

BBVA Whistleblowing Channel

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2018 Information

The Whistleblowing Channel forms an essential part of BBVA's compliance system, as one of the processes established to guarantee the effective application of the procedures and standards of this Code. This channel is also a resource to assist employees, suppliers and other third parties to report, anonymously or confidentially, any breaches of the Code of Conduct or applicable legislation.



Compliance will process all reports they receive carefully and promptly, ensuring that they are investigated and providing the resources to ensure that they are resolved, in accordance with the Whistleblowing Channel management procedures.



Information will be analysed objectively, impartially and confidentially. The identity of the person reporting it will be kept confidential.

The information will be made known only to those departments whose cooperation is necessary for the process of investigation, to avoid compromising the result of the investigation or the good name of any persons affected by it. The result of the investigation will be advised to the departments which need to take appropriate measures to mitigate or correct the transgression, as well as to the person being reported and the reporter, as appropriate.

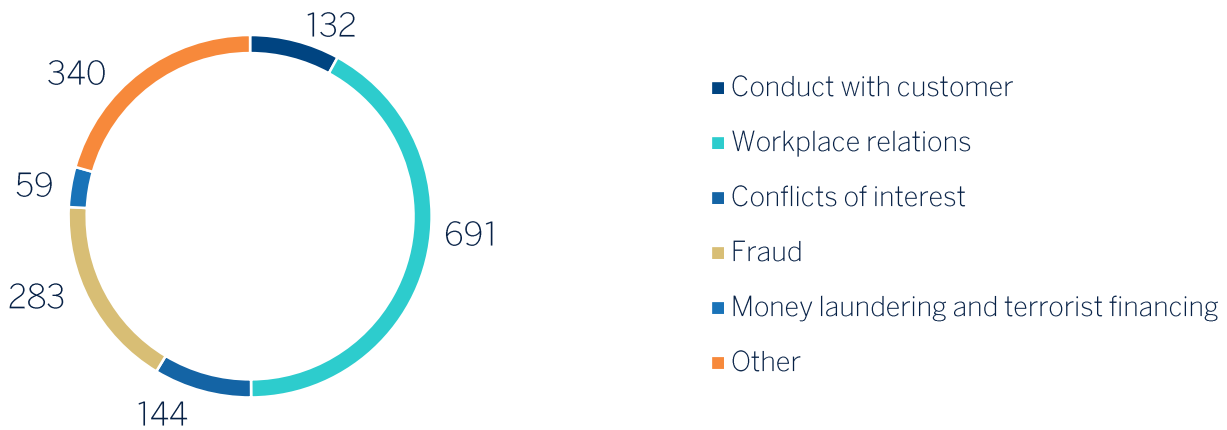
No-one who reports in good faith any facts or activities through the Whistleblowing Channel will be the target of reprisals nor will they suffer any other adverse consequence as a result.

The Whistleblowing Channel will remain open 24 hours a day, 365 days a year. BBVA has telephone hotlines and email addresses for receiving this type of reports in each one of the jurisdictions that comprise BBVA Group's global footprint.



A total of 1,649 reports were filed in 2018. The breakdown of these reports was the following:

Breakdown of reports by type in 2018



In 2018, a total 1,604 reports were processed, of which 707 resulted in disciplinary actions.

Reports processed in 2018 and adopted disciplinary actions

