

Annex

Annex 1 - Impact on people through business - Economic Value Generated, Distributed and Retained ⁽¹⁾ (BBVA Group and its Foundations. Million euros)

	2016	2015	2014
Gross income ⁽²⁾	24,653	23,362	20,725
Gains (losses) from written-off assets	70	(2,135)	46
Profit of non-current assets	(31)	1,019	(47)
Discontinued operations	0	0	0
Economic value generated	24,692	22,246	20,724
Employees - personal costs	6,722	6,273	5,410
Suppliers - other administrative expenses ⁽²⁾	4,211	4,097	3,532
Public sector ⁽³⁾	2,132	1,740	1,316
Shareholders - dividends	1,043	1,145	715
Community involvement (excl. foundations)	33	43	54
Economic value distributed	14,141	13,298	11,027
Community involvement (foundations)	60	61	53
Total economic value distributed	14,201	13,359	11,080
Economic value retained	10,551	8,948	9,697

⁽¹⁾ Calculated according to the GRI calculation protocol for EC1.

⁽²⁾ Approximation adjusted to payments made to third parties under the heading of purchases and services rendered, once taxes have been deducted.

⁽³⁾ Including corporate tax and tax accrued for the year.

Annex 2 - Customer experience - Average time for settling complaints
(Spain, Turkey, Mexico, and South America. Normal days)

	2016	2015	2014
Spain	15	35	15
The United States	n/av	n/av	n/av
Turkey ⁽¹⁾	1	1	n/a
Mexico	13	10	14
Argentina	8	6	5
Chile	6	9	9
Colombia	4	4	4
Peru	15	19	10
Venezuela	4	4	5
Paraguay	5	6	7
Uruguay	6	6	9
Portugal	3	4	6

n/a = not applicable/ n/av = not available.

⁽¹⁾ In Turkey, the weighting is calculated based on the number of total customers.

Annex 3 - Complaints settled at the first contact with customer (FCR)
(Spain, Turkey, Mexico and South America. Percentage)

	2016	2105	2014
Spain ⁽¹⁾	n/a	n/a	n/a
The United States	n/av	n/av	n/av
Turkey ⁽³⁾	40	43	n/a
Mexico	40	18	13
Argentina	34	42	30
Chile	18	10	7
Colombia	78	63	45
Peru	4	17	24
Venezuela	8	21	19
Paraguay	35	60	14
Uruguay	16	17	12
Portugal ⁽²⁾	n/a	n/a	n/a

n/a = not applicable/ n/av = not available.

⁽¹⁾ In Spain, the FCR is applicable to credit card incidents, but not complaints.

⁽²⁾ This kind of management is not applied in Portugal.

⁽³⁾ In Turkey, the weighting is calculated by the total number of customers.

Note: They are not settled complaints, but complaints in FCR.

Annex 4 - Complaints before the Banking Authority
(Spain, Turkey, Mexico and South America)

	2016 ⁽¹⁾	2015 ⁽¹⁾	2014
Spain	2	1	2
The United States	n/av	n/av	n/av
Turkey	32	35	n/a
Mexico	308	285	632
Argentina	34	41	131
Chile	12	16	16
Colombia	169	156	135
Peru	19	15	10
Venezuela	436	350	55
Paraguay	0	n/a	1
Uruguay	3	6	15
Portugal	41	32	20

n/a = not applicable/ n/av = not available.

⁽¹⁾ Complaints in Banking have increased over the last year, because in 2015, countries like Mexico did not provide quarterly data related to this section, so the data of total 2015 is not complete. The data of Mexico 2015 has been modified by the correct one.

Nota: For every billion euros of activity. Activity: gross credit to customers + total customer resources. The Banking Authority refers to the external body in which the customers can complain against BBVA.

Annex 5 - Employees by gender (BBVA Group)

	2016			2015			2014		
	Number of Employees	Men	Women	Number of Employees	Men	Women	Number of Employees	Men	Women
Spain	31,451	15,699	15,752	32,903	16,656	16,247	28,620	14,962	13,658
The United States	10,544	4,187	6,357	11,153	4,446	6,707	10,944	4,250	6,694
Turkey	23,678	10,087	13,591	23,691	10,106	13,585	16	10	6
Mexico	37,378	17,335	20,043	38,499	17,907	20,592	38,107	17,856	20,251
South America	30,543	13,921	16,622	30,448	13,713	16,735	29,640	13,400	16,240
Rest of Eurasia	1,198	682	516	1,274	723	551	1,443	805	638
Total	134,792	61,911	72,881	137,968	63,551	74,417	108,770	51,283	57,487

Annex 6 - Promoted employees by gender (BBVA Group)

	2016			2015			2014		
	Number of promoted employees	Men	Women	Number of promoted employees	Men	Women	Number of promoted employees	Men	Women
Spain	3,694	1,906	1,788	3,016	1,490	1,526	2,286	1,191	1,095
The United States	793	257	536	3,515	1,332	2,183	1,077	421	656
Turkey	736	325	411	1,039	438	601	n/a	n/a	n/a
Mexico	7,301	3,469	3,832	7,622	3,907	3,715	10,244	4,724	5,520
South America	3,610	1,312	2,298	3,205	1,453	1,752	2,821	1,245	1,576
Rest of Eurasia	124	74	50	124	71	53	159	94	65
Total	16,258	7,343	8,915	18,521	8,691	9,830	16,587	7,675	8,912

n/a = not applicable.

Annex 7 - Average employee age and breakdown by age bracket (BBVA Group. Years and percentage)

	2016				2015				2014			
	Average age	<25	25-45	>45	Average age	<25	25-45	>45	Average age	<25	25-45	>45
Spain	42.2	1.0	66.2	32.8	42.0	1.5	65.0	33.5	42.1	0.5	64.8	34.7
The United States	40.9	5.8	59.4	34.8	40.0	7.9	58.9	32.8	40.0	7.9	60.0	32.1
Turkey	32.9	6.6	88.6	4.8	32.4	8.2	87.6	4.2	n/a	n/a	n/a	n/a
Mexico	34.2	10.8	74.0	15.2	34.2	11.3	73.6	15.1	34.0	13.3	72.3	14.4
South America	37.6	7.4	68.9	23.7	37.3	8.4	68.6	23.1	37.2	8.8	68.9	22.2
Rest of Eurasia	42.6	0.7	59.3	40.0	42.2	0.5	61.2	38.3	41.8	0.7	62.0	37.3
Total	37.2	6.5	72.3	21.2	37.0	7.4	71.5	21.1	37.7	8.0	68.1	24.0

n/a = not applicable.

Annex 8 - Average length of service (BBVA Group. Years)

	2016			2015			2014		
	Total	Men	Women	Total	Men	Women	Total	Men	Women
Spain	16.0	17.5	14.6	16.4	18.3	14.4	16.6	18.8	14.2
The United States	7.3	5.9	8.2	6.7	5.3	7.6	6.7	5.3	7.6
Turkey	6.9	7.0	6.8	6.4	6.6	6.3	n/a	n/a	n/a
Mexico	8.2	8.4	8.0	8.1	8.5	7.8	8.0	8.4	7.6
South America	9.9	10.8	9.2	9.7	10.7	8.9	9.6	10.6	8.8
Rest of Eurasia	11.5	10.8	12.4	11.1	10.6	11.8	11.3	10.9	11.9
Total	10.1	10.9	9.5	10.1	11.0	9.2	10.6	11.8	9.6

n/a = not applicable.

Annex 9 - Breakdown of employees job category and gender (BBVA Group. Percentage)

	2016			2015			2014		
	Total	Men	Women	Total	Men	Women	Total	Men	Women
Spain									
Management team	3.3	77.5	22.5	3.1	78.1	21.9	3.7	80.0	20.0
Middle management	5.9	64.5	35.5	5.1	65.0	35.0	5.6	66.7	33.3
Specialists	25.0	54.0	46.0	21.7	53.9	46.1	25.4	54.0	46.0
Sales force	45.5	45.4	54.6	53.0	47.0	53.0	44.8	47.5	52.5
Rank and file	20.3	46.2	53.8	17.1	48.3	51.7	20.5	51.5	48.5
The United States									
Management team	0.3	79.4	20.6	1.3	81.8	18.2	1.5	83.0	17.0
Middle management	18.4	59.1	40.9	16.3	59.1	40.9	13.0	58.9	41.1
Specialists	17.9	41.4	58.6	13.8	41.3	58.7	16.4	44.5	55.5
Sales force	32.5	49.2	50.8	33.1	48.6	51.4	33.3	48.4	51.6
Rank and file	30.9	16.9	83.1	35.6	20.9	79.1	35.8	18.3	81.7
Turkey									
Management team	0.1	91.7	8.3	0.1	91.7	8.3	n.a	n.a	n.a
Middle management	20.6	41.7	58.3	18.8	43.0	57.0	n.a	n.a	n.a
Specialists	34.6	35.8	64.2	37.8	34.7	65.3	n.a	n.a	n.a
Sales force	37.0	38.8	61.2	35.5	39.7	60.3	n.a	n.a	n.a
Rank and file	7.8	93.4	6.6	7.8	93.1	6.9	n.a	n.a	n.a
Mexico									
Management team	0.7	86.2	13.8	0.8	87.7	12.3	0.9	87.9	12.1
Middle management	1.7	70.3	29.7	1.5	70.3	29.7	1.5	73.9	26.1
Specialists	34.2	50.2	49.8	34.3	49.9	50.1	31.8	51.3	48.7
Sales force	31.1	52.2	47.8	33.6	51.4	48.6	35.7	50.9	49.1
Rank and file	32.3	34.7	65.3	29.9	34.9	65.1	30.1	34.7	65.3
South America									
Management team	0.8	74.9	25.1	0.9	76.4	23.6	1.0	76.8	23.2
Middle management	7.5	56.3	43.7	9.7	53.0	47.0	9.8	53.1	46.9
Specialists	36.9	50.6	49.4	33.0	50.2	49.8	32.7	50.1	49.9
Sales force	40.7	38.9	61.1	38.8	39.0	61.0	35.6	39.8	60.2
Rank and file	14.1	44.2	55.8	17.6	42.7	57.3	20.9	41.6	58.4
Rest of Eurasia									
Management team	6.2	89.2	10.8	6.3	91.3	8.8	5.4	88.5	11.5
Middle management	10.4	66.4	33.6	10.7	63.2	36.8	9.9	63.6	36.4
Specialists	41.1	51.8	48.2	40.3	51.1	48.9	41.2	51.5	48.5
Sales force	36.1	58.4	41.6	36.0	57.5	42.5	35.6	56.1	43.9
Rank and file	6.2	33.8	66.2	6.8	44.2	55.8	8.0	44.3	55.7
Group average									
Management team	1.2	79.2	20.8	1.3	80.4	19.6	1.8	81.5	18.5
Middle management	8.7	52.9	47.1	8.4	52.8	47.2	6.1	59.7	40.3
Specialists	31.5	47.8	52.2	30.0	47.1	52.9	28.9	51.2	48.8
Sales force	37.8	44.6	55.4	39.7	45.4	54.6	37.8	46.9	53.1
Rank and file	20.7	40.6	59.4	20.6	40.9	59.1	25.4	37.6	62.4

n/a = not applicable.

Annex 10 - Voluntary resignations (turnover) ⁽¹⁾ and breakdown by gender (BBVA Group. Percentage)

	2016			2015			2014		
	Total workforce turnover	Men	Women	Total workforce turnover	Men	Women	Total workforce turnover	Men	Women
Spain	0.9	55.9	44.1	0.9	45.8	54.2	0.5	42.2	57.8
The United States	17.7	38.7	61.3	18.2	44.0	56.0	15.2	39.9	60.1
Turkey	8.2	40.3	59.7	2.2	44.4	55.6	n/a	n/a	n/a
Mexico	13.5	50.1	49.9	11.5	48.4	51.6	14.4	52.8	47.2
South America	6.1	43.9	56.1	6.6	45.4	54.6	6.4	41.5	58.5
Rest of Eurasia	4.2	61.1	38.9	4.2	54.7	45.3	4.3	46.8	53.2
Total	8.2	45.6	54.4	8.5	45.4	54.6	8.4	48.1	51.9

⁽¹⁾ Turnover = [Resignations (excluding early retirement)/Number of employees at start of period] x 100.

n/a = not applicable.

Annex 11 - Recruitment of employees by gender (BBVA Group. Number)

	2016			2015			2014		
	Total	Men	Women	Total	Men	Women	Total	Men	Women
Spain	3,515	1,450	2,065	7,929	3,629	4,300	1,989	840	1,149
The United States	2,244	949	1,295	2,910	1,279	1,631	2,762	1,102	1,660
Turkey	3,058	1,225	1,833	25,158	11,176	13,982	n/a	n/a	n/a
Mexico	8,084	4,056	4,028	7,743	3,751	3,992	9,516	5,022	4,494
South America	4,220	2,016	2,204	4,549	2,066	2,483	4,831	2,005	2,826
Rest of Eurasia	111	70	41	95	52	43	78	36	42
Total	21,232	9,766	11,466	48,384	21,953	26,431	19,176	9,005	10,171
Of which new hires are (*):									
Spain	1,038	632	406	692	431	261	588	336	252
The United States	2,219	932	1,287	2,885	1,263	1,622	2,648	1,098	1,550
Turkey	2,879	1,164	1,715	1,803	789	1,014	n/a	n/a	n/a
Mexico	6,016	2,930	3,086	5,063	2,585	2,478	5,745	2,986	2,759
South America	3,045	1,519	1,526	3,309	1512	1797	3,101	1297	1804
Rest of Eurasia	46	27	19	159	61	98	68	34	34
Total	15,243	7,204	8,039	13,911	6,641	7,270	12,150	5,751	6,399

(*) Including hires through consolidations.

n/a = not applicable.

Annex 12 - Discharge of employees by discharge type and gender (BBVA Group. Number)

	2016			2015			2014		
	Total	Men	Women	Total	Men	Women	Total	Men	Women
Spain									
Retirement and early retirement	1,384	1,128	256	1,395	1,021	374	1,831	1,353	478
Voluntary redundancies	110	71	39	40	27	13	76	47	29
Resignations	281	157	124	271	161	110	160	98	62
Others	3,192	1,075	2,117	1,947	725	1,222	1,678	647	1,031
The United States									
Retirement and early retirement	57	8	49	50	8	42	56	13	43
Voluntary redundancies	25	23	2	7	3	4	8	4	4
Resignations	1,977	765	1,212	1,988	778	1,210	1,711	660	1,051
Others	794	386	408	656	275	381	1,331	487	844
Turkey									
Retirement and early retirement	85	46	39	31	23	8	n/a	n/a	n/a
Voluntary redundancies	65	30	35	35	20	15	n/a	n/a	n/a
Resignations	1,944	783	1,161	528	197	331	n/a	n/a	n/a
Others	977	393	584	887	452	435	n/a	n/a	n/a
Mexico									
Retirement and early retirement	423	269	154	197	122	75	320	246	74
Voluntary redundancies	78	46	32	99	57	42	255	153	102
Resignations	5,184	2,596	2,588	4,387	2,235	2,152	5,418	2,801	2,617
Others	3,520	1,716	1,804	2,668	1,290	1,378	2,935	1,387	1,548
South America									
Retirement and early retirement	20	9	11	1	1	0	1	0	1
Voluntary redundancies	940	423	517	671	328	343	614	315	299
Resignations	1,856	814	1,042	1,961	876	1,085	1,820	813	1,007
Others	1,309	562	747	1,108	544	564	1,247	507	740
Rest of Eurasia									
Retirement and early retirement	6	2	4	1	1	0	3	2	1
Voluntary redundancies	52	28	24	12	10	2	15	5	10
Resignations	54	33	21	61	27	34	70	40	30
Others	75	49	26	185	97	88	162	76	86
Total									
Retirement and early retirement	1,975	1,462	513	1,675	1,176	499	2,211	1,614	597
Voluntary redundancies	1,270	621	649	864	445	419	968	524	444
Resignations	11,296	5,148	6,148	9,196	4,274	4,922	9,179	4,412	4,767
Others	9,867	4,181	5,686	7,451	3,383	4,068	7,353	3,104	4,249

n/a = not applicable.

Annex 13 - Breakdown of employees by contract type and gender (BBVA Group. Percentage)

	2016			2015			2014		
	Total	Men	Women	Total	Men	Women	Total	Men	Women
Spain									
Full-time permanent or indefinite-term	92.2	51.9	48.1	93.6	52.2	47.8	95.0	53.6	46.4
Part-time permanent or indefinite-term	2.7	6.1	93.9	1.9	5.1	94.9	1.9	4.4	95.6
Temporary	5.1	37.6	62.4	4.6	37.5	62.5	3.0	40.5	59.5
The United States									
Full-time permanent or indefinite-term	97.5	40.3	59.7	95.6	40.7	59.3	95.3	39.6	60.4
Part-time permanent or indefinite-term	2.5	17.9	82.1	4.3	21.5	78.5	4.7	23.1	76.9
Temporary	0.0	0.0	100.0	0.1	37.5	62.5	0.0	0.0	100.0
Turkey									
Full-time permanent or indefinite-term	99.3	42.6	57.4	99.0	42.6	57.4	n/a	n/a	n/a
Part-time permanent or indefinite-term	0.0	0.0	0.0	0.0	0.0	0.0	n/a	n/a	n/a
Temporary	0.7	50.0	50.0	1.0	51.9	48.1	n/a	n/a	n/a
Mexico									
Full-time permanent or indefinite-term	89.6	46.4	53.6	89.4	46.9	53.1	89.4	46.9	53.1
Part-time permanent or indefinite-term	0.7	23.5	76.5	0.9	26.3	73.7	1.2	30.8	69.2
Temporary	9.7	47.7	52.3	9.7	45.0	55.0	9.4	48.5	51.5
South America									
Full-time permanent or indefinite-term	89.4	46.3	53.7	89.8	45.8	54.2	90.3	45.9	54.1
Part-time permanent or indefinite-term	3.0	34.6	65.4	2.8	31.7	68.3	2.5	28.4	71.6
Temporary	7.6	41.2	58.8	7.3	41.1	58.9	7.2	41.9	58.1
Rest of Eurasia									
Full-time permanent or indefinite-term	98.7	57.1	42.9	99.0	56.9	43.1	99.4	56.1	43.9
Part-time permanent or indefinite-term	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Temporary	1.3	40.0	60.0	1.0	46.2	53.8	0.6	0.0	100.0
Group average									
Full-time permanent or indefinite-term	92.6	46.5	53.5	92.7	46.7	53.3	91.9	47.8	52.2
Part-time permanent or indefinite-term	1.7	20.9	79.1	1.7	21.7	78.3	2.1	21.9	78.1
Temporary	5.7	43.6	56.4	5.6	42.6	57.4	6.0	45.2	54.8

n/a = not applicable.

Annex 14 - Amount and type of absenteeism of employees
(BBVA Group ⁽¹⁾. 2016)

	Number of Employees	Men	Women
Total leave	58,247	21,425	36,822
New leave	56,100	20,718	35,382
Additions	50,262	19,219	31,043
Number of days of sick leave or total accident in the year	606,711	201,988	404,723
Absenteeism rate (%)	1.6	0.5	1.1

⁽¹⁾ Excluding BBVA Compass and Garanti.

Annex 15 - Financial Education. Data by country (Number of beneficiaries. 2016)

	Children	Adults	SMEs ⁽²⁾	Total beneficiaries	Total workshops
Spain	1,140,700	12,578	615	1,153,893	5358
The United States	45,909	5,505	973	52,387	160
Mexico	897,577	331,264	32,169	1,261,010	1010415
South America	58,975	47,641	548	107,164	150,318
Argentina	9,406	0	30	9,436	84
Chile	10,304	1000	83	11,387	256
Colombia	39,107	36,530	0	75,637	149656
Peru	0	1464	200	1,664	55
Venezuela	158	5,685	188	6,031	111
Paraguay	0	2,336	20	2,356	102
Uruguay	0	626	27	653	54
Group ⁽¹⁾	2,143,161	396,988	34,305	2,574,454	1,166,251

⁽¹⁾ Turkey did not develop financial education programs in 2016.

⁽²⁾ Number of beneficiary SMEs does not include beneficiaries of online courses of the Camino al Éxito program in South America.

Annex 16 - Financial education programs for children and young people
(Number of beneficiaries. 2016)

Spain	1,140,700
Future Values	1,133,239
Your Finances, Your Future (collaborative program)	7,461
The United States	45,909
EVERFI	45,909
Mexico	897,577
Future Values	16,096
Kidzania	826,237
Sala valores de futuro MIDE	46,242
Sub 14 League	1,200
Ambassadors "For those who remain"	5,998
SNEF	1,804
South America	58,975
Argentina	9,406
BBVA France Financial Education Program	1,466
BBVA France Financial Education "Go for your dreams"	7,823
My First Company	117
Chile	10,304
BBVA Financial Education league	10,304
Colombia	39,107
BBVA Entrepreneurship School in Colombia	39,107
Venezuela	158
Online Financial Education Course for Young People	158
Group	2,143,161

Annex 17 - Financial education programs for SMEs

Financial education for SMEs in Mexico	2016	2015	2014
Number of financial education workshops given to SMEs	62,433	47,672	77,616
Number of SMEs benefiting from financial education workshops	31,852	25,410	39,685

⁽¹⁾ The main target for this initiatives are SMEs, though acces is not restricted that is why some beneficiaries could be individual customers

Training for SMEs growth	2016	2015 ⁽²⁾	2014 ⁽¹⁾
Spain	615	589	1,009
Camino al Éxito (Road to success)	548	704	553
Training of SMEs Mexico	317	734	n/a
Total	1,480	2,027	1,562

n/a = not applicable.

⁽¹⁾ A pilot project for Camino al Éxito was developed in 2014.

⁽²⁾ Camino al Éxito 2015 only includes SMEs benefiting from face-to-face training for growth. It doesn't include SMEs benefiting from online courses.

Annex 18 - Main indicators of BBVA Momentum (BBVA Group)

	Spain	Mexico	Peru
Candidates	713	491	187
Participants	56	50	6
BBVA Mentors	54	20	6
Job Supported	1717	1004	n/a
Turnover of financial companies (euros) ⁽¹⁾	61,662,670	67,895,102	n/a
Companies financed	18	32	n/a
Investment in companies (euros) ⁽²⁾	5,007,125	2,926,796	n/a
Investment in high-impact products (euros) ⁽³⁾	7,579,594	n/a	n/a

n/a = not applicable.

⁽¹⁾ It only includes Spanish and Mexican companies participating in Momentum Project 2011-2016 as of December 2016.

⁽²⁾ Investment in capital and loans. BBVA finances the growth of these companies through many products (In Spain an investment fund, in Mexico loans in condition they are out of the market).

⁽³⁾ BBVA's investment in Spanish fund is greater than the amount actually injected by the fund into these companies.

Note: It includes 5 editions from Spain, 4 from Mexico, 1 from Peru.

Annex 19 - Main indicators of *Niños Adelante* (Forward Children)

	Investment (euros)			Number of internships			Indirect beneficiaries			Number of affiliates		
	2016	2015	2014	2016	2015	2014	2016	2015	2014	2016	2015	2014
Mexico	8,667,317	11,755,786	11,533,128	17,393	18,000	17,815	69,572	72,000	71,260	0	0	n/a
Colombia	567,441	487,704	454,285	29,904	18,963	6,690	119,616	75,852	41,332	122	18	n/a
Peru	230,909	345,650	318,873	21,303	23,012	25,149	85,212	92,408	100,596	9	13	n/a
Venezuela	10,458	52,414	1,832,934	4,500	4,500	4,872	203,500	26,295	22,500	0	0	n/a
Paraguay	60,086	34,600	109,850	38	192	391	n/av	7,585	7,644	12	1	n/a
Uruguay	121,918	122,932	104,027	135	140	120	n/av	100	32	4	6	n/a
TOTAL	9,658,129	12,799,086	14,761,525	73,273	64,807	59,433	477,900	274,240	249,958	147	38	n/a

n/a = not applicable.

n/av = not available.

Annex 20 - Main educational programs (Direct beneficiaries)

	2016
Knowledge Olympics (Mexico)	2923
Becas Niños Adelante (South America and Mexico)	73,273
Papagayo program (Venezuela)	9099
Total child and primary education	85,295
Adelante scholarships (Mexico)	17,393
BBVA Route	182
Total secondary education	17,575
Acción Magistral (Spain)	6539
Teach for America (The United States)	1,110
Teachers Academy Foundation (Turkey) ⁽¹⁾	21012
Educational and Production Centers (Mexico)	18634
Total training given to adults	47295
TOTAL	150,165

⁽¹⁾ Garanti data not verified

Beneficiaries from the Acción Magistral program (Spain)

	2016	2015	2014
Trained Teachers	265	237	222
Teachers using the platform	6052	4,327	3,034
Acción Magistral meeting	222	355	147
Prize Magistral Action (Winning centers and mentions to students and teachers)	106	1,286	23
Total	6,645	6,189	3,426

Annex 21 - Public water consumption (BBVA Group. Cubic meter)

	2016	2015	2014
Spain and Portugal	410,174	423,036	361,183
The United States	1,122,956	1,035,531	963,547
Turkey	264,480	269,780	n/a
Mexico	625,619	580,804	805,343
South America	857,436	776,132	875,040
TOTAL	3,280,665	3,085,283	3,005,112

n/a = not applicable.

Annex 22 - Paper consumption (BBVA Group. Tons)

	2016	2015	2014
Spain and Portugal ⁽¹⁾	3,024	2,615	3,431
The United States	1,198	850	1,363
Turkey ⁽²⁾	1,597	n/av	n/a
Mexico	1,770	2,185	1,924
South America	1,897	1,641	1,652
TOTAL	9,485	7,292	8,370

n/a = not applicable / n/av = not available.

⁽¹⁾ Paper consumption data for 2015 do not include OPPLUS and Insurance.

⁽²⁾ Paper consumption data for Garanti are not externally reviewed.

Annex 23 - Consumption of energy (BBVA Group. Megawatt hour)

	2016	2015	2014
Spain and Portugal	244,721	263,625	257,260
Electricity ⁽²⁾	229,328	249,036	244,800
Fossil fuels ⁽¹⁾	15,393	14,589	12,460
The United States	133,397	141,839	153,481
Electricity	127,297	134,423	143,512
Fossil fuels ⁽¹⁾	6,100	7,416	9,970
Turkey	149,781	148,346	n/a
Electricity	116,502	115,693	n/a
Fossil fuels ⁽¹⁾	33,279	32,653	n/a
Mexico	266,836	260,690	229,517
Electricity	261,238	254,074	221,782
Fossil fuels ⁽¹⁾	5,598	6,616	7,735
South America	162,480	179,337	189,953
Electricity	160,153	177,693	186,892
Fossil fuels ⁽¹⁾	2,327	1,644	3,062
TOTAL	957,215	993,838	830,212
Electricity	894,518	930,919	796,985
Fossil fuels ⁽¹⁾	62,697	62,919	33,227

n/a = not applicable.

⁽¹⁾ The consumption of gasoil, natural gas and LP gas are included.

⁽²⁾ Consumption data for Catalunya Banc premises and branches are not included.

Annex 24 - CO₂ emissions ⁽¹⁾ (BBVA Group. Tons)

	2016	2015	2014
Spain and Portugal	89,998	98,136	102,653
Electricity	68,730	74,163	81,860
Fossil fuels	3,118	3,045	2,496
Air travel	18,150	20,928	18,297
The United States	72,187	77,123	77,564
Electricity	63,836	67,003	71,589
Fossil fuels	1,206	1,442	1,927
Air travel	7,145	8,678	4,049
Turkey	66,587	75,099	n/a
Electricity	54,435	63,875	n/a
Fossil fuels	6,681	11,224	n/a
Air travel	5,472	n/av	n/a
Mexico	128,874	126,827	113,711
Electricity	117,838	113,917	99,802
Fossil fuels	1,350	1,968	2,241
Air travel	9,686	10,943	11,669
South America	36,334	38,722	43,194
Electricity	29,682	32,735	34,388
Fossil fuels	594	404	722
Air travel	6,058	5,583	8,084
TOTAL	393,979	415,906	337,123
Electricity	334,520	351,692	287,638
Fossil fuels	12,948	18,083	7,386
Air travel	46,511	46,131	42,099

n/a= not applicable / n/av = not available.

⁽¹⁾ The emission factors used for the calculation of CO₂ emissions per electricity, fossil fuels and air travel consumption, have been updated according to the best estimation available. In the case of CO₂ emitted from electricity consumption in Spain, the last factor published by UNESA for 2011 has been used, whereas in the case of the rest of the Group's countries, the last factor published by DEFRA has been used.

Annex 25 - Waste management (BBVA Group. Kilograms)

	2016	2015	2014
Spain and Portugal	835,893	975,714	771,164
Non-hazardous waste	657,415	775,052	596,779
Hazardous waste	178,478	200,662	162,620
The United States	n.d.	n/av	2,142,465
Non-hazardous waste	n.d.	n/av	2,102,201
Hazardous waste	n.d.	n/av	40,263
Turkey	122,382	n/av	n/a
Non-hazardous waste	n.d.	n/av	n/a
Hazardous waste	122,382	n/av	n/a
Mexico	81,552	99,896	1,098,987
Non-hazardous waste	79,912	65,080	1,051,703
Hazardous waste	45,019	34,816	n/av
South America	223,700	179,847	271,775
Non-hazardous waste	140,552	150,248	182,483
Hazardous waste	51,627	29,598	89,292
TOTAL	1,263,527	1,255,457	4,284,391
Non-hazardous waste	877,879	990,381	3,933,167
Hazardous waste	397,506	125,316	143,343

n/a = not applicable / n/av = not available.

Annex 26 - Suppliers ⁽¹⁾ and annual turnover ⁽²⁾

	2016		2015		2014	
	Number of suppliers	Annual turnover (million euros)	Number of suppliers	Annual turnover (million euros)	Number of suppliers	Annual turnover (million euros)
Spain	1,240	2,457	1,277	2,660	1,233	1,1
The United States	489	704.28	524	484	419	370
Turkey	n/av	n/av	n/av	n/av	n/av	n/av
Mexico	1,142	3,381	1,238	3,974	1,101	3,577
Argentina	408	458.16	559	576	456	340
Chile	242	171.47	250	197	227	151
Colombia	180	197.76	216	198	213	205
Perú	285	246.32	290	257	270	193
Venezuela	81	61.39	59	20	236	347
Paraguay	49	16.04	51	20	51	17
Uruguay	54	26.72	24	7	51	26
Portugal	70	31.45	110	48	64	29
Bolivia	n/av	n/av	0	0	0	0
TOTAL	4,240	7,751	4,598	8,441	4,321	7,186

Total suppliers ⁽³⁾

	2016		2015		2014	
	Number of suppliers	Annual turnover (million euros)	Number of suppliers	Annual turnover (million euros)	Number of suppliers	Annual turnover (million euros)
Spain	14,020	2,588	14,785	2,796	14,088	2,067
The United States	2,073	731.33	2,241	678	2,370	398
Turkey	n/av	n/av	n/av	n/av	n/av	n/av
Mexico	5,988	3,486	5,674	4,081	5,286	3,677
Argentina	2,262	490.5	2,701	618	2,598	376
Chile	1,462	189.73	1,995	216	1,545	169
Colombia	2,827	222.5	4,146	224	3,070	232
Perú	2,972	273.89	4,421	287	3,444	220
Venezuela	869	67.87	856	41	1,104	362
Paraguay	1,119	23.04	1,141	27	1,106	24
Uruguay	567	33.37	475	11	525	31
Portugal	844	38	1,015	57	1,123	36
Bolivia	n/av	n/av	0	0	0	0
TOTAL	35,003	8,144	39,450	9,036	36,259	7,592

⁽¹⁾ Including suppliers and creditors.⁽²⁾ Payments made to third parties (not including suppliers with amounts less than €100,000). Cash flow criterion.⁽³⁾ Including all suppliers, creditors and third parties invoicing to BBVA without a limit to the amount.

n/av = not available.

Annex 27 - Average payment period to suppliers (Days)

	2016	2015	2014
Spain	46.5	47	39
The United States	3.6	7	n.d.
Mexico	21.3	17	20
Argentina	33.6	34	35
Chile	25.5	27	30
Colombia	13.2	16	7
Perú	26.3	31	31
Venezuela	26	19	16
Paraguay	30	30	15
Uruguay	5	5	30
TOTAL	23	23	23

Average payment period calculated as an average resulting from the difference between the payment date and the base date. With no weighing by amount.

Annex 28 - Customer satisfaction index

	2016 ⁽¹⁾	2015	2014
Spain	n/av	78	79
The United States	n/av	74	72
Mexico	n/av	82	80
Argentina	n/av	83	84
Chile	n/av	78	83
Colombia	n/av	86	86
Perú	n/av	82	79
Venezuela	n/av	86	88
Uruguay	n/av	87	n/av
Paraguay	n/av	80	n/av
TOTAL		81.6	82

⁽¹⁾ Biennial. To be done in 2017.

n/av= not available.

Annex 29 - Supplier approval

	Number of suppliers who have passed the approval process			Purchases from suppliers who have taken part in the approval process (%) ⁽¹⁾			Number of suppliers who have failed the approval process		
	2016	2015	2014	2016	2015	2014	2016	2015	2014
Spain	1,148	1,037	893	84	85	84	12	10	2
The United States	579	n/av	n/av	72	n/av	n/av	154	n/av	n/av
Mexico	340	n/av	n/av	74	n/av	n/av	108	n/av	n/av
Argentina	356	n/av	n/av	69	n/av	n/av	0	n/av	n/av
Chile	783	n/av	n/av	89	n/av	n/av	24	n/av	n/av
Colombia	776	n/av	n/av	92	n/av	n/av	16	n/av	n/av
Peru	463	n/av	n/av	77	n/av	n/av	3	n/av	n/av
Venezuela	253	n/av	n/av	57	n/av	n/av	0	n/av	n/av
Total	4,698	1,037	893	614	85	84	317	10	2

n/av = Not available.

⁽¹⁾ Other purchases are from suppliers who do not meet the internal criteria that require them to take part in the approval process.