

Application Level		Reported	Cross reference/ Direct answer	Explanation
STANDARD DISCLOSURES PART I: Profile Disclosures				
Profile Disclosure	Description			
1. Strategy and Analysis				
1.1	Statement from the most senior decision-maker of the organization.	Fully	A message from the chairman	
1.2	Description of key impacts, risks, and opportunities.	Fully	A message from the chairman	
2. Organizational Profile				
2.1	Name of the organization.	Fully	Organizational profile	
2.2	Primary brands, products, and/or services.	Fully	Organizational profile	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	Organizational profile	
2.4	Location of organization's headquarters.	Fully	Organizational profile	
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	Organizational profile	
2.6	Nature of ownership and legal form.	Fully	Organizational profile	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	Adding Value	
2.8	Scale of the reporting organization.	Fully	The Banking System in Mexico, Supporting the community	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully		During 2012 no significant changes were reported
2.10	Awards received in the reporting period.	Fully	Awards and distinctions	
3. Report Parameters				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	About this Report	
3.2	Date of most recent previous report (if any).	Fully	About this Report	
3.3	Reporting cycle (annual, biennial, etc.)	Fully	About this Report	
3.4	Contact point for questions regarding the report or its contents.	Fully	Contact	
REPORT SCOPE AND BOUNDARY				
3.5	Process for defining report content.	Fully	About this Report	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	Fully	About this Report	
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	About this Report	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	About this Report	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report.	Fully	About this Report	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	About this Report	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	About this Report	
CONTENTS				
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	GRI Index	
ASSURANCE				
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully		The report is self declared and was not verified
4. Governance, Commitments, and Engagement				
GOVERNANCE				
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	Corporate Governance & Citizenship	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	A message from the chairman	
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	Corporate Governance & Citizenship	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Corporate Governance & Citizenship	
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	Corporate Governance & Citizenship	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	Corporate Governance & Citizenship	
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	Corporate Governance & Citizenship	
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	Corporate Governance & Citizenship	
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	Corporate Governance & Citizenship	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	Corporate Governance & Citizenship	
COMMITMENTS TO EXTERNAL INITIATIVES				
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	A message from the chairman	
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	Supporting the community. Caring for the environment	
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	Corporate Governance & Citizenship	
STAKEHOLDER ENGAGEMENT				
4.14	List of stakeholder groups engaged by the organization.	Fully	Organizational profile	
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Organizational profile	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	Organizational profile	
4.17	Key topics and concerns that hve been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns	Fully	Organizational profile	
ECONOMIC PERFORMANCE INDICATORS				
Economic performance				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Not material		Not material
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Not material		Not material
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	Adding Value	
EC4	Significant financial assistance received from government.	Not material		Not material
Market presence				
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Not material		Not material
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Fully	Supporting the community	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Not material		Not material
Indirect economic impacts				
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	Adding Value	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	Adding Value	
ENVIRONMENTAL INDICATORS				
MATERIALS				
EN1	Materials used by weight or volume.	Not material		Not material
EN2	Percentage of materials used that are recycled input materials.	Partial	Caring for the environment	
Energy				
EN3	Direct energy consumption by primary energy source.	Not material		Not material
EN4	Indirect energy consumption by primary source.	Not material		Not material
EN5	Energy saved due to conservation and efficiency improvements.	Partial	Caring for the environment	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Partial	Caring for the environment	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Complete	Caring for the environment	
Water				
EN8	Total water withdrawal by source.	Not material		Not material
EN9	Water sources significantly affected by withdrawal of water.	Not material		Not material
EN10	Percentage and total volume of water recycled and reused.	Not material		Not material
Biodiversity				
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not material		Not material
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not material		Not material
EN13	Habitats protected or restored.	Not material		Not material
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Partial	Caring for the environment	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not material		Not material
Emissions, effluents and waste				
EN16	Total direct and indirect greenhouse gas emissions by weight.	Not material		Not material
EN17	Other relevant indirect greenhouse gas emissions by weight.	Not material		Not material
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Not material		Not material
EN19	Emissions of ozone-depleting substances by weight.	Not material		Not material
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not material		Not material
EN21	Total water discharge by quality and destination.	Not material		Not material
EN22	Total weight of waste by type and disposal method.	Partial	Caring for the environment	
EN23	Total number and volume of significant spills.	Not material		Not material
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not material		Not material
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not material		Not material
Products and services				
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	Caring for the environment	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not material		Not material
Compliance				
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully		No fines or monetary sanctions were reported in 2012
Transport				
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Not material		Not material
Overall				
EN30	Total environmental protection expenditures and investments by type.	Fully	The Banking System in Mexico	
Social: Labor Practices and Decent Work				
Employment				
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Partial	Adding Value	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Not material		Not material
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Complete	Supporting the community	Not material
Labor/management relations				
LA4	Percentage of employees covered by collective bargaining agreements.	Not material		Not material
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Not material		Not material
Occupational health and safety				
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Not material		Not material
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Not material		Not material
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	Adding Value	
LA9	Health and safety topics covered in formal agreements with trade unions.	Not material		Not material
Training and education				
LA10	Average hours of training per year per employee by gender, and by employee category.	Fully	Adding Value	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	Adding Value	
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Fully	Adding Value	
Diversity and equal opportunity				
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Not material		Not material
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Not material		
LA15	Return to work and retention rates after parental leave, by gender.	Fully	Supporting the community	
Human Rights Performance				
Investment and procurement practices				
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Not material		Not material
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Partial	Supporting the community	
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Complete	Supporting the community	
Non-discrimination				
HR4	Total number of incidents of discrimination and corrective actions taken.	Not material		Not material
Freedom of association and collective bargaining				
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Not material		Not material
Child labor				
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Not applicable		The Banking System in Mexico does not hire children
Prevention of forced and compulsory labor				
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Complete	Supporting the community	The Mexican Banking System operates under collective bargaining contracts
Security practices				
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not material		Not material
Indigenous rights				
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not material		Not material
Assessment				
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Not material		Not material
HR11	"Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms."	Fully		In 2012 no grievances were presented
Local communities				
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Complete	Supporting the community	
Corruption				
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Not material		Not material
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	Supporting the community	
SO4	Actions taken in response to incidents of corruption.	Not material		Not material
Public policy				
SO5	Public policy positions and participation in public policy development and lobbying.	Not material		Not material
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Not material		Not material
Anti-competitive behavior				
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Not material		Not material
Compliance				
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not material		Not material
SO9	Operations with significant potential or actual negative impacts on local communities.	Fully	Supporting the community	Not material
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Not material		Not material
Social: Product Responsibility				
Customer health and safety				
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not material		Not material
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Fully		No incidents were reported during 2012
Product and service labelling				
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Fully		Products and services of the Banking System in Mexico are subject to strict evaluation procedures regarding both their characteristics and effects
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not material		Not material
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	Sustainability	
Marketing communications				
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not material		Not material
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Fully		In 2012 no incidents were presented
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully		In 2012 no complaints were presented
Compliance				
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully		No fines were presented in 2012