



Rating date: August 2017

BBVA BANCO

ISIN CODE: PEP116001004

Overall score 30/1

Sector: Retail & Specialised Banks Emerging Market

Companies in sector panel: 46

Information rate: 53% (Sector average: 52%) Company cooperation level: Not responsive

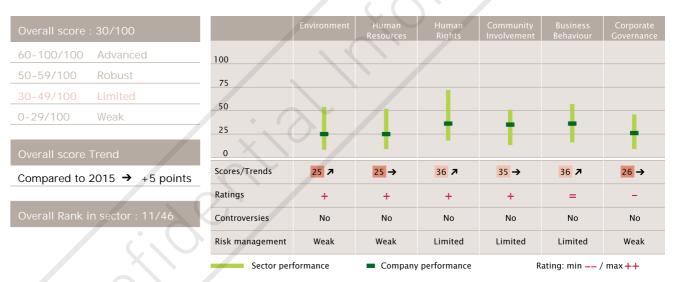
General information

BBVA Banco Continental (BBVA Continental) is a Peruvian bank and subsidiary of the Continental Holding S.A. The company offers a wide range of financial products and services. The final controller of BBVA Continental is Bank BBVA (Banco Bilbao Vizcaya Argentaria) and Inversiones

| Main Economic Segment** | Turnover 2016 |
|-------------------------|------------------|
| Financial Services | 100 % |

Breca. The company was founded in 1951 and is headquartered in Lima, Peru.

Overall CSR performance & trends



- BBVA Continental's overall CSR performance is considered limited (30/100), and it has increased since last review.
- BBVA Continental does not appear to report a heterogeneous approach to address all of its ESG impacts. Despite this, it demonstrates a limited performance in the Social pillar (35/100) marked by its performance in information to customers issues, whereas the reported approach to the Environmental (25/100) and Governance (26/100) pillar remains weak due to insufficient information disclosure on related issues at stake for the Insurance sector.
- The Company has not faced any allegations during the period under review according to stakeholders sources.

Company inclusion in Vigeo Indices***: NO

Based on the most recent Index at the date of publication www.vigeo.com • corporate social responsibility ratings (SPR)

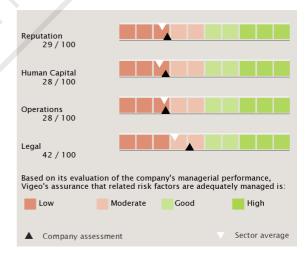
On a 4-level scale: proactive, responsive, partially responsive, not responsive See detailed economic indicators in Selected financial data section



Management of Risks and Opportunities

| | | Weakr | iesses | Strengths | | |
|------------------------|---|--|---|----------------------------------|-------------------------------------|--|
| Sustainability drivers | 3 | ■Health and safety ■Board of Directors ■Climate change: indirect impacts ■Reorganisation | ■Non-discrimination and diversity ■Social and economic development ■Corruption and money laundering ■Responsible Customer Relations ■Internal controls & risk management ■Financial inclusion | ■Information to customers | | |
| Weight of the | 2 | ■Respect for freedom of association and the right to collective bargaining ■Responsible lobbying ■Executive Remuneration | ■Green products and SRI ■Shareholders ■Environmental strategy ■Social dialogue ■Fundamental human rights ■Career management | | | |
| | 1 | ■ Business travel and commuting | | | | |
| | | Weak 0 to 29 points | Limited 30 to 49 points | Robust 50 to 59 points | Advanced 60 to 100 points | |

- Currently, Climate change represents a key challenge for financial institutions. After the historic agreement on Climate Change signed during the COP 21 in 2015, financial companies have a key role to play to contribute to emissions reductions by aligning their core portfolios with the financial requirements of the low-carbon economy. BBVA Continental seems aware about this opportunity, since the Company applies environmental factors in the credit risk assessment and it has measure allocated to reduce the company's own CO2 emmissions, however the performance of these measures is not disclosed.
- Promoting **Health and Safety** is an opportunity for the financial institutions. Indeed, initiatives to reduce stress on the workplace and promote well being can both foster the performance of employees and increase the attractiveness of companies as employer, enabling them to retain talents. This represents a missed opportunity by BBVA Continental. Howewer, the company has implemented employees participation tools and monitoring the absenteeism to reduce the stress at work.



• An effective Internal controls & risk management system is a critical component of financial institutions' management and a foundation for the safe and sound operation of their organisations. In this regard, BBVA Banco Continental adopts some of the recommended measures for a sound risk management. However, the bank does not disclose information on the supervision of material risk-takers.

^{*} We consider legal security as an element of a company's tangible or intangible assets. We define legal risk as the potential impact - negative or positive - on these assets considering the management of CSR issues possibly involving the company's legal responsibility. Under no circumstances should our opinion be construed as a due diligence or a assurance in the meaning of regulations such as, for instance, the Sarbanes-Oxley Act in the USA or the Loi de Sécurité Financière in France



Company performance in all the Sustainability Drivers

| | Weight of the Sustainability driver | Overall score 30/100 | Trend | Score | | | |
|---------------|--|---|---------------|-------|--|--|--|
| | | Environment | 7 | 25 | | | |
| ENV1.1 | 2 | Environmental strategy | 7 | 36 | | | |
| ENV1.3 | 2 | Green products and SRI | 7 | 42 | | | |
| ENV2.2 | 3 | Climate change: indirect impacts | → | 14 | | | |
| ENV2.7 | 1 | Business travel and commuting | \rightarrow | 0 | | | |
| | | Human resources | → | 25 | | | |
| HRS1.1 | 2 | Social dialogue | | 33 | | | |
| HRS2.3 | 3 | Reorganisation | 7 | 12 | | | |
| HRS2.4 | 2 | Career management | \rightarrow | 31 | | | |
| HRS3.2 | 3 | Health and safety | 7 | 27 | | | |
| | | Human rights | 7 | 36 | | | |
| HRT1.1 | 2 | Fundamental human rights | \rightarrow | 32 | | | |
| HRT2.1 | 2 | Respect for freedom of association and the right to collective bargaining | → | 28 | | | |
| HRT2.4 | 3 | Non-discrimination and diversity | 7 | 44 | | | |
| | | Community involvement | → | 35 | | | |
| CIN1.1 | 3 | Social and economic development | → | 38 | | | |
| CIN2.1 | 3 | Financial inclusion | | | | | |
| CIN2.2 | 1 | Contribution to general interest causes | | | | | |
| | | Business behaviour (c&s) | 7 | 36 | | | |
| C&S1.2 | 3 | Information to customers | 7 | 51 | | | |
| C&S1.3 | 3 | Responsible Customer Relations | 7 | 37 | | | |
| C&S3.1 | 3 | Corruption and money laundering | 7 | 37 | | | |
| C&\$3.3 | 2 | Responsible lobbying | 7 | 12 | | | |
| | | Corporate governance | → | 26 | | | |
| CGV1.1 | 3 | Board of Directors | 7 | 21 | | | |
| CGV2.1 | 3 | Internal controls & risk management | 7 | 35 | | | |
| CGV3.1 | 2 | Shareholders | 7 | 41 | | | |
| CGV4.1 | 2 | Executive Remuneration | → | 4 | | | |
| Weak | Weak (0-29/100) Limited (30-49/100) Robust (50-59/100) Advanced (60-100/100) | | | | | | |

Involvement in allegations with evidence of corrective measures

Involvement in allegations





Selected financial data

| Key data | Revenue | EBIT | Employees |
|--------------------|----------------|----------------|-------------------|
| 2016 | PEN 4,506m | PEN 1,913m | 5,570 |
| 2015 | PEN 4,052m | PEN 1,938m | 5,392 |
| 2014 | PEN 3,743m | PEN 1,882 m | 6,495 |
| 2013 | PEN 3,633m | PEN 1,771 m | 5,327 |
| Main sha | reholders | | 2017 |
| Newco P | eru SAC | | 46.1 % |
| Holding | Continental SA | | 46.1 % |
| Geograp breakdo | | Assets 2016 | Employees 2016 |
| Peru | | 100 % | 100 % |
| All Econo | omic Segments | | Turnover 2016 |
| Financial | Services | | 100 % |

Selected ESG Indicators

| | 2016 |
|--|---------|
| Non-executive Board member(s) responsible for CSR issues | No |
| Executive remuneration linked to CSR performance | No |
| Ratio of payments to employees vs. shareholders (3-year trend) | N/A |
| Percentage of independent Board members | 33 |
| Percentage of women on Board | 0 |
| Percentage of women in Executive team | 36 |
| Percentage of women in workforce | N/A |
| Transparency on lobbying budget | No |
| Percentage of employees covered by collective agreements on working conditions | N/A |
| 3 year trend for safety at work | N/A |
| Involvement in armament | No |
| Transparency on payment of tax | Partial |

Involvement in disputable activities: summary

This section is dedicated to disputable activities in which the company is involved. 9 disputable activities are analyzed (see list below) following 30 parameters Additional analysis and full database access are available as an option

For more information please contact us at customer.service@vigeo.com

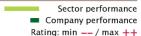
| Level of involvement | % of revenues |
|----------------------|---------------|
| Alcohol | % |
| Animal maltreatment | % |
| Armament | % |
| Hazardous chemicals | % |
| Gambling | % |
| GMOs in food & feed | % |
| Nuclear energy | % |
| Sex industry | % |
| Tobacco | % |

A company's level of involvement (Major, Minor, No) in a disputable activity is based on:

- An estimation of the revenues derived from disputable products or services
- The precise nature of the disputable products or services provided by the company



CSR performance per domain





Key issues

The integration of environmental factors in the allocation of resources to companies and individuals is relevant to influence them towards more environmentally responsible behaviours (ENV1.3). With the Paris agreement, climate change remains the focus of the debate (ENV2.2). That is why the scope of the analysis has been enlarged to cover banks' efforts to reduce their own carbon footprint, their financed emissions, and to support the energy transition. Financial institutions can also address their direct impacts by minimizing the CO2 consumption of their own operations (ENV2.2 and ENV2.7) and by implementing an Environmental Management System (ENV1.1).

Company performance

- The Company's performance in the Environmental domain is weak in absolute terms, which is consistent with the previous review.
- BBVA Continental's commitment only addresses the inclusion of environmental factors in credit risk assessment, whereas information provided on the climate risks linked to credit and lending activities remains insufficient. In addition, the company set up measures to reduce its own carbon print and the CO2 emmissions linked to the energy consumption per employee has remained stable over the past three years. Finally, the management of environmental impacts from transportation also remains unaddressed in the company's reporting.
- Overall, the Company ranks above its peers.



Key issues

Cost reduction strategies, including job cuts, heavily affected the financial industry since after the financial crisis. This calls for banks to responsibly manage restructurings (HRS 2.3) to mitigate social consequences for employees, but also to safeguard their human capital base. The unstable external and internal environment, characterised by an increased work pressure, lack of job security and an increased demand for flexibility, requires an effective health & safety policy (HRS3.2) to deal properly with many stress factors.

Company performance

- The Company's performance in the Human Resources domain is weak in absolute terms, which is consistent with the previous review.
- As for the improvement of health and safety conditions, the Company makes some general commitment, monitors absenteeism and measures the level of employee satisfaction. However, no health and safety management system appears to be in place and no consolidated data on accident rates are disclosed. BBVA Continental makes some general statements promoting career management and training. In addition, turnover rate has slightly increased over the past four years. Finally, the Company makes some general statements about the promotion labour relations, however collective agreements on working conditions cover 100% of its employees.
- Overall, the Company ranks above its peers.



Key issues

The financial industry is characterized by a high-qualified workforce, with a high proportion of men in managerial positions and significant gender pay disparities. As a consequence, non-discrimination (HRT2.4) is a relevant issue for the sector. Financial companies may also be exposed to human rights abuses through their financing and investment activities (HRT 1.1).

Company performance

- The Company's performance in the Human Rights domain is limited in absolute terms, which is an improvement with the previous review.
- BBVA Continental commits to prevent discrimination. However, no information on measures set up to back up these commitments is disclosed. The gender balance is monitored, and the result of percentage of women in management has increased over the past four years. The Company has made reference to respect for human rights standars and the freedom of association, however, relevant supportive measures and performance indicators are missing.
- Overall, the Company ranks above its peers.





2015 2017 100 75 50 25 0 36 Score Allegations No Rating Risk management Limited



Key issues

The main role of banks is to enhance the social and economic development by supporting the real economy (CIN 1.1). As tax revenues are key for sustainable development, companies have the responsibility to ensure fairness and transparency in their tax strategies (CIN 1.1). Financial inclusion and the support of clients in financial distress are also a key responsibility for banks (CIN 2.1), especially in the actual context of slowdown of global economies.

Company performance

- The Company's performance in the Community Involvement domain is limited in absolute terms, which is in line with the previous review.
- BBVA Continental commits to promoting local social and economic development and support community development, but no indicators to assess the impacts on local development of projects supported are disclosed. The Company disclose transparently its taxes paid in its reports. A few initiatives to promote access to basic financial services are reported by BBVA Continental, but not when it comes to support customers in financial distress. Furthermore, no indicator disclosed allows to assess progress made in terms of financial education and access to basic financial services by concerned communities.
- Overall, the Company ranks above its peers.

Key issues

Banks's responsibility is to provide comprehensive and suitable advice to customers on their products and associated risks (C&S 1.2), as well as to ensure fair relations with them. Cybersecurity and the protection of clients' information are emerging as key issues for a responsible management of clients and therefore recently included in the dedicated driver (C&S 1.3). Companies' effort to create an internal culture of responsible business conduct is also crucial in a sector that has been heavily affected by controversies related to unethical behaviour (C&S3.1).

Company performance

- The company's performance in the Business Behavior domain is limited in absolute terms, which is an improvement compared to the previous review.
- The company has issued a formalised commitment to responsible customers relations, and to adequately informing customers. No measure is disclosed about responsible relations with customers whereas measures allocated to ensure customers are informed properly include educational tools and procedures to approve marketing materials. The Company is committed to preventing the business ethics risks, but the measures deployed do not go beyond having hotlines or emails to report violation to the Code.
- Overall, the Company ranks in line with its peers.

Kev issues

Sound corporate governance is required to oversee a company's strategic direction, including the CSR strategy. Directors are notably evaluated on their level of diversity and experience with operational, financial, and CSR topics (CGV1.1). The audit and internal controls system is examined regarding the efficiency and reach of its risk management (CGV2.1). Executive remuneration is assessed for transparency and alignment with the interests of company's shareholders and other stakeholders (CGV4.1).

Company performance

- The Company's performance in the Corporate Governance domain is weak in absolute terms, which is consistent with the previous review.
- The board of directors is 33% independent, which is less than the recommended level. An executive is part of the Nomination Committee and none member is considered independent. No information is disclosed on rules guiding Executive Remuneration. In addition, the Audit Committee seems to have only a limited role. On the positive side, the company respects the "one share - one vote" principle and adopted some of the recommended measures for a sound risk management, including the CSR risks inherent to Company's operations and its materiality
- Overall, the Company ranks below its peers.





Detailed analysis

| Environm | ent | 8 |
|-----------|---|----|
| ENV1.1 | Environmental strategy | 8 |
| ENV1.3 | Development of green products and services | 8 |
| ENV2.2 | Minimising indirect environmental impacts from energy use | 9 |
| ENV2.7 | Management of environmental impacts from transportation | 11 |
| Human Re | esources | 12 |
| HRS1.1 | Promotion of labour relations | 12 |
| HRS2.3 | Responsible management of restructurings | 13 |
| HRS2.4 | Career management and promotion of employability | 13 |
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| | Impreventent et risettit alte sersit, seriettiere | 10 |
| Human Ri | ights | 16 |
| HRT1.1 | Respect for human rights standards and prevention of violations | 16 |
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| HRT2.4 | Non-discrimination | 18 |
| | | |
| Communi | ity Involvement | 19 |
| CIN1.1 | Promotion of the social and economic development | 19 |
| CIN2.1 | Societal impacts of the company's products / services | 20 |
| CIN2.2 | Contribution to general interest causes | 21 |
| | | |
| Business | Behaviour (C&S) | 22 |
| C&S1.2 | Information to customers | 22 |
| C&S1.3 | Responsible Customer Relations | 22 |
| C&S3.1 | Prevention of corruption and money laundering | 24 |
| C&S3.3 | Transparency and integrity of influence strategies and practices | 25 |
| | | |
| Corporate | e Governance | 26 |
| CGV1.1 | Board of Directors | 26 |
| CGV2.1 | Audit & Internal Controls | 27 |
| CGV3.1 | Shareholders | 29 |
| CGV4.1 | Executive Remuneration | 29 |
| | | |





Environment Score : 25

ENV1.1 Environmental strategy

(score: 36, weight: 2)





Visibility of the commitment to environmental issues

The Company has issued a formalised commitment to environmental protection in its Code of Conduct. In addition, the Company is a signatory of the Global Compact and communicates on this principle.

Relevance of environmental strategy

The Company commits to some of its responsibilities in terms of environmental protection:

- Measuring and monitoring direct environmental impacts: the Company is committed to the responsible use of natural resources and measures the CO2 emmissions and energy use.
- Introducing environmental factors in the credit risk assessment: the Company is committed to follow the international standards to financing projects related with energy, infraestructure, forestry and natural resources exploitation.

Ownership of commitment

The commitment applies throughout the Company, supported by the president of BBVA.

Means allocated to environmental management system

The Company has allocated significant resources to environmental management.

Means allocated to employees environmental engagement

Information obtained from the Company and public sources regarding the employees environmental engagement is insufficient.

Coverage of certified environmental management systems

In 2016, the percentage of the workforce working in Company's certificated buildings (ISO 14001 and LEED) stand at 35%.

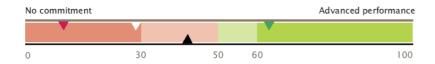
| Leadership | 39 | Implementation | 33 | Results | N/A |
|------------|----|-------------------|-----|-------------|-----|
| Visibility | 65 | Means & resources | 35 | Performance | N/A |
| Relevance | 30 | Scope | N/A | Trends | N/A |
| Ownership | 30 | Coverage | 30 | | |





ENV1.3 Development of green products and services

(score: 42, weight: 2)





Relevance of the company's commitment to integrate environmental issues in its lending and investment activities

The Company's environmental commitment is general. BBVA Continental is committed to follow international standars to evaluate the financing of projects. In addition, the Company is a signatory of the Equator Principles III.

Ownership of the commitment

The commitment applies throughout the Company, supported by the president of BBVA.

Means allocated to the integration of environmental issues in lending activities

The bank has adopted processes to identify, assess, classify environmental risks of projects. The Company assess and manage environmental and social risk in project financing according to the Equiator Principles standards.

Coverage of the measures in place to integrate environmental issues in lending

The process covers the transactions as defined in the EP III version

Means allocated to the integration of environmental factors in investment activities

The Company has allocated some means to the development of sustainable investment strategies:

- Exclusionary screening: the bank and its subsidiary (as BBVA Asset Management Continental) has a exclusionary list of activities, companies, countries, which is updated regulary by expert consultants in the BBVA headquarters.

Coverage of the measures in place to integrate environmental factors in investment activities

There is no evidence that the strategies covers to the majority of its investment portfolio.

Stakeholders' feedback

As of 07/2017, BBVA BANCO CONTINENTAL did not appear to be involved in any controversy related to this sustainability driver.

| Leadership | 30 | Implementation | 30 | Results | 65 |
|------------|-----|-------------------|-----|-------------|-----|
| Visibility | N/A | Means & resources | 30 | Performance | 65 |
| Relevance | 30 | Scope | N/A | Trends | N/A |
| Ownership | 30 | Coverage | 30 | | |

Sector minimum



ENV2.2 Minimising indirect environmental impacts from energy use

(score: 14, weight: 3)



Relevance of the company's commitment to reduce its energy consumption/ CO2 emissions

The Company's commitment to reduce its energy consumption is general. The environmental policy of BBVA Continental reflects the Group's commitment to the responsible management of natural resources.

Relevance of the company's commitment to reduce climate change trough its financing activities

The Company does not disclose any commitment with regard to its impact on climate change trough its activities

Means allocated to assess climate risks in financing activities and to support a low carbon economy

Information obtained from Company and public sources regarding means allocated to consider climate issues in its financing activities is insufficient.

Coverage of the means allocated to assess climate risks

Means allocated to reduce the company's own energy consumption and CO2 emissions

The company has set up measures to improve energy efficiency the Company has implemented measures to reduce company's carbon print which include, initiatives for energy efficiency, implementation of renewable energies, use of new technologies for energy saving, energy audits in buildings and rationalization of resources.

Coverage of the means in place to reduce the company's own energy consumption and CO2 emissions

There is no evidence that the company has taken such measures in at least 50% of the group on a workforce base.

Performance indicators on the company's own CO2 emissions related to energy consumption

The Company's CO2 emissions linked to energy consumption, normalised to Number of employees, have remained stable over the past three years standing at 1.46 tCO2 per employee.

Trend of CO2 emissions linked to the company's portfolio

Information obtained from Company and public sources regarding CO2 emissions linked to financing activities is insufficient.





Evolution of the share of loans to support the energy transition

Information on the percentage of loans to finance the energy transition are not disclosed.

Stakeholders' feedback

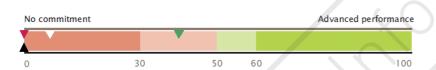
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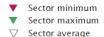
| Leadership | 9 |
|------------|-----|
| Visibility | 30 |
| Relevance | 0 |
| Ownership | N/A |

| Implementation | 9 | Results | 24 |
|-------------------|-----|-------------|----|
| Means & resources | 9 | Performance | 65 |
| Scope | N/A | Trends | 19 |
| Coverage | 9 | X | |

Management of environmental impacts from transportation **ENV2.7**

(score: 0, weight: 1)





Company score

Relevance of the company's commitment with regard to the environmental impacts related to the transport of its products and/or personnel

The Company does not disclose any commitment with regard to the environmental impacts related to the transport of its products and personnel.

Means allocated to minimising the environmental impacts

Information obtained from Company and public sources regarding means allocated to minimising the environmental impacts related to the transport of its personnel is insufficient.

Coverage

Energy consumption or CO2 emissions related to transportation Information obtained from company and public sources regarding CO2 emissions or energy consumption from transportation is insufficient.

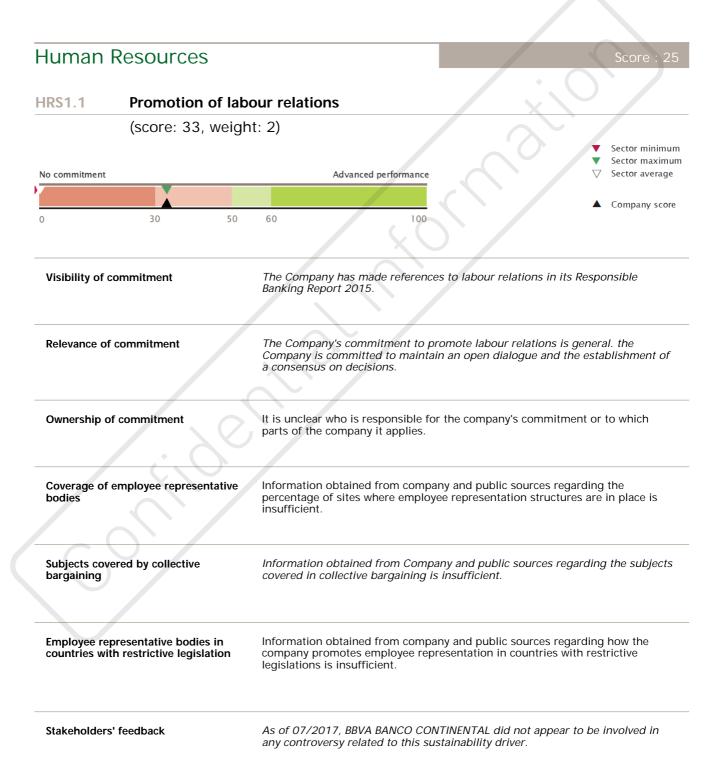
Trend in transport mix

Information obtained from company and public sources regarding the company's transport mix is insufficient to determine a trend.





| Leadership | 0 | Implementation | 0 | Results | 0 |
|------------|-----|-------------------|-----|-------------|---|
| Visibility | N/A | Means & resources | 0 | Performance | 0 |
| Relevance | 0 | Scope | N/A | Trends | 0 |
| Ownership | N/A | Coverage | 0 | | |







Coverage of collective agreements on working conditions

Collective agreements on working conditions cover 100% of its employees.

| Leadership | 21 |
|------------|----|
| Visibility | 30 |
| Relevance | 30 |
| Ownership | 0 |

| Implementation | 0 | Results | 77 |
|-------------------|---|-------------|-----|
| Means & resources | 0 | Performance | 77 |
| Scope | 0 | Trends | N/A |
| Coverage | 0 | | |

Responsible management of restructurings **HRS2.3**

(score: 12, weight: 3)





Company score

Relevance of commitment to manage reorganisations responsibly

The company does not disclose any commitment to manage reorganisations responsibly.

Involvement with employee representatives

The company does not disclose any commitment to inform and consult employee representatives on reorganisations.

Means allocated to prevent and manage reorganisations

Information obtained from Company and public sources regarding measures allocated to prevent and manage reorganisations is insufficient.

Coverage

Stakeholders' feedback

As of 07/2017, BBVA BANCO CONTINENTAL did not appear to be involved in any controversy related to this sustainability driver.

Result of the company's commitment to manage reorganisations responsibly

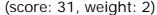
The company does not provide any information on the impacts of reorganisations on employment.

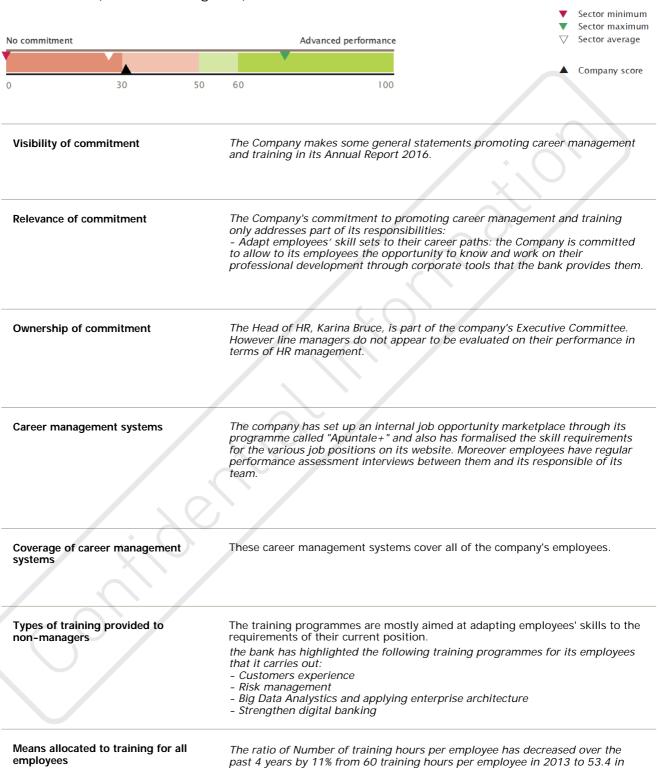
| 0 |
|-----|
| N/A |
| 0 |
| 0 |
| |

| Implementation | 0 | Results | 35 |
|-------------------|-----|-------------|-----|
| Means & resources | 0 | Performance | 35 |
| Scope | N/A | Trends | N/A |
| Coverage | 0 | | |



HRS2.4 Career management and promotion of employability





The turnover rate has increased by 2.8 percentage points over the past 4 years since 15.3% in 2013 to 18.1% in 2016

. 2016.





Training delivered during the year under review

The precise percentage of employees having received training during the year under review is not disclosed.

Of note, at 2016 92,64% of its employees have received trainings in the company. However it is not disclosed the year that these employees received the those trainings.

| Leadership | 30 | Implementation | 49 | Results | 15 |
|------------|----|-------------------|-----|-------------|-----|
| Visibility | 30 | Means & resources | 32 | Performance | 15 |
| Relevance | 30 | Scope | N/A | Trends | N/A |
| Ownership | 30 | Coverage | 100 | | |

Improvement of health and safety conditions **HRS3.2**

| (score: 27, weig | ght: 3) |
|---|--|
| No commitment | Sector minimum ▼ Sector maximum Advanced performance ▼ Sector average |
| 30 50 | Company score |
| Visibility of health & safety commitments | The Company has made references to health and safety issues in its Annual Report 2016. |
| Relevance of commitment | The Company's commitment is general. The bank is committed to carries out activities that allow to reinforce the relations between the collaborators and their relatives and disseminate the important portfolio of benefits that the Bank offers its employees. |
| Ownership of commitment | It is unclear who is responsible for the company's commitment or to which parts of the company it applies. |
| Means allocated to health and safety | Information obtained from Company and public sources regarding means allocated to health and safety is insufficient. |
| Means allocated to reduce stress at work | The health programs are mainly concerned with the treatment, rehabilitation and recovery process of individuals. - Monitoring of absenteeism - Employee participation tools: Each year, BBVA Continental has conducted a labour environment survey in order to measure the level of employee's satisfaction. |
| Coverage of means allocated to | There is no evidence that employee participation tools cover all company's |

Coverage of means allocated to address mental health

There is no evidence that employee participation tools cover all company's employees.



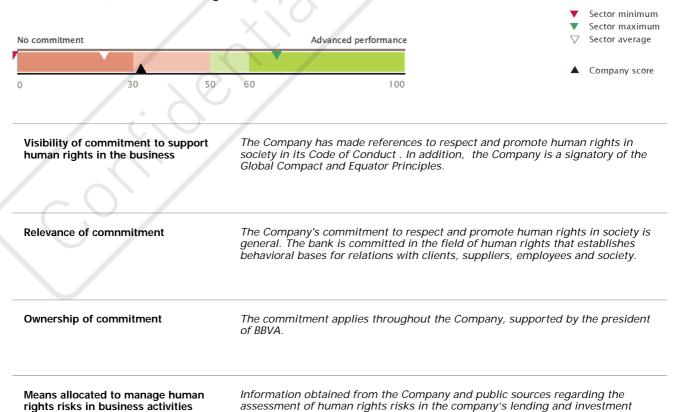
| Accident frequency rate | The company does not disclose quantitative data on accident frequency rates. |
|------------------------------------|---|
| | |
| Other health and safety indicators | the Rate of absenteeism has remained stable over the past 3 years, standing at 1.25% in 2015. |
| | |
| Stakeholders' feedback | As of 07/2017, BBVA BANCO CONTINENTAL did not appear to be involved in any controversy related to this sustainability driver. |

| Leadership | 20 | Implementation | 24 | Results | 38 |
|------------|----|-------------------|----|-------------|-----|
| Visibility | 30 | Means & resources | 0 | Performance | 38 |
| Relevance | 30 | Scope | 30 | Trends | N/A |
| Ownership | 0 | Coverage | 30 | | |

Human Rights

Respect for human rights standards and prevention of violations **HRT1.1**

(score: 32, weight: 2)



activities is insufficient.





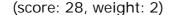
Coverage

Stakeholders' feedback

As of 07/2017, BBVA BANCO CONTINENTAL did not appear to be involved in any controversy related to this sustainability driver.

| Leadership | 30 | Implementation | 0 | Results | 65 |
|------------|----|-------------------|-----|-------------|-----|
| Visibility | 30 | Means & resources | 0 | Performance | 65 |
| Relevance | 30 | Scope | N/A | Trends | N/A |
| Ownership | 30 | Coverage | 0 | | |

Respect for freedom of association and the right to collective bargaining **HRT2.1**





Coverage





Stakeholders' feedback

As of 07/2017, BBVA BANCO CONTINENTAL did not appear to be involved in any controversy related to this sustainability driver.

| Leadership | 18 | Implementation | 0 | Results | 65 |
|------------|----|-------------------|-----|-------------|-----|
| Visibility | 30 | Means & resources | 0 | Performance | 65 |
| Relevance | 30 | Scope | N/A | Trends | N/A |
| Ownership | 0 | Coverage | 0 | | |

Non-discrimination **HRT2.4**

(score: 44, weight: 3)



Visibility of commitment

The Company has issued a formalised commitment to non-discrimination in its Code of Conduct. In addition, the Company is a signatory of the Global Compact but does not communicate on this principle.

Relevance of commitment

The Company's commitment to non-discrimination explicitly defines most of the categories covered:

- genderrace / ethnicity / nationality
- religion
- sexual orientation
- disabilities
- political opinion
- trade union membership

Ownership of commitment

The commitment applies throughout the Company, supported by the president of BBVA.

Means allocated

The Company has set up basic measures to prevent discrimination and promote diversity:

- monitoring: the Company monitors the gender balance in management positions.

Coverage

Although the company has set up monitoring systems, the Company has not gone beyond that to implement programmes to promote diversity in its operations.





Results in terms of gender distribution

The percentage of women in management positions has increased over the past 4 years by 8 percentage points from 18% in 2013 to 26% in 2016.

Stakeholders' feedback

As of 07/2017, BBVA BANCO CONTINENTAL did not appear to be involved in any controversy related to this sustainability driver.

| Leadership | 51 |
|------------|----|
| Visibility | 65 |
| Relevance | 65 |
| Ownership | 30 |

| Implementation | 15 | Results | 65 |
|-------------------|-----|-------------|----|
| Means & resources | 30 | Performance | 65 |
| Scope | N/A | Trends | 65 |
| Coverage | 0 | X \ | |

Community Involvement

CIN1.1 Promotion of the social and economic development

(score: 38, weight: 3)





Company score

Visibility of the commitment to support local development

The Company has made references to the promotion of local social and economic development in its Responsible Banking Report 2015.

Relevance of the commitment

The Company's commitment to promote local social and economic development addresses only part of its responsibilities:

- Promote local entrepreneurship through SME financing: the Company is committed to support smalls and medium business and offer them suitable products.

Ownership of commitment

It is unclear who is responsible for the company's commitment or to which parts of the company it applies.

Means allocated

The Company has allocated few means to address social and economic development, including:

Support to SME's: Through its programme "road to success" the Company offer training, advice and recognition to business customers and non-customers.



| Geographical coverage | There is no evidence that these means are allocated in the majority of the company sites. |
|--|---|
| Responsible management of tax advisory services to clients | Information obtained on the steps taken to mitigate the potential negative effects on local development from clients tax advisory services is insufficient. |
| Trend of indicators measuring the "impact" of the company's community development engagement | The number of SMEs financed or supported by BBVA Continental has increase by 90% from 308.339 SME Customers in 2013 to 587.959 SME Customers in 2015. |

Transparency of tax reporting

The Company reports significantly on taxes paid. Reporting covers:

- taxes paid in key countries of operations: the bank disclosed its taxes paid in Peru, where it has the most of its operations.
- sales, number of employees and operating profits per zone: the bank disclosed its sales, employees and operating profist in Peru where it has the most of its operations.

Presence in IMF 'offshore financial centers' and/ or in jurisdictions considered by the OECD as not compliant enough with tax transparency rules

The Company does not operate in any location considered by the IMF as 'offshore financial centres' or in jurisdictions considered by the OECD as not compliant enough on tax transparency rules.

Stakeholders' feedback

As of 07/2017, BBVA BANCO CONTINENTAL did not appear to be involved in any controversy related to this sustainability driver.

| Leadership | | 21 | Implementation | 21 | Results | 72 |
|------------|-----|----|-------------------|-----|-------------|----|
| Visibility | . * | 30 | Means & resources | 19 | Performance | 75 |
| Relevance | | 30 | Scope | N/A | Trends | 65 |
| Ownership | | 0 | Coverage | 30 | | |

Societal impacts of the company's products / services **CIN2.1**

(score: 31, weight: 3)



Visibility of the company's commitment to promote financial

The Company has issued a formalised commitment to address the accessibility of its services in its Code of Conduct.



| Relevance of commitment | The Company's commitment addresses part of its responsibilities: - promote access to basic banking services for weaker customers - prevent clients' discrimination |
|--|---|
| Ownership of commitment | The commitment applies throughout the company, supported by senior management. |
| | |
| Means allocated to promote access to basic financial services: | The Company has allocated few measures to promote access to basic financial services - Access to basic banking services: the bank developed programmes to expand the access to banking services in remote locations and banking plans for those people. - Financial education: the Company developed workshops, aimed to people unbanked or recently banked, which were given timely information to improve their relationship with money and the good use of the main services and products offered by the financial system. |
| Means question on programs to support customers in financial distress | Information obtained from company and public sources regarding measures allocated to manage the negative impacts of its services. |
| Coverage of means allocated to promote access to basic financial services: | There is no evidence that these means are allocated in the majority of the company sites |
| Trend of indicators measuring company efforts to promote financial inclusion | Information obtained from Company and public sources regarding the quantitative outcomes of the company's efforts in terms of financial inclusion is insufficient to determine a trend. |
| Stakeholders' feedback | As of 07/2017, BBVA BANCO CONTINENTAL did not appear to be involved in any controversy related to this sustainability driver. |

Contribution to general interest causes **CIN2.2**

65

30

30

Means & resources

Scope

Coverage

(deactivated)

This sustainability driver is only activated for Holdings and Investment companies.

15

30

N/A

Performance

Trends

65

0

Visibility

Relevance

Ownership





Business Behaviour (C&S)

C&S1.2 Information to customers

(score: 51, weight: 3)





Visibility of commitment to adequately informing customers about products/ services

The Company has issued a formalised commitment to adequately inform customers about its services in its Code of Conduct.

Relevance of the commitment

The Company's commitment addresses its main responsibilities:

- provide customers with detailed information about product risks/benefits
- ensure that suitable products are sold to clients
- avoid misleading marketing messages

Ownership of commitment

The commitment applies throughout the Company, supported by the president of BBVA.

Systems to monitor information to customers

The Company has set up few measures to ensure customers are informed

- educational tools at disposal of customers: BBVA Continental has in its offices printed cards to provide educational tools to its clients, to take a better
- procedures to approve marketing: the bank, regardless the media, subjets its advertising to a previus evaluation by the Regulatory Compliance Area to validate compliance with current legislation, avoiding misleading advertising.

Employees training and awareness raising

Information obtained from company and public sources regarding responsibility in marketing and commercial practices is insufficient.

Coverage of systems to monitor information to customers

The company has set up such systems throughout the company

Stakeholders' feedback

As of 07/2017, BBVA BANCO CONTINENTAL did not appear to be involved in any controversy related to this sustainability driver.

| Leadership | 56 | Implementation | 32 | Results | 65 |
|------------|----|-------------------|----------------|---------|-----|
| Visibility | 65 | Means & resources | 17 Performance | | 65 |
| Relevance | 65 | Scope | N/A | Trends | N/A |
| Ownership | 30 | Coverage | 65 | | |



C&S1.3 Responsible Customer Relations







| Leadership | 41 | Implementation | 17 | Results | 53 |
|------------|----|-------------------|-----|-------------|----|
| Visibility | 65 | Means & resources | 21 | Performance | 65 |
| Relevance | 30 | Scope | N/A | Trends | 0 |
| Ownership | 30 | Coverage | 0 | | |

Prevention of corruption and money laundering C&S3.1

(score: 37, weight: 3)





Visibility of commitment on business ethics and money laundering

The Company has issued a formalised commitment to preventing business ethics risks in its Conduct's Code. BBVA Continental is a signatory of the Global Compact and communicates on this principle.

Relevance of commitment

The Company's commitment addresses only part of its responsibilities:

- giving / receiving bribes
- gifts and invitations
- fraud
- conflicts of interest
- money laundering

Ownership of commitment

The commitment applies throughout the company, supported by senior management. In addition, other employees are directly involved.

The Corporate Integrity Management Committee is responsible of ensuring compliance of the business ethics issues with the Code of Codunct.

Involvement of employees on business ethics

Information obtained from company and public sources regarding the involvement of employees in supporting business ethics is insufficient.

Means allocated (business ethics)

The Company has set up reporting systems to prevent business ethics risks

- a dedicated confidential hotline or email address: the company, through its compliance channel, has a confidential e-mail to report violations to the Code of Conduct, including business ethics issues.

Coverage (business ethics)

The measures implemented cover all significant parts of the company

Means allocated (money laundering)

The Company has set up some measures to prevent money laundering that include:

- a dedicated confidential hotline or e-mail address: the company, through its compliance channel, has a confidential e-mail to report violations to the Code of Conduct, including money laundering issues.





| Coverage (money laundering) | The measures implemented cover all significant parts of the company. | | | | |
|--|--|--|--|--|--|
| | | | | | |
| Reporting (business ethics and money laundering) | The Company does not disclose any quantitative data on the number or nature of corruption or money laundering incidents reported internally. | | | | |
| | | | | | |
| Stakeholders' feedback | As of 07/2017, BBVA BANCO CONTINENTAL did not appear to be involved in | | | | |

| Leadership | 48 | Implementation | 21 | Results | 43 |
|------------|----|-------------------|-----|-------------|----|
| Visibility | 65 | Means & resources | 17 | Performance | 43 |
| Relevance | 30 | Scope | N/A | Trends No. | /A |
| Ownership | 65 | Coverage | 30 | | |

Transparency and integrity of influence strategies and practices C&S3.3

(score: 12, weight: 2)



Sector minimum





| Reporting | The company does not disclose the budget directly and indirectly dedicated to lobbying practices. |
|-----------|---|
| | |

As of 07/2017, BBVA BANCO CONTINENTAL did not appear to be involved in Stakeholders' feedback any controversy related to this sustainability driver.

| Leadership | 0 | Implementation | 0 | Results | 35 |
|------------|---|-------------------|-----|-------------|-----|
| Visibility | 0 | Means & resources | 0 | Performance | 35 |
| Relevance | 0 | Scope | N/A | Trends | N/A |
| Ownership | 0 | Coverage | 0 | | |

Corporate Governance

CGV1.1 **Board of Directors**

(score: 21, weight: 3)



[LISTED COMPANIES] Existence and independence of Nomination Committee

A specific committee is in place, but at least one executive is part of it, which might raise concerns. None members of the four-member Nomination Committee are considered independent.

Independence of the Board Chairman The roles of Chairman and CEO are separated, but the chairman is not considered independent.

Responsibility allocated over CSR Information on the responsibilities allocated over CSR issues is insufficient. issues

Share of independent shareholder-elected Board members

The Board is between 21 and 33% independent, which is less than the recommended level. Three members of the nine-member Board are considered independent.

Diversity of the skills and backgrounds of the Board

Information obtained from Company and public sources regarding the diversity of skills and backgrounds of board members is insufficient. There is no biographic information about the memebers of the board.





Training and expertise provided to board members

Information obtained from company and public sources regarding training provided to board members is insufficient.

Regular election of Board members

Information obtained from Company and public sources regarding the regular election of board members is insufficient.

Evaluation of Board's functioning and performance

Performance is evaluated regularly, but with no disclosure on the results. The board es evaluated annualy by a self-evaluation of the members.

Review of CSR issues at Board meeting

The formal CSR reporting has been signed by Chairman, but there is no evidence that relevant CSR issues are reviewed at Board meetings.

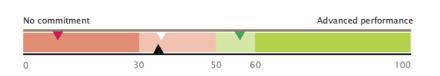
Regularity of and attendance at **Board meetings**

12 Board meetings were held during 2016, and the attendance rate was 88%.

| Name of Board member | Role | Execu tive | Non execu tive | Emplo yee repre senta tive | Nomina tion | Audit | Remu neration | Former execu tive | >9 years on Board | Stock options | Paid> 1/2 execu tive salary | Repre sent >3% company 's shares | Other | Indepen dency |
|-------------------------|--|---------------|----------------------|-------------------------------------|----------------|-------|------------------|-------------------|----------------------|------------------|---|---|-------|------------------|
| Alex Fort | Chairman | | Х | | X | х | Х | | Х | | | Х | | |
| Pedro Brescia | | | Х | × | X | | X | | Х | | | Х | | |
| Ignacio Lacasta | Chairman of Nomination & Remuneration Committee | | х | | X | | Х | | | | | X | | |
| Eduardo Torres-Llosa | CEO[[SC]] Chairman of the Risk Committee | Х | > | | X | | Х | | X | | | | | |
| Mario Brescia | | | Х | | | | | | Х | | | Х | | |
| Fortunato Brescia | | | X | | | | | | | | | Х | | |
| Javier Marin | | | Х | | | | | | | | | | | Х |
| Jose Merino | | | Х | | | Х | | | | | | | | Х |
| Jorge Donaire | Chairman of the Audit Committee | | Х | | | Х | | | | | | | | Х |

CGV2.1 **Audit & Internal Controls**

(score: 35, weight: 3)









[LISTED COMPANIES] Existence and independence of Audit Committee

All members are non-executive directors, and the majority, including the committee's chair, are independent. Two members of the three-member Audit Committee are considered independent.

Skills and backgrounds of Audit Committee members

Information disclosed on this subject is insufficient or not relevant.

Operational and CSR risks covered by the company's internal controls system

The internal control system covers the standard issues related to financial, operational, and legal risks. In addition, the system covers some of the CSR risks inherent to the company's business operations:

- Environmental risks in credit decisions & other banking activities: the Bank considers environmental and reputational risks in the Company in its credits decisions..

Governance of risks

The Company adopted only some of the recommended measures for a sound risk management:

- The Chief Risk Officer (CRO) is at par level of Chief Financial Officer (CFO)
 The CRO has direct access to the Board Risk Committee

Role of the Audit Committee in overseeing internal and external controls

The Audit Committee has a limited role that includes:

- Oversee internal audit and internal controls
- Review accounting policies and be responsible for updates
- Oversee the work of the external auditor

Management of the CSR risks

Limited processes dedicated to management of CSR risks appear to be in place: - materiality assessment: the issues identified by the bank to build the materiality matrix of BBVA Continental are classified into two variables, Importance to stakeholders and importance to the business. The bank found 25 relvant issues to build the materiality matrix.

Supervision of material risk-takers

Information disclosed on this subject is insufficient or not relevant.

Leverage ratio of the bank

Information disclosed on this subject is insufficient or not relevant.

Independence of the firm's external auditors

Information obtained from company and public sources regarding the independence of the firm's external auditors is insufficient.

Inclusion of CSR issues in the company's reporting

The Company publishes significant CSR reporting on key material issues, with an independent third party assessment of the reliability of key performance indicators (Deloitte), with limited level of the assurance.





Stakeholders' feedback

As of 07/2017, BBVA BANCO CONTINENTAL did not appear to be involved in any controversy related to this sustainability driver.

Shareholders CGV3.1 (score: 41, weight: 2) Sector minimum Sector maximum No commitment Advanced performance Sector average Company score 30 100 Nonexistence of voting rights The company respects the "one share - one vote" principle. restrictions Nonexistence of anti-takeover The company does not publish any information on shareholders' rights. devices Less than half of the board is independent. However, there are other safeguards Safeguards on transactions with major shareholder(s) in place to monitor transactions between the company and its major shareholder(s) As a company in the financial system, the board of BBVA Continental usually consults to external advisors who express their opinion about complex or important transactions with related parties. Ability to add items to the agenda of No major restrictions have been identified. the AGM and to convene an EGM There are no major restrictions on shareholders' ability to vote, however there Access to voting at General Meetings is no possibility of voting through online services. Ability to vote on relevant issues in The following items are not put to a vote at the AGM: separate resolutions at AGM - Election of board members (a separate resolution for each member). Board fees - Executive remuneration Presentation of CSR strategy to Information disclosed from the entity and public sources regarding the

shareholders and investors

As of 07/2017, BBVA BANCO CONTINENTAL did not appear to be involved in any controversy related to this sustainability driver.

presentation of CSR strategy to shareholders and investors is insufficient.



CGV4.1 **Executive Remuneration**

(score: 4, weight: 2)



Stakeholders' feedback

As of 07/2017, BBVA BANCO CONTINENTAL did not appear to be involved in any controversy related to this sustainability driver.



Allegations and controversies





Current and previous ratings

| Period | Environment | Human Resources | Human Rights | Community Involvement | Business Behaviour (C&S) | Corporate Governance |
|---------|-------------|--------------------|-----------------|--------------------------|--------------------------------|-------------------------|
| 2017/08 | + | + | + | + | = | - |
| 2015/10 | = | + | = | ++ | - | |

Scores per domain

| Domain | Average score | Leadership | Implementation | Results |
|--------------------------|---------------|------------|----------------|---------|
| Environment | 25 | 21 | 19 | 25 |
| Human Resources | 25 | 16 | 17 | 40 |
| Human Rights | 36 | 36 | 6 | 65 |
| Community Involvement | 35 | 31 | 20 | 54 |
| Business Behaviour (C&S) | 36 | 40 | 19 | 50 |
| Corporate Governance | 26 | 33 | 17 | 27 |

Scores per criteria

| Sub-domain | Criterion | Score |
|-------------------|-----------|-------|
| Environment 1 | 1 * | 36 |
| | 3 | 42 |
| Environment 2 | 2 | 14 |
| | 7 | 0 |
| | | |
| Sub-domain | Criterion | Score |
| Human Resources 1 | 1 | 33 |
| Human Resources 2 | 3 | 12 |
| | 4 | 31 |
| Human Resources 3 | 2 | 27 |
| | | |
| Sub-domain | Criterion | Score |
| Human Rights 1 | 1 | 32 |
| Human Rights 2 | 1 | 28 |
| | 4 | 44 |

| Community Involvement 1 | 11 | 38 |
|----------------------------|-----------|-------|
| Community Involvement 2 | 1 | 31 |
| | 2 | D/A |
| | | |
| Sub-domain | Criterion | Score |
| Business Behaviour (C&S) 1 | 2 | 51 |
| | 3 | 37 |
| Business Behaviour (C&S) 3 | 1 | 37 |
| | 3 | 12 |
| | | |
| Sub-domain | Criterion | Score |
| Corporate Governance 1 | 1 | 21 |
| Corporate Governance 2 | 11 | 35 |
| Corporate Governance 3 | 1 | 41 |
| Corporate Governance 4 | 1 | 4 |





General Overview

| Position versus sector peers Europe | Environment | Human Resources | Human Rights | Community Involvement | Business Behaviour (C&S) | Corporate Governance | Overall score |
|--|-------------|--------------------|-----------------|--------------------------|--------------------------------|-------------------------|------------------|
| AEA000201011 Abu Dhabi Commercial Bank | = | + | = | = | ++ | + | 34 |
| PLALIOR00045 ALIOR BANK | _ | = | = | - | - | - | 20 |
| MYL2488OO004 Alliance Financial Group | - | = | - | = | = |)= | 23 |
| MA0000011926 Attijariwafa Bank | + | + | ++ | + | = | - | 34 |
| INE238A01034 Axis Bank | = | = | = | = | = | + | 28 |
| COB51PA00076 Banco Davivienda | + | = | = | + | = | = | 31 |
| CLP321331116 Banco de Credito e Inversiones | ++ | + | = | + | = | + | 37 |
| BRBRSRACNPB4 Banco Do Estado do Rio Grande do Sul | - | = , | - | - | = | = | 23 |
| ID1000094204 Bank Danamon Indonesia | + | = | | = | = | = | 29 |
| PLBH00000012 Bank Handlowy w Warszawie | = | | = | + | = | = | 27 |
| PLBIG0000016 Bank Millennium | = | + | + | = | = | = | 32 |
| TH0023010000 Bank of Ayudhya | = | = | = | - | = | + | 29 |
| INEO28A01039 Bank of Baroda | | - | = | + | = | = | 26 |
| PHY0967S1694 Bank of the Philippine Islands | = | = | = | + | = | = | 28 |
| PLBZ00000044 BANK ZACHODNI WBK | = | = | = | - | = | + | 26 |
| MA0000011884 BCP | = | = | = | = | + | - | 26 |
| PHY077751022 BDO Unibank | = | - | - | - | - | - | 20 |
| MA0000011835 BMCE Bank of Africa | ++ | ++ | ++ | + | ++ | = | 42 |
| MA0000010811 BMCI | ++ | ++ | ++ | ++ | ++ | + | 55 |
| KR7138930003 BNK Financial Group | + | + | + | = | ++ | = | 35 |
| MA0000010381 CDM | _ | - | - | - | - | | 15 |
| TW0002801008 Chang Hwa Commercial Bank | _ | - | - | - | = | = | 20 |
| CNE1000002M1 China Merchants Bank | - | - | - | = | - | = | 23 |
| CNE100000X44 Chongqing Rural Commercial Bank | - | - | - | - | - | = | 20 |
| MA0000011454 CIH | - | - | - | - | = | | 16 |
| KR7139130009 DGB Financial Group | + | = | = | + | = | = | 30 |
| AED000201015 Dubai Islamic Bank | - | - | - | | | | 12 |
| TW0002884004 E.Sun Financial Holding | = | = | = | = | = | = | 26 |
| MX01GE0E0004 Gentera | = | = | + | ++ | ++ | = | 35 |
| INEO40A01026 HDFC Bank | - | = | = | = | = | ++ | 29 |
| MYL581900007 Hong Leong Bank | - | - | = | - | - | + | 23 |





| Position versus sector peers Europe | Environment | Human Resources | Human Rights | Community Involveness | Business Behaviour (C&S) | Corporate Governance | O _{Verall} score |
|---|-------------|--------------------|-----------------|--------------------------|--------------------------------|-------------------------|------------------------------|
| MYL108200006 Hong Leong Financial Group | - | - | = | _ | - | = | 22 |
| KR7024110009 Industrial Bank of Korea | - | = | = | = | - | | 18 |
| TH0150010R11 Krung Thai Bank | - | = | = | - | - | + | 25 |
| INE115A01026 LIC Housing Finance | - | - | - | + | + | + | 26 |
| PLBRE0000012 MBank | - | = | - | = | += | - | 23 |
| PHY6028G1361 Metropolitan Bank & Trust | - | = | - | - | y - | = / | 20 |
| MYL1066OO009 RHB Bank | - | - | - | | + | + | 24 |
| TW0002887007 Taishin Financial Holdings | + | + | = | = | O <u>-</u> | = | 30 |
| TW0002834009 Taiwan Business Bank | = | - | - | | - | | 19 |
| TH0068010R15 TMB BANK | = | = | - | - | - | = | 22 |
| TREVKFB00019 Turkiye Vakiflar Bankasi | = | = (| + | - | = | = | 26 |
| TRAYKBNK91N6 Yapi ve Kredi Bankasi | = | = | | = | + | - | 27 |
| INE528G01019 YES BANK | + | + | = | + | = | + | 34 |
| PEP116001004 BBVA BANCO CONTINENTAL | + | + | + | + | = | - | 30 |
| CL0002262351 Itau CorpBanca | + | = | + | - | = | + | 30 |





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