BBVA

**BBVA’s Operations in Mexico: Labor Risk, Transparency Gaps, and Internal Labor Practices**

1. Scale of operation

As of the end of 2024, **BBVA Mexico employed 44,196 people**, an increase of 2,361 compared to the previous year. The company operates **1,693 branches** and **14,612 ATMs** throughout the country, making Mexico the **largest contributor to BBVA Group’s workforce** and a cornerstone of its operations.

1. **Employee Support and Internal Labor Practices**

Despite limited external labor risk disclosures, BBVA provides **detailed reporting on internal labor policies and employee well-being**, particularly in high-impact markets like Mexico.

• BBVA reports that **100% of employees in Mexico are covered by collective agreements** or employment contracts aligned with national and internal labor policies.

• Employees receive benefits beyond legal requirements, including:

• **Health insurance**

• **Life insurance**

• **Retirement savings plans**

• **Flexible working models** and **paid parental leave**

1. **Diversity and Inclusion**

• Women make up **42.3% of total management positions in Mexico**, with a focus on developing female leadership.

• BBVA has implemented **gender pay equity reviews** and set up tracking systems to reduce disparities.

1. **Well-being and Work-Life Balance**

• BBVA introduced well-being programs that include **mental health support**, **workplace ergonomics**, and **training on emotional resilience**.

• The group reported **zero work-related fatalities** in 2024, indicating a strong safety culture.

1. **Reporting Gaps in Labor Rights Risk (External Supply Chain)**

While BBVA excels in employee support, it **fails to adequately disclose potential labor rights risks** in its extended operations and value chain, especially in Mexico:

• The report does **not mention “forced labor” or “child labor”**

• There is **no reference to GRI 408 (Child Labor), GRI 409 (Forced Labor), or GRI 414 (Supplier Assessment)**

• No indication of **third-party labor audits** or **human rights due diligence** in outsourced services such as security, facility services, or call centers

Given Mexico’s known vulnerabilities—including **weak enforcement of labor laws**, widespread **outsourcing**, and high rates of **informal employment**—this absence is a notable transparency gap.

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employee development

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