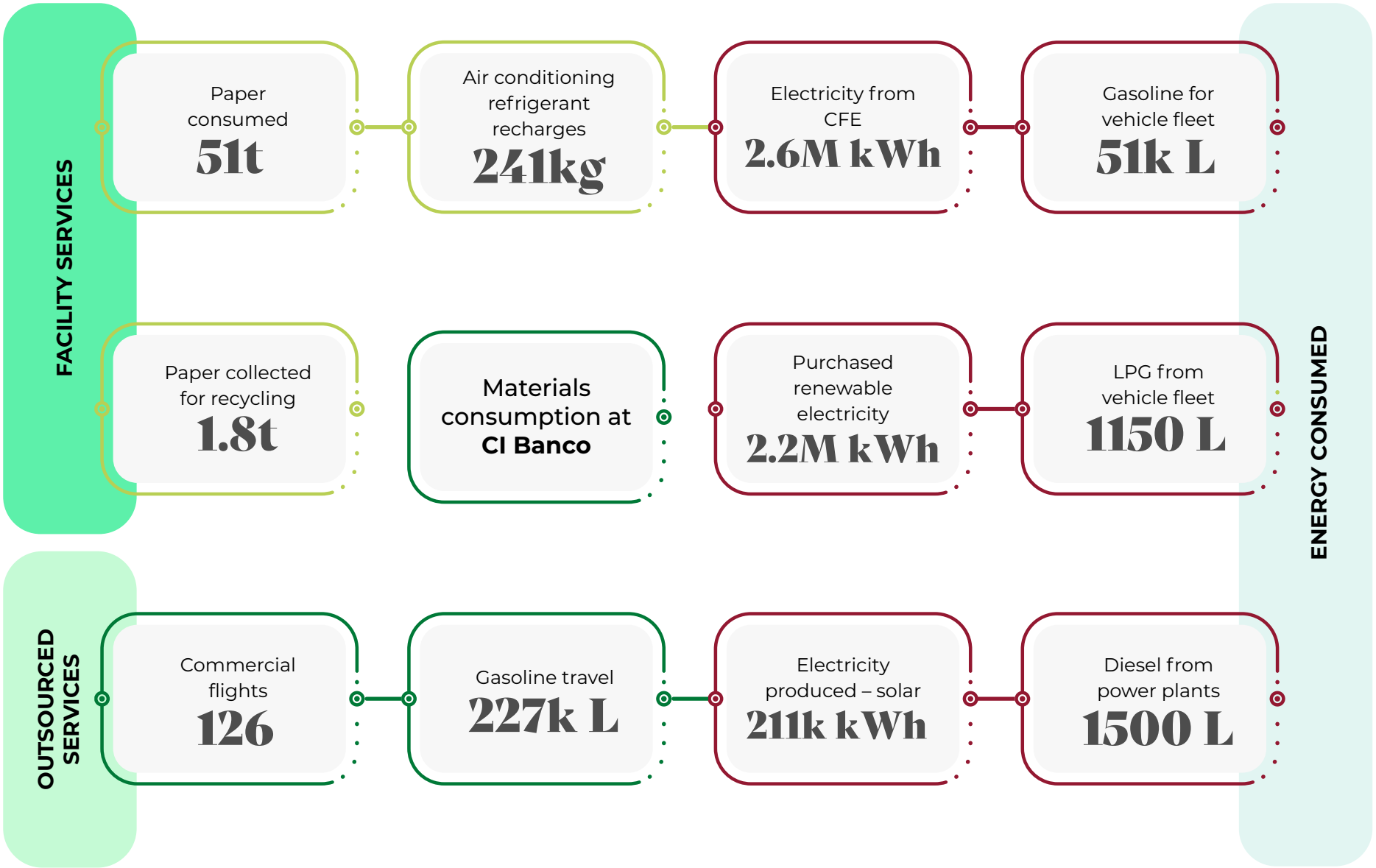
GRI 103-2, 103-3, 305-1, 305-2 and 305-3



GOAL 13.2

Incorporate measures to combat climate change

GRI 103-2, 103-3, 305-1, 305-2 and 305-3



SCOPE 1

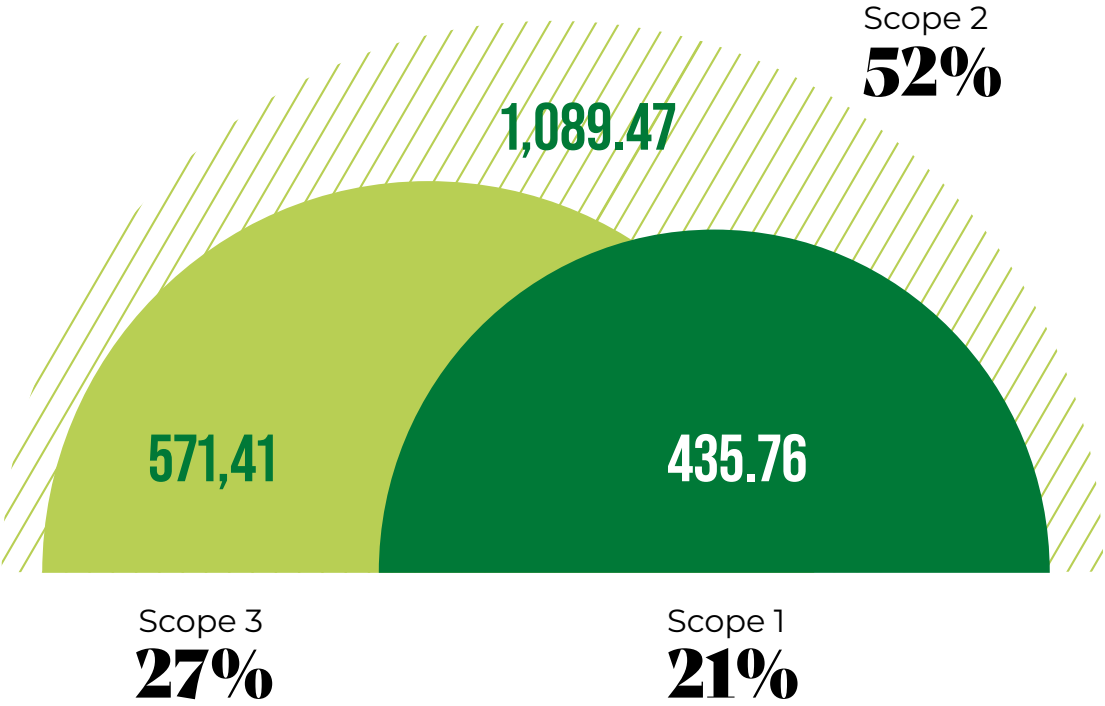
It includes emissions from the combustion of diesel fuel used in emergency plants, and from LPG and gasoline used in Bank-owned vehicles. It also includes fugitive emissions from the operation of air conditioning equipment.

SCOPE 2

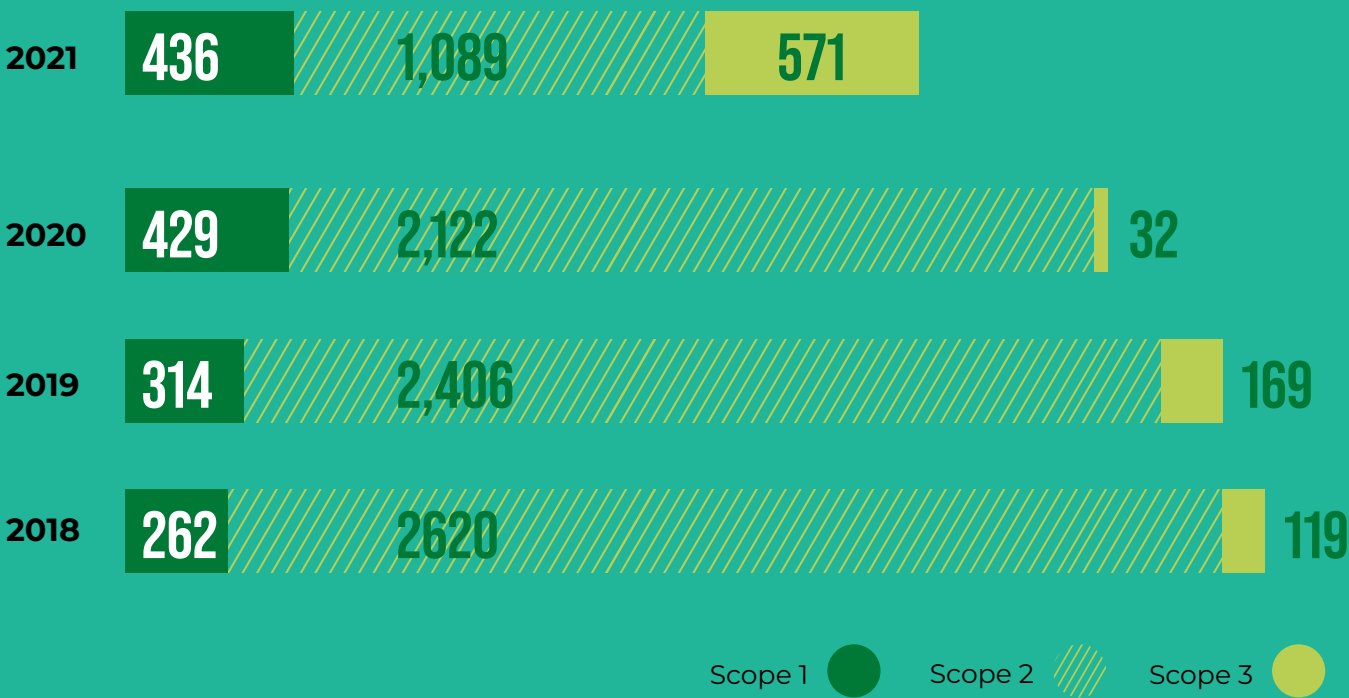
It refers to indirect emissions derived from the consumption of electricity from the national electrical system.

SCOPE 3

It Includes emissions from outsourced transportation, specifically from commercial flights, and in 2021, for the first time in the measurement of our footprint, gasoline consumption due to per diems of underwriters is included.

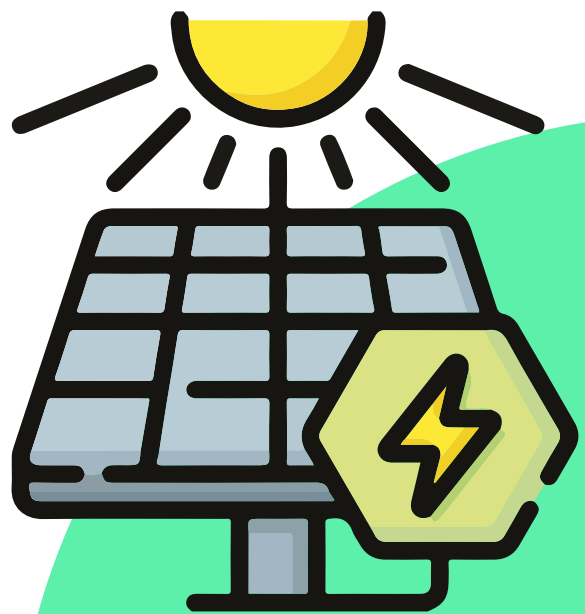
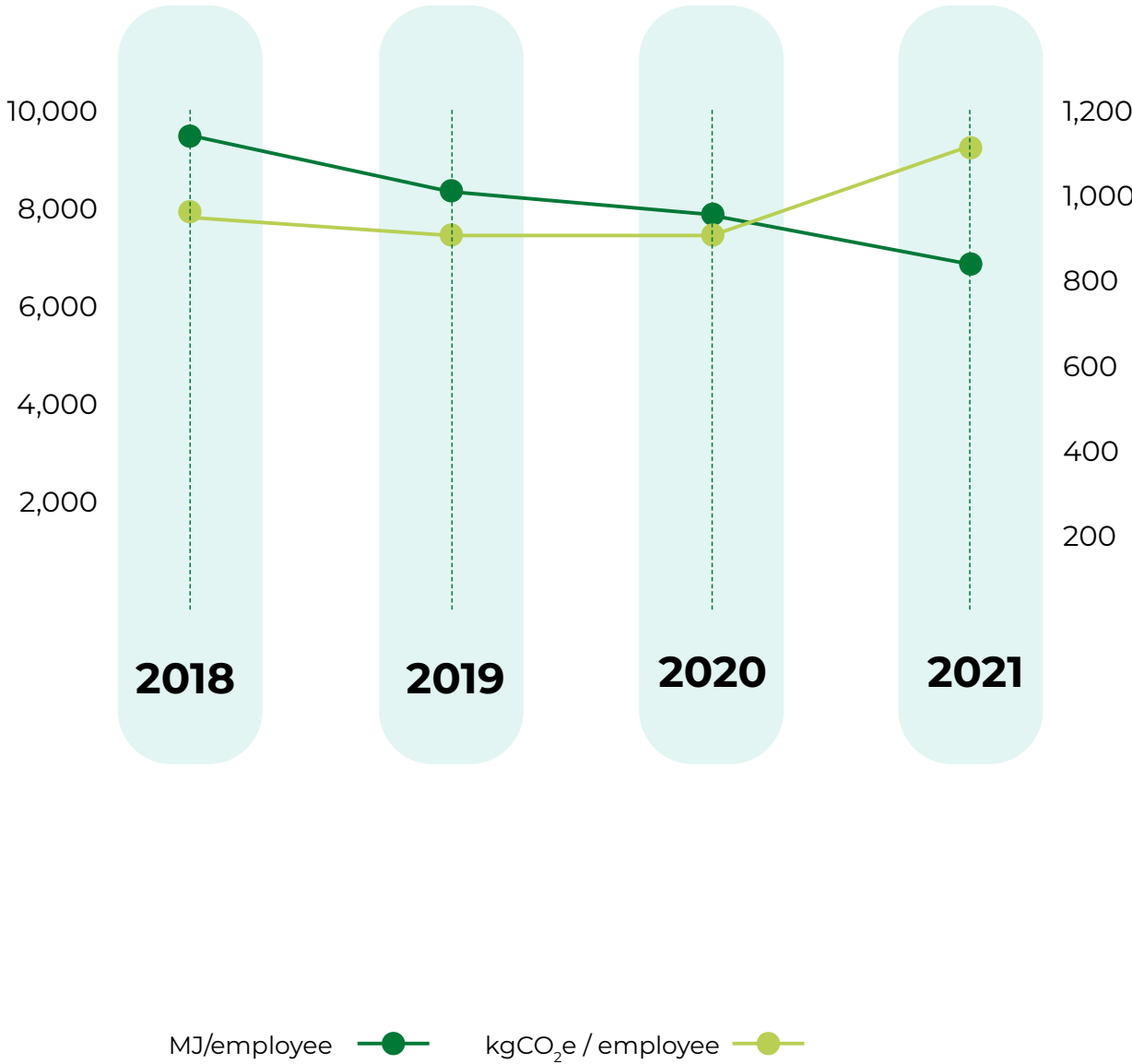


GRI 103-2, 103-3, 305-1,
305-2 and 305-3



Between 2018 and 2020, considering all scopes, emissions have decreased, from around 3,000 to 2,097 tCO₂e (-19% in the last year), decoupling from the growth of the bank which has increased in the number of installations from 197 to 220.

Emissions per employee are on a downward trend. On the other hand, the ratio of energy consumption per employee increased in 2021 by integrating the consumption of gasoline and travel expenses as an additional source.

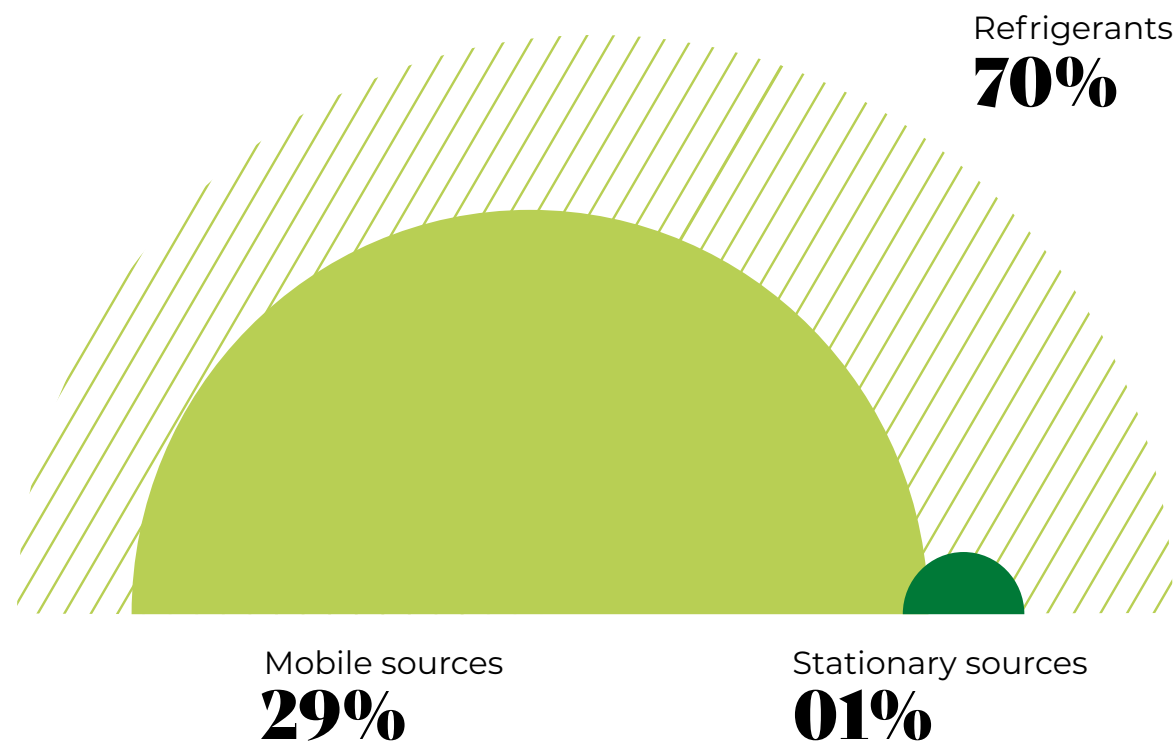


GRI 103-2, 103-3, 305-1,
305-2 and 305-3

SCOPE 1 OR DIRECT EMISSIONS

In 2021, Scope 1 emissions totaled just over 436 tCO₂e. Emissions from refrigerant gases accounted for 70% of the total, while gasoline and LPG consumption for trans-

portation accounted for 29%. Emissions from diesel consumed in emergency generation plants are very small: barely 1%. This distribution remains practically unchanged from the previous year, although total emissions increased by 2%.



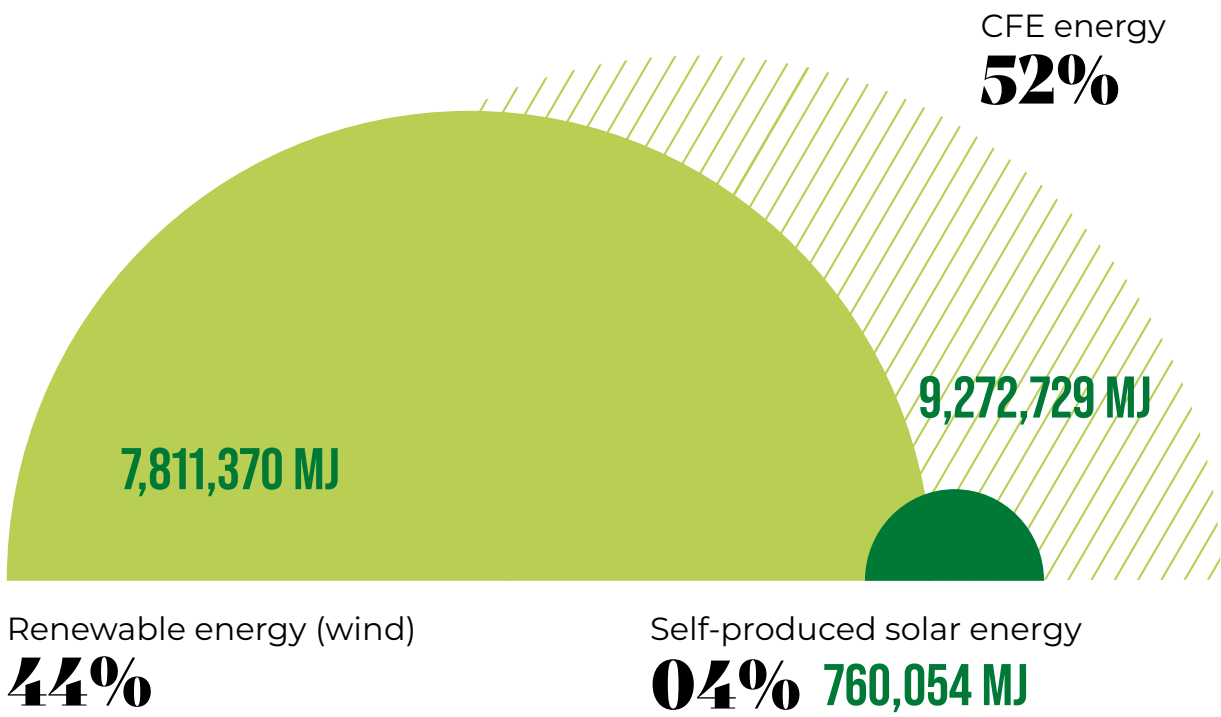
SCOPE 2 OR ELECTRICITY CONSUMPTION

52% of emissions correspond to electricity consumption. Previously, this source accounted for more than 80% of total emissions. Since 2020 CIBanco, started using renewable energy, that year, it consumed 0.7 million kWh, while in 2021 this figure rose to 2.16 million kWh, achieving a significant reduction in scope 2 emissions.

In addition to using renewable energy, CIBanco self-produces part of its annual consump-

tion. During 2021, it generated 0.2 million kWh of solar energy, 5% of its total electricity consumption, which was double that achieved the previous year. Both sustainable electricity consumption initiatives avoided the generation of 1,007 tCO₂e.

Scope 2 emissions equivalent to CFE's electricity consumption went from 2,122 tCO₂e in 2020 to 1,089 tCO₂e in 2021, which meant a 49% reduction in emissions.



SCOPE 3 OR VALUE CHAIN

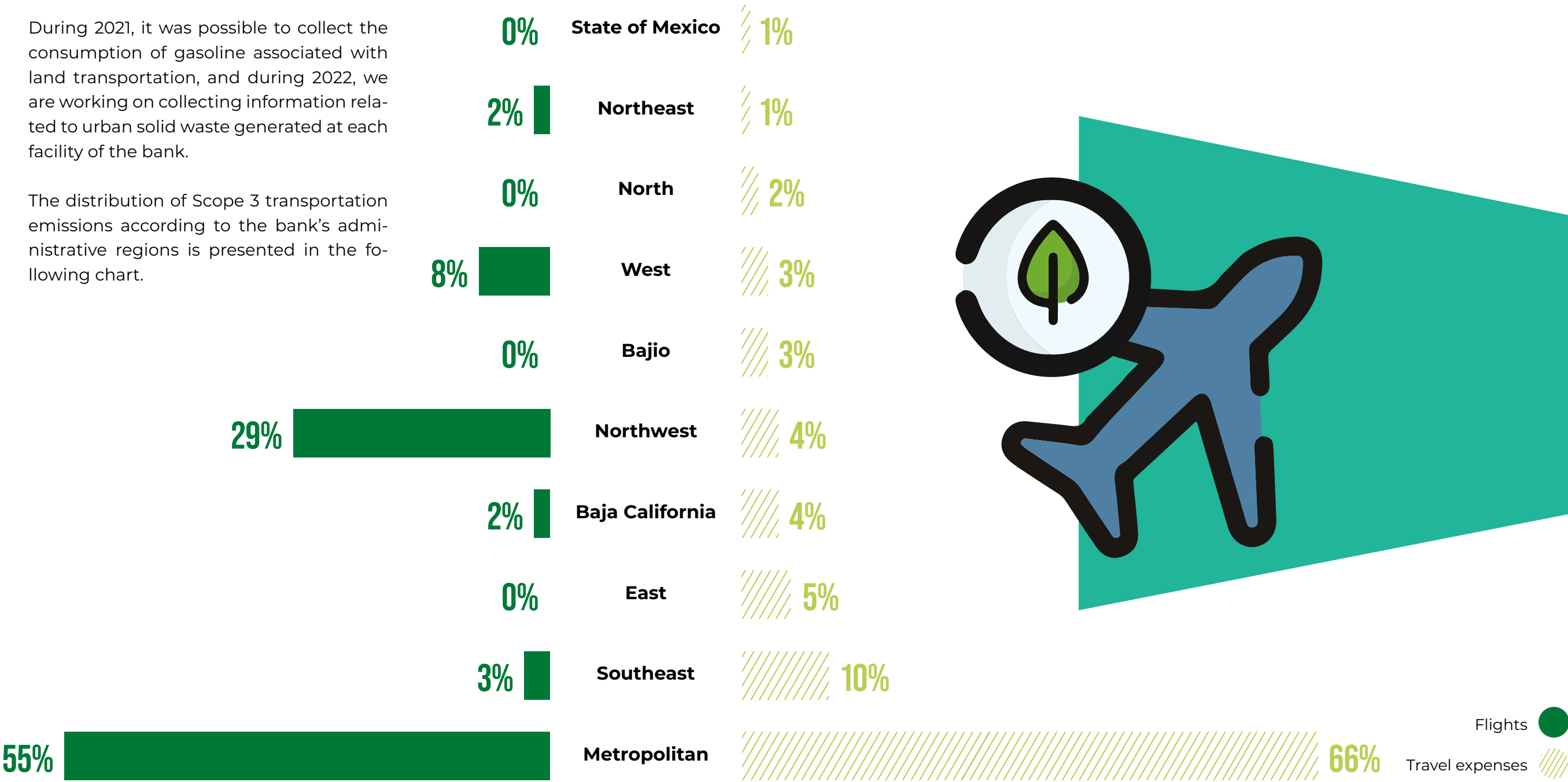
Scope 3 includes emissions from the use of commercial flights for the bank's operations and, starting this year, also emissions from the consumption of gasoline consumed on employee trips recorded as paid travel expenses.

Emissions from flights remained very similar to those of last year: 29 tCO₂e from 126 air trips. Most of the emissions are associated with the metropolitan or matrix region. On the other hand, per diem emissions are an order of magnitude higher, amounting to 542 tCO₂e and representing 95% of Scope 3 emissions.

GRI 103-2, 103-3, 305-1, 305-2 and 305-3

During 2021, it was possible to collect the consumption of gasoline associated with land transportation, and during 2022, we are working on collecting information related to urban solid waste generated at each facility of the bank.

The distribution of Scope 3 transportation emissions according to the bank's administrative regions is presented in the following chart.

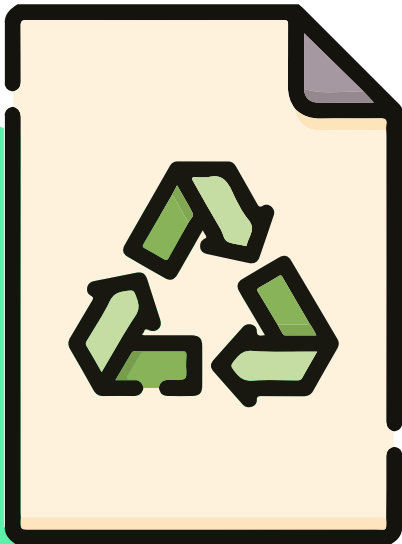


GRI 103-2, 103-3 and 301-1



GOAL 12.5

By 2030, significantly reduce waste generation through prevention, reduction, recycling and reuse.



WASTE-MATERIALS (PAPER)

Paper is a key input for our operation; many times, our services and products are intangible, but with paper, agreements are materialized. In order to ensure that this material, its use and final disposal is environmentally friendly, the paper purchased is recycled; we have double-sided printing policies to make consumption more efficient and we have mega mailboxes for the disposal and collection of used paper in four regional centers in the cities of Querétaro, Monterrey, Guadalajara and Mexico City. During 2021, we collected 1.8 tons of recycled paper, equivalent to 3.5% of the total paper consumed during the year.

Paper in kg	2021
Paper consumed	51.165
Paper for recycling	1.797
Paper to be recovered	3.5%

TECHNICAL NOTE

Scope 1 emissions include emissions from direct energy consumption (natural gas, LPG and diesel) and fugitive emissions from refrigerants, as defined by the GHG⁷ Protocol. The greenhouse gases resulting from this scope are carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O) and refrigerant gases (HCFC-22, HFC-32 and HFC-125).

Scope 2 emissions are those resulting from the production of electricity consumed at the facilities. In this case, CO₂e (carbon dioxide equivalent) emissions are reported.

For the calculation of these emissions, the official constants applicable for Mexico were considered. In the case of electricity, the factor reported for the national electricity system 2021 was used. In the case of fuels, the emission factors for CO₂, CH₄ and N₂O reported in the *AGREEMENT that establishes the technical particularities and formulas for the application of methodologies for the calculation of greenhouse gas or compound emissions, of SEMARNAT*⁸ (Ministry of Environment and Natural Resources), were used. Likewise, the calorific values of the fuels were those reported in the list of fuels and equivalences of the Energy Balance of SENER⁹ (Ministry of Energy). The global warming potentials were those reported in the *AGREEMENT that establishes the greenhouse gases or compounds that are grouped together for the purposes of reporting emissions, as well as their warming potentials*¹⁰, by SEMARNAT.

Finally, Scope 3 emissions are those derived from air travel, and, in this case, available factors were applied per route per passenger available in the corresponding application of the International Civil Aviation Organization (ICAO).¹¹ As in the case of Scope 2, the calculated emissions are given in terms of CO₂e.

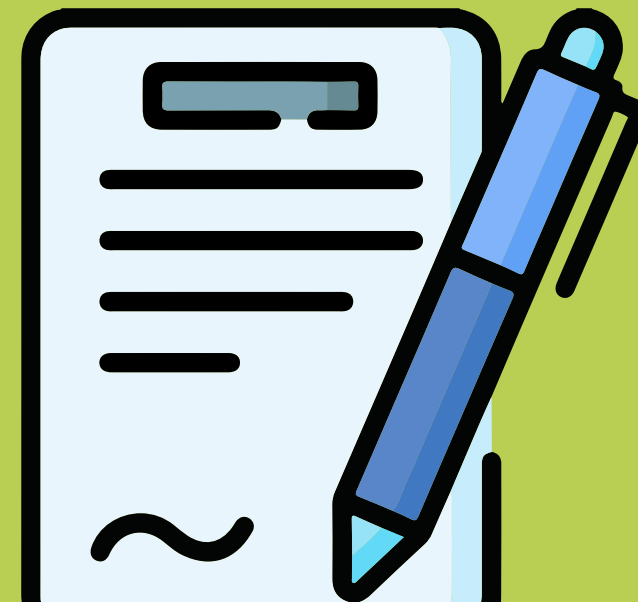
The calculation was performed considering the approach of previous years. There were no significant changes in the methodology used for the consolidation of emissions, which is financial control.

⁷ <https://ghgprotocol.org/>
⁸ http://www.semarnat.gob.mx/sites/default/files/documentos/cicc/acuerdo_que_establece_las_particularidades_tecnicas_y_las_formulas_para_la_aplicacion_de_metodologias.pdf
⁹ https://www.gob.mx/cms/uploads/attachment/file/619062/Lista_Combustibles_2021_26feb2021.pdf
¹⁰ http://www.semarnat.gob.mx/sites/default/files/documentos/dof_acuerdo_de_agrupacion.pdf
¹¹ <https://www.icao.int/environmental-protection/Carbonoffset/Pages/default.aspx>

GRI 102-43, 102-44, 102-46, 102-49,
102-50, 102-51, 102-52, 102-54

We present to all our stakeholders and society the seventh sustainability report of CIBanco under the Global Reporting Initiative (GRI) methodology, this time it was prepared in accordance with the Essential option of the GRI Standards. For the fifth consecutive year, the report has an external verification process, this year it was developed by Deloitte. From 2016 onwards, the reports are made on an annual basis, the previous one being published in August 2021.

ABOUT THIS REPORT



This report includes all the entities that make up CIBanco in Mexico, its main country of operation. All the actions and material issues described here make up the most relevant actions and initiatives in terms of sustainability and social responsibility of the company in the reporting period (January to December 2021).

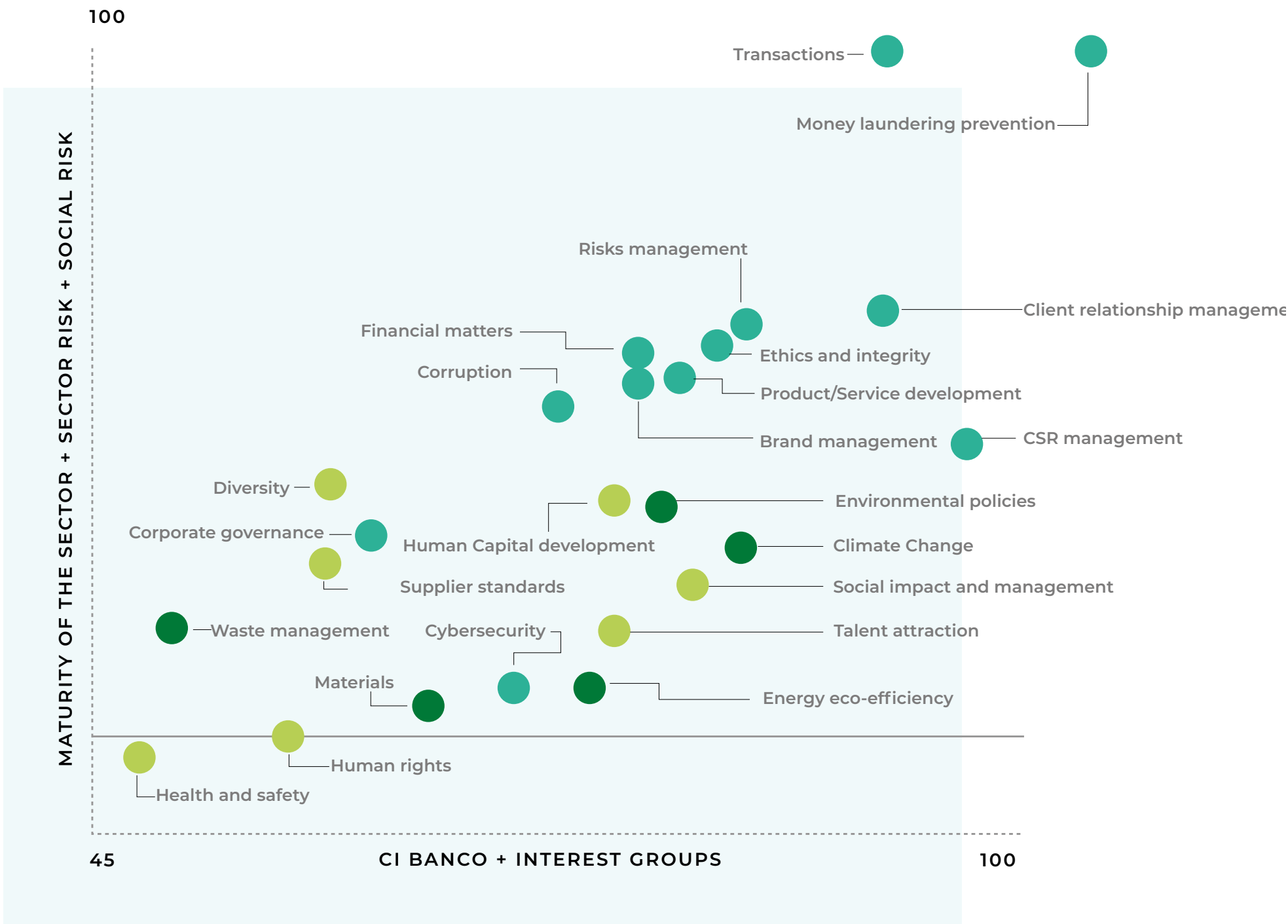
This report has one significant change concerning the previous year, and that is the update of its materiality, however, it still maintains similar standards with respect to the period covered, the organization of the content or the coverage of the topics.

The content of this report was determined by the materiality study conducted in 2021, in alignment with the principles established by the GRI standards that reflect the most important ethical, social, environmental and economic aspects for CIBanco under the perspectives of maturity and influence analysis of the topics, and the relevance that they have for the institution's stakeholders. All issues were validated by the Sustainability Department and have internal coverage.

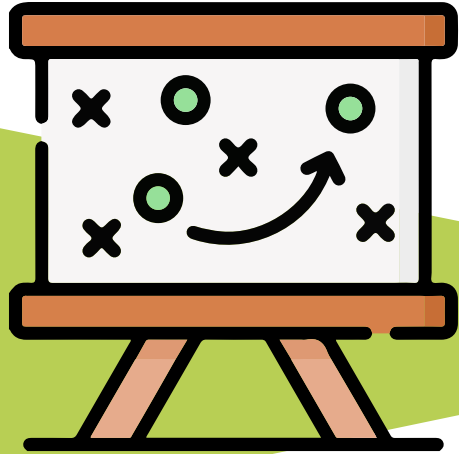
**GRI 103-1, 102-43, 102-44,
102-46, 102-47, 102-53**

The material issues reported herein reflect the Bank's most significant economic, environmental and social impacts internally and externally, allowing stakeholders to evaluate the Bank's performance, as each issue is reported with accuracy, balance, clarity, comparability, reliability and timeliness. The following chart illustrates CIBanco's material issues:

For more information about this report or about issues related to CIBanco's sustainability, please contact us through the following means: jbrunel@cibanco.com



GRI 102-55



GRI TABLE OF CONTENTS

CONTENTS	DESCRIPTION	PAGE NO. / DIRECT RESPONSE	OMISSION
GRI 102: ORGANIZATION PROFILE 2016			
102-1	Name of the organization	3	
102-2	Activities, brands, products and services	3 and 4	
102-3	Location of headquarters	3	
102-4	Location of operations	3, 4 and 48	
102-5	Ownership and legal form	3	
102-6	Markets served	23 to 26	
102-7	Size of organization	3, 36 and 48	
102-8	Information about employees and other workers	48	

CONTENTS	DESCRIPTION	PAGE NO. / DIRECT RESPONSE	OMISSION
102-9	Supply chain	57	
102-10	Significant changes in the organization and its supply chain.	57	
102-11	Precautionary principle or approach	37 to 40	
102-12	External initiatives	58	
102-13	Membership in associations	58	
2. . STRATEGY:			
102-14	Statement from senior executives responsible for decision making	2	
102-15	Key impacts, risks and opportunities	2	
3. ETHICS AND INTEGRITY:			
102-16	Values, principles and standards of conduct	20 and 21	
102-17	Advisory mechanisms and ethical concerns	20, 21, 23 and 24	
4. GOVERNANCE			
102-18	Governance structure	8 to 11	
102-19	Delegation of authority	8 to 16	
102-20	Executive-level responsibility for economic, environmental, and social issues	8 to 16	

CONTENTS	DESCRIPTION	PAGE NO. / DIRECT RESPONSE	OMISSION
102-22	Composition of the highest governance body and its committees.	<p>8 to 16</p> <p>The seniority, positions or commitments of directors outside CIBanco are confidential and personal information of each director.</p> <p>No director is affiliated with underrepresented groups or uniquely represents a specific interest group within the Board</p>	
102-23	Chairman of the highest governing body	<p>10</p> <p>The Chairman of the Board does not hold any executive position within the Bank.</p>	
5. STAKEHOLDER ENGAGEMENT			
102-40	List of stakeholders	18	
102-41	Collective bargaining agreements		Omission due to confidentiality of information
102-42	Stakeholder identification and selection	21	
102-43	Approach to stakeholder engagement	21, 70 and 71	
102-44	Key issues and concerns raise	70 and 71	
6. REPORTING PRACTICES			
102-45	Entities included in the consolidated financial statements.	3	
102-46	Definition of reporting content and Subject Matter Coverage	70 and 71	

CONTENTS	DESCRIPTION	PAGE NO. / DIRECT RESPONSE	OMISSION
102-47	List of material topics	71	
102-48	Restatement of information	No restatement was made compared to the figures reported in 2020.	
102-49	Changes in reporting	70	
102-50	Reporting period	70	
102-51	Date of last report	70	
102-52	Reporting cycle	70	
102-53	Contact point for questions about the report	71	
102-54	Statement of GRI Standards-compliant reporting.	70	
102-55	GRI Content Index	72 to 81	
102-56	External Verification	86 and 87	

CIBANCO MATERIAL ISSUE	GRI STANDARD TITLE	CONTENT NO.	CONTENT TITLE	PAGE NO. / DIRECT RESPONSE	OMISSION
Financial matters	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	36	
		103-3	Evaluation of the management approach	36	
	Economic performance	201-1	Direct economic value generated and distributed	36	
Money laundering prevention	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	44	
		103-3	Evaluation of the management approach	44	
	Anti-corruption	205-3	Operations assessed for risks related to corruption	44	
Talent attraction and retention	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	49	
		103-3	Evaluation of the management approach	49	
	Employment	401-1	New employee hires and staff turnover	49	

CIBANCO MATERIAL ISSUE	GRI STANDARD TITLE	CONTENT NO.	CONTENT TITLE	PAGE NO. / DIRECT RESPONSE	OMISSION
Human capital development	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	53	
		103-3	Evaluation of the management approach	53	
	Training and education	404-3	Percentage of employees receiving regular performance and career development evaluations	54	
	Training and education	404-1	Average hours of training per year per employee	53	
Materials-Paper	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	69	
		103-3	Evaluation of the management approach	69	
	2016 Materials	301-1	Materials used by weight or volume	69	
Energy eco-efficiency	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	63	
		103-3	Evaluation of the management approach	63	
	2016 Energy	302-1	Energy consumption within the organization	63	

CIBANCO MATERIAL ISSUE	GRI STANDARD TITLE	CONTENT NO.	CONTENT TITLE	PAGE NO. / DIRECT RESPONSE	OMISSION
Climate Change	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	64 to 68	
		103-3	Evaluation of the management approach	64 to 68	
	2016 Emissions	305-1	Direct GHG emissions (scope 1)	64 to 68	
		305-2	Indirect GHG emissions from energy generation (scope 2)	64 to 68	
		305-3	Other indirect GHG emissions (scope 3)	64 to 68	
Waste management	Management approach	103-1	Explanation of the material topic and its coverage	62	
		103-2	The management approach and its components	62	
		103-3	Evaluation of the management approach	62	
Environmental policy	Management approach	103-1	Explanation of the material topic and its coverage	62	
		103-2	The management approach and its components	62	
		103-3	Evaluation of the management approach	62	
Risk Management	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	37 to 40	
		103-3	Evaluation of the management approach	37 to 40	
		102-30	Effectiveness of risk management processes	37 to 40	

CIBANCO MATERIAL ISSUE	GRI STANDARD TITLE	CONTENT NO.	CONTENT TITLE	PAGE NO. / DIRECT RESPONSE	OMISSION
Ethics and integrity	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	20 and 21	
		103-3	Evaluation of the management approach	20 and 21	
Diversity and equal opportunities	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	55 and 56	
		103-3	Evaluation of the management approach	55 and 56	
	Diversity and Equal Opportunity 2016	405-1	Diversity in governing bodies and employees	10, 55 and 56	
Occupational health and safety	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	51	
		103-3	Evaluation of the management approach	51	
Supplier standards	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	57	
		103-3	Evaluation of the management approach	57	
	Procurement practices 2016	204-1	Proportion of spending on local suppliers	57	

CIBANCO MATERIAL ISSUE	GRI STANDARD TITLE	CONTENT NO.	CONTENT TITLE	PAGE NO. / DIRECT RESPONSE	OMISSION
Client relationship management	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	23, 24 and 46	
		103-3	Evaluation of the management approach	23, 24 and 46	
	Customer Privacy 2016	418-1	Substantiated claims relating to breaches of customer privacy and loss of customer data	No complaint was filed in 2021	
Gobierno Corporativo	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	8 to 11	
		103-3	Evaluation of the management approach	8 to 11	
Social Impact Management	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	60 and 61	
		103-3	Evaluation of the management approach	60 and 61	
	Local communities 2016	413-1	Operations with local community participation, impact assessments, and development programs.	60 and 61	
Cybersecurity	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	45 and 46	
		103-3	Evaluation of the management approach	45 and 46	

CIBANCO MATERIAL ISSUE	GRI STANDARD TITLE	CONTENT NO.	CONTENT TITLE	PAGE NO. / DIRECT RESPONSE	OMISSION
Brand management	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	31	
		103-3	Evaluation of the management approach	31	
Product and service development	Management approach	103-1	Explanation of the material topic and its coverage	71	
		103-2	The management approach and its components	25 and 26	
			Evaluation of the management approach	25 and 26	

SASB INDICATORS

SASB INDICATOR	VERIFICATION	PAGE	INDICATOR DESCRIPTION	STATEMENT
DATA SECURITY				
FN-CB-230a.1			(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	None in 2021
FN-CB-230a.2		45 and 46	Description of approach to identifying and addressing data security risks	
FINANCIAL INCLUSION & CAPACITY BUILDING				
FN-CB-240a.1			(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	Not applicable
FN-CB-240a.2			(1) Number and (2) amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development	Not applicable
FN-CB-240a.3			Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	Not applicable
FN-CB-240a.4			Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	Not applicable

SASB INDICATOR	VERIFICATION	PAGE	INDICATOR DESCRIPTION	STATEMENT
INCORPORATION OF ENVIRONMENTAL, SOCIAL, AND GOVERNANCE FACTORS IN CREDIT ANALYSIS				
FN-CB-410a.1		39 and 40	Commercial and industrial credit exposure, by industry	
FN-CB-410a.2		39 and 40	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	
BUSINESS ETHICS				
FN-CB-510a.1			Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	No fines were filed in this area during this matter during 2021
FN-CB-510a.2		23 and 24	1 Description of whistleblower policies and procedures	
SYSTEMIC RISK MANAGEMENT				
FN-CB-550a.1			Global Systemically Important Bank (G-SIB) score, by category.	CIBanco is not considered a Global Systemically Important bank.
FN-CB-550a.2			Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	Not applicable

SASB INDICATOR	VERIFICATION	PAGE	INDICATOR DESCRIPTION	STATEMENT
CUSTOMER PRIVACY				
FN-CF-220a.1		46	Number of account holders whose information is used for secondary purposes	
FN-CF-220a.2			Total amount of monetary losses as a result of legal proceedings associated with customer privacy	No customer privacy-related whistleblower cases in 2021
SEGURIDAD DE LOS DATOS				
FN-CF-230a.1			(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	Not identified
FN-CF-230a.2			Card-related fraud losses from (1) non-present card fraud and (2) card-present and other fraud	Not identified
FN-CF-230a.3		45 and 46	Description of approach to identifying and addressing data security risks	
SALE PRACTICES				
FN-CF-270a.1			Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	Not identified
FN-CF-270a.2			Approval rate for (1) credit and (2) pre-paid products for applicants with FICO scores above and below 660	Not applicable

SASB INDICATOR	VERIFICATION	PAGE	INDICATOR DESCRIPTION	STATEMENT
FN-CF-270a.3			(1) Average fees from add-on products, (2) average APR, (3) average age of accounts, (4) average number of trade lines, and (5) average annual fees for pre-paid products, for customers with FICO scores above and below 660	Not applicable
FN-CF-270a.4			(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or nonmonetary relief, (3) percentage disputed by the consumer, (4) percentage that resulted in investigation by the CFPB	71 complaints were received before Condusef
DIVERSITY AND INCLUSION AMONG EMPLOYEES				
FN-IB-330a.1		56 and 10	Percentage representation of gender and racial/ethnic groups in (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees.	



Deloitte Asesoría en Riesgos, S.C.
Av. Paseo de la Reforma No. 505, Piso 29
Colonia Cuauhtémoc
06500, Ciudad de México,
México
Tel: + 52 (55) 5080 6000
Fax: + 52 (55) 5080 6001
www.deloitte.com/mx

LIMITED INDEPENDENT ASSURANCE REPORT ON THE 2021 SUSTAINABILITY REPORT

To management of CIBanco, S.A., Institución de Banca Múltiple

Identification of the subject matter information

We have been hired by CIBanco, S.A., Institución de Banca Múltiple ("CIBanco" or "the Company") to perform a limited assurance assignment on certain information included in CIBanco's 2021 Sustainability Report corresponding to the year ended December 31st, 2021.

Our work was carried out by an independent and multidisciplinary team that includes assurance professionals and sustainability specialists. We used the work of sustainability specialists, mainly, to determine the reasonableness and traceability of CIBanco's sustainability aspects within the indicators assured.

Our assurance commitment does not extend to the information related to prior periods or any other information linked or contained in the 2021 Sustainability Report, including images, audios or embedded videos.

Criteria

The criteria used by CIBanco to prepare the information included in the 2021 Sustainability Report, subject of the limited assurance assignment, were established considering the terms and conditions defined by the GRI (Global Reporting Initiative) Standards and the SASB (Sustainability Accounting Standards Board) indicators for the industry, which are detailed in the attached Appendix A.

CIBanco's responsibility regarding subject matter information

CIBanco is responsible of:

- The content of the 2021 Sustainability Report, which includes determining the coverage and the performance indicators to be included, and their relevance to the stakeholders to which it is directed;
- The selection and definition of the applicable criteria for the preparation of the Report. The criteria adopted by the Company are those defined in the GRI Standards and the SASB Standards for the industry;
- The availability of appropriate records to support the management process of the relevant information and the execution of the performance measurement based on the established criteria.
- The design, implementation and execution of internal controls to prepare the sustainability information free from material misstatement, due to fraud or error;
- The preparation and presentation of the 2021 Sustainability Report.

CIBanco's 2021 Sustainability Report is subject to inherent uncertainty due to the use of non-financial information, which is subject to greater inherent limitations than financial information, given the nature of the methods used to determine, calculate, sample or estimate such information. In preparing the 2021 Sustainability Report, CIBanco's Management makes qualitative interpretations about the relevance, materiality and accuracy of the information which are subject to assumptions and judgements.

Independence and quality control

We have complied with the ethical and independence requirements defined by the Code of Professional Ethics for Public Accountants issued by the International Ethics Standard Board for Accountants (IESBA), which is based on the principles of integrity, objectivity, professional competence, diligence, confidentiality and professional behavior.

Our Firm applies the International Standard on Quality Control 1 (ISQC 1) and therefore maintains an integral quality control system that includes policies and procedures documented with regards to the compliance with ethical requirements, professional standards and applicable laws and regulations requirements.



Responsibility of the independent professionals regarding the assignment

Our responsibility is to express a limited assurance conclusion on certain information included in CIBanco's 2021 Sustainability Report based on the procedures we have performed and the evidence we have obtained. We perform our limited assurance engagement in accordance with the "International Standard for Assurance Engagements, Other than Audits or Reviews of Historical Financial Information" ISAE 3000 - Revised issued by the International Auditing and Assurance Standards Board (IAASB). This standard requires planning and performing work to obtain limited assurance about whether the information in the 2021 Sustainability Report is free from material error.

The procedures we performed were based on our professional judgment and included consultation, observation of processes performed, inspection of documents, analytical procedures, evaluation of the suitability of quantification methods and reporting policies, and agreement with the underlying records.

Due to the assignment circumstances, we have performed the following activities:

- Interview the Company's management and personnel responsible for collecting the information and preparing the selected performance indicators in order to obtain an understanding of the Company's policies on sustainability.
- Inquire to obtain a general understanding of CIBanco's control environment and information systems, without evaluating the design of particular control activities nor obtaining evidence of their implementation and effectiveness.
- Understand the tools used to generate and report non-financial information through inquires with the personnel in charge.
- Carry out substantive tests on a random selective basis of sustainability information identified by CIBanco, to determine the standards and indicators subject to limited assurance and corroborate that the data has been adequately measured, recorded, compiled, and reported through:
 - Inspection
 - Observation
 - Confirmation
 - Recalculation
 - Analytical processes
- Comparison of the contents presented by the Administration with what is established in the criteria section of this report.

The Appendix A details the sustainability standards and performance indicators included in the assignment's scope.

Our limited assurance engagement was performed only regarding the sustainability standards and performance indicators included in the Appendix A, for the year ended December 31st, 2021; and we have not performed any assurance procedure regarding prior years, future projections and goals, or any other items included in the 2021 Sustainability Report and, therefore, we do not express a conclusion in this regard.

A limited assurance engagement implies evaluating the Company's use of the criteria as a guideline for the preparation of the sustainability information included in CIBanco's 2021 Sustainability Report; evaluating the risks of material misstatement in reporting due to fraud or error; responding to assessed risks if necessary; and evaluating the general presentation of the information in the 2021 Sustainability Report. The scope of a limited assurance engagement is substantially less than that of a reasonable assurance engagement regarding both risk assessment procedures, including an understanding of internal control, and procedures performed in response to assessed risks. Therefore, we do not express a reasonable assurance conclusion about whether the sustainability information in the Company's report has been prepared in all material respects, in accordance with what is established in the criteria section of this report.

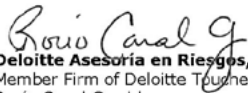
We believe that the evidence obtained and reviewed is enough and appropriate to provide a basis for our limited assurance conclusion.

Conclusion

Based on the work performed, the procedures carried out, and the evidence obtained, no matter has come to our attention that would lead us to believe that the sustainability standards and performance indicators included in CIBanco's 2021 Sustainability Report for the year ended December 31st, 2021, have not complied in all material aspects, in accordance with the criteria section of this report.

Restrictions of the use of the assurance report

Our report is issued solely for the purpose defined in the first paragraph and is not to be used for any other purpose or distributed to other parties on its own. This report refers only to the matters mentioned in the preceding sections and to the sustainability information reviewed and does not extend to any other financial and non-financial information included in the 2021 Sustainability Report of CIBanco for the year ended December 31st, 2021, nor to its financial statements, taken as a whole.


Deloitte Asesoría en Riesgos, S.C.
Member Firm of Deloitte Touche Tohmatsu Limited
Rocío Canal Garrido
Partner of Deloitte Asesoría en Riesgos
June 9th, 2022

APPENDIX A

Performance indicators assured:

Indicator	Description
GRI 102-17	Mechanisms for advice and concerns about ethics
GRI 102-30	Effectiveness of risk management processes
GRI 205-3	Confirmed incidents of corruption and actions taken
GRI 305-2	Energy indirect (Scope 2) GHG emissions
GRI 404-1	Average hours of training per year per employee
GRI 405-1	Diversity of governance bodies and employees
GRI 413-1	Operations with local community engagement, impact assessments, and development programs
SASB FN-CB-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations

This appendix is part of our Independent Assurance Report with date of June 9th, 2022.


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EXHIBITS



EQUATOR PRINCIPLES REPORT 2021



The management of CIBanco's business, products and services is subject to the voluntarily acquired commitment to privilege sustainability. The ultimate goal of this commitment is to promote and safeguard respect for the environment and people, and in this sense, we present the eighth Equator Principles IV report for non-designated countries, covering the period between January 1, 2020, and December 31, 2021.

Since joining the Equator Principles in 2012, procedures were developed for the identification, assessment and monitoring of social and environmental risks arising from our activity with Clients, for their monitoring and control according to their level or category of impact.

The Equator Principles are a set of ten guidelines under which the adopting financial institutions undertake, on a voluntary basis, to assess and take into consideration the social and environmental risks associated with the investments they finance, in order to ensure the sustainability of the activities financed.

These Principles were established in 2003 with the support of the International Finance Corporation (IFC) of the World Bank. As of August 2020, they have been adopted by 109 financial institutions in 38 countries. Since October 1, 2020, version IV of the Equator Principles has come into force, the most significant changes of which are as follows:

- Expanded the scope of application, reducing the amount for Project-Linked Corporate Loans to USD 50 billion, added project refinancing and acquisitions provided they meet certain requirements (the original project was financed under the Equator Principles, there are no material changes to the scope of the project).
- New aspects related to Human Rights are added.
- Follow-up on the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) on Climate Change.

Climate change risks are classified into physical risks and transition risks. The former arise as a result of climatic and geological events and changes in the balance of ecosystems and can be gradual or abrupt. They may involve physical damage to assets (infrastructure, real estate), disruptions in production or supply chains and/or changes in the productivity of economic activities (agriculture, energy production).

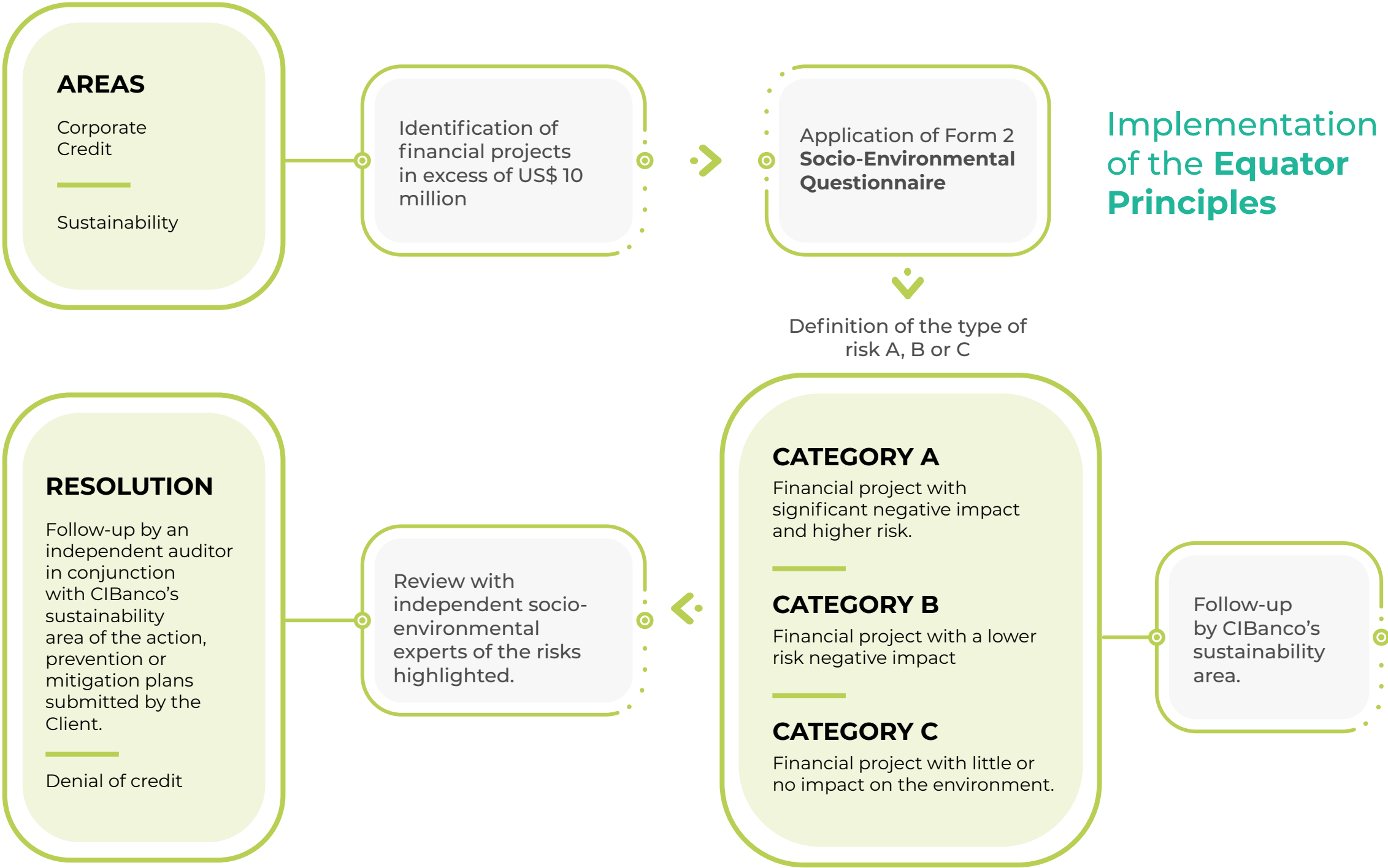
On the other hand, transition risks are associated with the fight against climate change and the transition to a low-carbon economy. They include factors such as changes in regulations and standards, the development of alternative energy-efficient technologies, changes in market preferences or reputational factors associated with the activities with the greatest impact.

To incorporate these new guidelines and other recommendations, CIBanco, with the support of a team of external experts, implemented the first phase of the Environmental and Social Risk Analysis and Climate Scenarios project in the second quarter of 2020. This project will have several development phases over the following years and will allow us to update internal processes and policies to ensure that the business model remains aligned with sustainability. In 2021, the institution's materiality study was updated, positioning environmental issues and risk management as relevant to the institution's sustainability.

In addition, for the management of social and environmental risks, the Integral Risk Management Department and the Credit Committee evaluate credit risk in order to calculate exposure by limits, common risk, geographic zones, economic sectors, among others. At the end of 2021, the loan portfolio maintains exposure mainly in Mexico City, State of Mexico and Jalisco, states that represent 64% of the total of our clients. These states, in relation to other entities in the country, between 2020 and 2021 presented a low number of disaster, emergency and weather contingency declarations. In terms of exposure to drought, Jalisco is labeled as having severe drought in several areas. It is worth mentioning that most of the bank's income (46%) corresponds to foreign exchange activity, to which no relevant social, environmental or climate risk is associated.

However, the process for the evaluation of investment projects or credits over \$ 10 million according to the Equator Principles remains unchanged, because although the guidelines to be evaluated in terms of human rights and climate change are increased, the actors and principles involved in the evaluation are the same.

El proceso que se sigue CIBanco se sigue para el seguimiento y cumplimiento de dicho Principios, es el siguiente:



The Bank’s Sustainability Department is responsible for the implementation of the Principles and, with the support of the Corporate Credit area, identifies credits in excess of US\$ 10 million. If the credit actually reaches or exceeds this amount, the following steps are taken:

Categorization of projects

The categorization of projects involves the application of a questionnaire to assess social and environmental risks and define whether the proposed operation or project presents a high, medium or low probability of incurring negative environmental or social risks, or having high, medium or low consequences that could affect natural resources. The categories may be: Risk A (high), Risk B (low) and Risk C (low or no risk), for more information review Project Category Annex.

Environmental and social risk assessment

Depending on its category, the client must conduct an environmental and social assessment of the project (category A and category B) and develop an Action Plan that demonstrates how impacts and risks are mitigated and controlled, disclose information and consult with the project’s affected communities, and establish a grievance mechanism, as appropriate.

This categorization and evaluation is carried out with the support of independent experts, not linked to CIBanco or clients, to evaluate and monitor project compliance with complete objectivity.

Equator Principles Report

During 2021, CIBanco did not grant loans in excess of US\$10 million. CIBanco’s loans portfolio presents no environmental risks and is consistent with Mexican environmental laws and regulations.

PROJECT FINANCE ADVISORY SERVICES

CATEGORY	
Total	
Sector	0
General Manufacturing	0
Infrastructure	0
Fuel and gas	0
Energy	0
Transportation	0

CATEGORY	
Region	
America	N/A
Europe	N/A
Asia	N/A

FINANCIAL PROJECTS

TOTAL	CATEGORY A	CATEGORY B	CATEGORY C
Sector	0	0	0
General Manufacturing	0	0	0
Infrastructure	0	0	0
Fuel and gas	0	0	0
Energy	0	0	0
Transportation	0	0	0

Region			
America	N/A	N/A	N/A
Europe	N/A	N/A	N/A
Asia	N/A	N/A	N/A

By country designation			
Designated	N/A	N/A	N/A
Not designated	N/A	N/A	N/A

Independent Review			
Yes	N/A	N/A	N/A
No	N/A	N/A	N/A

PROJECT-RELATED CORPORATE LOANS

TOTAL	CATEGORY A	CATEGORY B	CATEGORY C
Sector	0	0	0
General Manufacturing	0	0	0
Infrastructure	0	0	0
Fuel and gas	0	0	0
Energy	0	0	0
Transportation	0	0	0
Region			
America	N/A	N/A	N/A
Europe	N/A	N/A	N/A
Asia	N/A	N/A	N/A
By country designation			
Designated	N/A	N/A	N/A
Not designated	N/A	N/A	N/A
Independent Review			
Yes	N/A	N/A	N/A
No	N/A	N/A	N/A

Exclusion Criteria

CIBanco has exclusion criteria, referring to those products, services or productive processes that question a sustainable development of society. In this sense, CIBanco does not finance projects or undertakings that contribute more than 10% of their activity in the following areas:

NON-SUSTAINABLE BUSINESSES

- **Substances which are hazardous to the environment.** Organizations and activities that produce or sell substances that pose 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 tobacco-related articles.

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

NON-SUSTAINABLE PROCESSES:

- **Intensive agricultural production.** Organizations and activities that use animals intensively for consumption, are environmentally unfriendly and do not protect animals. Credits will be granted only to organizations with ecological certification.

- **Corruption.** Organizations that have been convicted in court for corruption, bribery and money laundering, as well as those entities that have violated codes of conduct or treaties in the last three years.
- **Animal testing.** Organizations and activities that use animal testing for non-medical purposes, or that sell non-medical products that have been tested on animals.

When there is a controversy of level A or B categorization, the sustainability area defines the category.

RESULT	PROPOSED CATEGORY	COMMENTS AND PROPOSED ACTIONS
If you answer Yes to one or more questions marked A	A	The operation has a high probability of negative environmental and social impacts, with a significant impact on natural resources, and is classified as level A (High Risk).
		<p>The operation must be referred to the Sustainability Committee and any necessary studies or agreements must be consulted:</p> <ul style="list-style-type: none"> • Environmental Assessment • Environmental Management Plan • Environmental Impact Assessment • Strategic Environmental Assessment • Stakeholder consultation • Information availability requirements • Monitoring (periodic reports) • Socio-environmental risk clauses
If you answer Yes to one or more questions marked B	B	The operation has a high probability of having local and short-term environmental and social impacts, for which there are effective and accessible mitigation measures; therefore, it is classified as level B (Medium Risk).
		<p>The operation shall be referred to the Sustainability Committee and any necessary studies or agreements should be consulted:</p> <ul style="list-style-type: none"> • Environmental and social analysis of identified issues • Environmental Management Plan • Stakeholder consultation • Monitoring requirements (periodic reporting)
If your answer is No to all questions	C	It would be an operation with a low probability of presenting an environmental-social impact. It is classified in category C (Low Risk).
		Does not require approval

Licenciado Jorge Rey Gehrke
Sustainability Director

 Tel: 01 55 3683 3749
 E-mail: jrey@cibanco.com



CONTACT

55 1103 1220

www.cibanco.com